

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?	Keepmoat Homes Yorkshire
What is the nature of your company's business?	House Builder
Why do you need to make new connections to the electricity distribution network?	To provide a supply to new properties

What past experience does your business have in getting new connections to the electricity distribution network?	We have worked in a number of different DNO regions for the last 10 years
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Throughout England Scotland and Wales
What type of connections do you make to the distribution network?	From the Low Voltage network

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 manage the process to procure a connection quotation ourselves.
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>1 Customer service</div> <div>4 The time it takes to issue a connection quote</div>

	<div>3</div> <div>5</div> <div>6</div> <div>7</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 _____(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>/</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
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 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?	To be able to have a cost comparison for the Contestable works.
What do you think are the risks/problems with using an independent connections provider?	What level of service delivery they will an IDNO/ICP provide? What process does an IDNO have in place for our customers to make them aware that they are the network operators?
What would need to change in order for you to use a different connections provider?	Knowing they can provide a high level of customer service from starting with the application stage through to the delivery on site up to and beyond completion of the site.

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?	
How big a factor is the cost of connection in your decision on where to locate your business?	

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.

I have been working with Keepmoat Homes for the last 10 years working in the North West, North East, Midlands and Yorkshire regions working with many DNO's and IDNO and ICP's. For the last 5 years I have been dealing with Northern Powergrid Yorkshire only. I have now built up a superb working relationship at all levels of their management structure. They have in recent years introduced new management structure and clearly have recognised how important customers are important to them. They now have a customer service that I believe is second to none. In my early years of dealing with all water, gas and DNO's around the regions I covered Yorkshire Water were by far the best utility to deal with. I am pleased to say that Northern Powergrid has now taken the lead as best utility provider. It is a pleasure to deal with them.

I would prefer to pay a little more for a plot connection knowing the level of service they provide Keepmoat Homes Yorkshire.