

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?	Wrightson Associates
What is the nature of your company's business?	Project Management (Development)
Why do you need to make new connections to the electricity distribution network?	New properties, or change of Tenants

What past experience does your business have in getting new connections to the electricity distribution network?	Quite a lot over a number of years
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Across the country.
What type of connections do you make to the distribution network?	New electric supplies and upgrades

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?	Both
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>6 Customer service</div> <div>3 The time it takes to issue a connection quote</div>

	<input type="checkbox"/> 2 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"/> 7 Ability to offer innovative connection solutions <input type="checkbox"/> 5 Other <u>Ease of application</u> (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 type="checkbox"/> A range of quotes – <u>please go to part 4</u> <input checked="" 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?	
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 checked="" 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?	Length of time getting a quote. No way of checking the quote without making a separate application to the DNO. Complicated process made more complicated by involving an independent.
How has your view on who to award work to changed with experience?	Tried using an independent connections provider once. The whole process is a nightmare so just stick with the DNO. There is no real competition and the set-up is converluted and ridiculouse.
When would you only seek a quote from the local DNO?	Always. There is no real competition and the set-up is converluted and ridiculouse.

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?	None
What do you think are the risks/problems with using an independent connections provider?	No idea if there is a saving or if it is costing more.
What would need to change in order for you to use a different connections provider?	Simpler system, more transparency. Better identification of what can be done by an independent. Only the people whose job it is to work the system actually understands the system.

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?	None
How big a factor is the cost of connection in your decision on where to locate your business?	If very expensive it is a 'deal breaker'

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.

The whole process is contrived to pretend there is competition when in reality there is little transparency (particularly with the independents) and no real competition. The system is made so complicated that it is not your main area of work, it's a nightmare.

Eg. My client may purchase an empty building where the previous occupier no longer exists, and it's practically impossible to find out what the existing supply is, what the MPAN number is, and what needs to be done to get the supply the new tenant is advising he needs. How can you get alternative quotes, when it's so difficult to get even one quote?