

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?	ALSTOM Grid Systems
What is the nature of your company's business?	High Voltage Substation Design and Supply
Why do you need to make new connections to the electricity distribution network?	Auxiliary supply feeds for 400V supplies to High Voltage Substations

What past experience does your business have in getting new connections to the electricity distribution network?	Have previously required auxiliary feeds into substations which we have built for National Grid
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Mainly the South East of England but currently quoting for work in NE England. For works we have done in Scotland the customer usually provides this supply.
What type of connections do you make to the distribution network?	Essentially we require a 400V auxiliary feed to supply substation loads. This is usually provided as an 11kV feed with stepdown transformer

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 this 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>3 The cost of connection</div> <div>Customer service</div> <div>4 The time it takes to issue a connection quote</div>

	<input type="checkbox"/> The time in which a connection can be made <input checked="checked" type="checkbox"/> 1 The certainty around the cost of connection and the timetable for delivery <input type="checkbox"/> Ability to offer innovative connection solutions <input checked="checked" type="checkbox"/> 2 Other <u>Not having to pay for a firm quotation as for these substation this a competitive quote and we are not paid for quoting</u> (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 checked="checked" 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	1. 2.

order of importance to you, with 1 being the most important.	3. 4. 5. Etc.
Please give an indication of who you have tended to award work to.	<p>Please tick one box only.</p> <div data-bbox="734 411 819 472"><input type="checkbox"/></div> Always the DNO <div data-bbox="734 520 819 580"><input type="checkbox"/></div> Mainly the DNO <div data-bbox="734 619 819 679"><input type="checkbox"/></div> About half and half between the DNO and others <div data-bbox="734 708 819 769"><input type="checkbox"/></div> Mainly an ICP or IDNO <div data-bbox="734 807 819 868"><input type="checkbox"/></div> Always an ICP or IDNO
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?	Would probably get a more competitive quotation
What do you think are the risks/problems with using an independent connections provider?	They may not have the same access to the existing network as the DNO so the proposed solution may not be feasible
What would need to change in order for you to use a different connections provider?	Not having to pay to get a firm quotation. Tenders for substation work are competitive and ALSTOM are not paid for quoting so should not be expected to pay for a firm quotation for DNO supply works.

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 – location is defined by customer (e.g. National Grid)
How big a factor is the cost of connection in your decision on where to locate your business?	Not applicable – location is defined by customer

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.