

The Questionnaire – For customers

Hello. Thank you for taking the time to complete our questionnaire.

We hope all the questions are clear, but if you have any difficulties please email connections@ofgem.gov.uk.

Once you have completed the questionnaire please send it back to us to the email address above. You need to return the completed questionnaire to us by 31 July 2014.

After we have read your answers we might want to have a chat with you to understand a bit more. We'll try and do this in August.

Part 1 - About you

Question	Your response
What is your name?	
What is your position?	
What are your contact details?	

Part 2 - About your business

Question	Your response
What is your company's name?	Cemex North Ferriby Bowls Club
What is the nature of your company's business?	We play bowls.
Why do you need to make new connections to the electricity distribution network?	Our club house and grounds were severely damaged by floods and our electricity connection was severed. (Early 2014)

What past experience does your business have in getting new connections to the electricity distribution network?	None
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	None
What type of connections do you make to the distribution network?	Do not understand the question. It's a club pavillion with a normal house type connection.

Part 3 - About how you get a new electricity connections to the local grid.

Question	Your response
Does your business manage the process of getting a connection using your own staff, or do you use a consultant to guide you through the process?	I did it.
What issues are important for you when getting a connection? Please rank in order of importance, with 1 being the most important and 7 the least important.	<div>2 The cost of connection</div> <div>6 Customer service</div> <div>3 The time it takes to issue a connection quote</div>

	<input type="checkbox"/> 1 The time in which a connection can be made <input type="checkbox"/> 4 The certainty around the cost of connection and the timetable for delivery <input type="checkbox"/> 5 Ability to offer innovative connection solutions <input type="checkbox"/> 7 Other _____(please specify)
<p>In the past have you had quotes for connection(s) from a range of companies, or solely from the local DNO?</p> <p>Please tick one box.</p>	<input type="checkbox"/> A range of quotes – <u>please go to part 4</u> <input type="checkbox"/> X Just a quote from the local DNO – <u>please go to part 5</u>

Part 4 – About how you choose between a range of quotes.

Question	Your response
You've indicated that you normally receive a range of quotes for connection, both from your local DNO and other independent connection providers. When deciding which quote to accept, what factors do you consider?	
Please rank these factors that you described in the previous question in order of importance to you, with 1	1. 2. 3.

being the most important.	4. 5. Etc.
Please give an indication of who you have tended to award work to.	<p>Please tick one box only.</p> <p><input type="checkbox"/> Always the DNO</p> <p><input type="checkbox"/> Mainly the DNO</p> <p><input type="checkbox"/> About half and half between the DNO and others</p> <p><input type="checkbox"/> Mainly an ICP or IDNO</p> <p><input type="checkbox"/> Always an ICP or IDNO</p>
What do you think are the risks/problems with using an independent connections provider?	
How has your view on who to award work to changed with experience?	
When would you only seek a quote from the local DNO?	

Part 5 – About why you chose to use the local DNO

Before engaging with this process, were you aware that you could use a company other than the local DNO to complete your connection?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
What do you think are the benefits in using a company other than the local DNO to provide a connection?	I would hope it would have been quicker.
What do you think are the risks/problems with using an independent connections provider?	None
What would need to change in order for you to use a different connections provider?	Awareness. Even the provider could advise us of any alternative especially when the process was obviously taking such a long time for a small job.

Part 6 - About how the cost of connections informs the location of new business development

How much opportunity is there for you to freely choose the location of new business developments?	N/A
How big a factor is the cost of connection in your decision on where to locate your business?	N/A

Part 7- Other comments

The questions we've asked are designed for you to give us important information for our review. We'd also welcome any other comments about the market for new electricity connections, or problems you've experienced.

Our request for power connection seemed simple and at first it was so advised. A simple relocation of a metered supply from a building close by from which we had always been connected to another position some small distance away. The quotation process took ages to finalise with notifications as to why and that by law the deadline was able to be moved out. The reason was then given that we had to have a new supply not a diversion. My first communication from the DNO was in the first week in April and the job – a diversion – was completed on 2nd July 2014.

I have to say that once the connection section was involved the job was all sweetness and light and quick with good service. The initial quotation process was horrendously slow and with an outdoor season ending in August it made us wonder if it was worth it at times.