

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?	
What is the nature of your company's business?	Developer
Why do you need to make new connections to the electricity distribution network?	New build residentials

What past experience does your business have in getting new connections to the electricity distribution network?	Our experience is based on the cheapest, we predominantly work with WPD, SSE and GTC.
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	South Wales
What type of connections do you make to the distribution network?	Single and three phase LV

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?	We use our own staff
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>1 The cost of connection</div> <div>3 Customer service</div> <div>1 The time it takes to issue a connection quote</div>

	<input type="text" value="1"/> The time in which a connection can be made <input type="text" value="1"/> The certainty around the cost of connection and the timetable for delivery <input type="text" value="3"/> Ability to offer innovative connection solutions <input type="text"/> Other _____(please specify)
In the past have you had quotes for connection(s) from a range of companies, or solely from the local DNO? Please tick one box.	<input checked="" type="checkbox"/> A range of quotes – <u>please go to part 4</u> <input type="checkbox"/> 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?	Cost
Please rank these factors that you described in the previous question in order of importance to you, with 1	1. <u>Cost</u> 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 checked="" 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?	The biggest problem is the amendments to the designs, service variation requests. This takes a lot longer with an independent provider, whereas the DNO agrees very quickly.
How has your view on who to award work to changed with experience?	It hasn't particularly, except we now offer more work to the IDNO's.
When would you only seek a quote from the local DNO?	If there offered better availability

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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
What do you think are the benefits in using a company other than the local DNO to provide a connection?	Prices are more competitive, the DNO's are slightly higher.
What do you think are the risks/problems with using an independent connections provider?	There is uncertainty on who is sent to site, when using a DNO there is familiarity; the same people are usually sent resulting in less variation. We would like to receive clarification of where the engineers are coming from as this can impact on logistical issues.
What would need to change in order for you to use a different connections provider?	Including Diversion works within the domestic quotations.

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?	We have no control, this is dependant on the viability of the land.
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.

We believe WPD has an unfair advantage over IDNO's as they include diversion works within their proposals for domestic quotations. The IDNO's are ruled out as they don't own the assets which consequently leads them to losing work. At times a sum is agreed and then this amount is deducted which is out of their control. We often award more work to the DNO for this reason as for convenience.