

## **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](mailto: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?	Utility Connections Engineering
What is the nature of your company's business?	Utility connections consultant
Why do you need to make new connections to the electricity	Because I arrange connections to new Business Parks (greenfield and brown field) for Developers

distribution network?	
What past experience does your business have in getting new connections to the electricity distribution network?	In business for eighteen years arranging new connections for property developers, including overhead line deviations and major network reinforcement.
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Mainly west country
What type of connections do you make to the distribution network?	HV and 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 are the consultant
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>7 Customer service Taken as a given</div> <div>2 The time it takes to issue a connection quote Protected somewhat be guaranteed standards of service</div>

	<div>3</div> <div>4</div> <div>6</div> <div>5</div>	<p>The time in which a connection can be made</p> <p>The certainty around the cost of connection and the timetable for delivery</p> <p>Ability to offer innovative connection solutions</p> <p>Other <u>opportunity to discuss connection details and alternatives with a qualified engineer rather than a 'desk top estimator'</u> (please specify)</p>
<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>	<div></div> <div>Y</div>	<p>A range of quotes – <u>please go to part 4</u></p> <p>Just a quote from the local DNO – <u>please go to part 5</u></p>

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

Question	Your response
<p>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?</p>	

Please rank these factors that you described in the previous question in order of importance to you, with 1 being the most important.	1. 2. 3. 4. 5. Etc.
Please give an indication of who you have tended to award work to.	<p><b>Please tick one box only.</b></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"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b>
What do you think are the benefits in using a company other than the local DNO to provide a connection?	Local contacts, knowledge and workbases. Avoids longer outage times in emergencies by having local work depots.
What do you think are the risks/problems with using an independent connections provider?	Takes longer to attend to site both for construction and emergency reconnections.
What would need to change in order for you to use a different connections provider?	Less costs from a reliable connections provider with proactive contacts

## 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?	Developers will normally choose location of new business by many other factors before cost of connection becomes relevant; unless it is for a heavy power user.
How big a factor is the cost of connection in your decision on where to locate your business?	Unless the cost of connection outweighs other motives, it is simply another cost to factor into the resale value of the land. If it makes the land uneconomic to develop, then the developer will look to a reduced buying price of the land.

## 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.

In the far southwest, I have found it difficult to find approved contractors to quote for contestable costs due to long travel times. It is very useful to be able to discuss connection issues directly with a qualified engineer, either DNO or IDNO, about site particular events that affect connection costs.