

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 |
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| What is your company's name? | Derbyshire County Council |
| What is the nature of your company's business? | Local Authority |
| Why do you need to make new connections to the electricity distribution network? | Yes |

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| What past experience does your business have in getting new connections to the electricity distribution network? | My area of responsibility is wholly within the unmetered sector. Past low transparency and poor service from DNO's has resulted in our moving consistently towards ICP for new connections. There have been obstacles by the DNO's to delay this and it has taken over 10 years to achieve a full coverage for the authority. |
| What areas of the country does your business have facilities in that have required new connections to the electricity distribution network? | We work in areas covered by WPD, ENWL, NPG PROVIDING STREET LIGHTING SERVICES |
| What type of connections do you make to the distribution network? | unmetered |

Part 3 - About how you get a new electricity connections to the local grid.

| Question | Your response |
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| 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? | Own staff and ICP 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>The time it takes to issue a connection quote</div> |

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| | <input type="checkbox"/> 5 The time in which a connection can be made <input type="checkbox"/> 3 The certainty around the cost of connection and the timetable for delivery <input type="checkbox"/> 2 Ability to offer innovative connection solutions <input type="checkbox"/> 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"/> Y 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? | THE COUNCILS PROCUREMENT POLICIES HAVING A FIXED PRICE SCHEDULE TO WORK FROM THE ABILITY TO PROVIDE A NEW CONNECTION AS A 'ONE STOP SHOP' TO REDUCE HIGHWAY DISRUPTION AND CUSTOMER COMPLAINTS THE ICP CAN NOW WORK IN ALL OUR DNO AREAS AND THIS SAVES TIME AND COST IN ADMINISTRATION. |
| Please rank these factors that you described in the previous question in order of importance to you, with 1 | 1. THE COUNCILS PROCUREMENT POLICIES 2. THE ABILITY TO PROVIDE A NEW CONNECTION AS A 'ONE STOP SHOP' TO REDUCE HIGHWAY DISRUPTION AND CUSTOMER COMPLAINTS |

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| being the most important. | <p>3. THE ICP CAN NOW WORK IN ALL OUR DNO AREAS AND THIS SAVES TIME AND COST IN ADMINISTRATION.</p> <p>4. HAVING A FIXED PRICE SCHEDULE TO WORK FROM</p> <p>5.</p> <p>Etc.</p> |
| 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 checked="" 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? | <p>COMMUNICATION ISSUES BETWEEN DNO AND ICP.</p> <p>CONSISTENCY OF ACCURACY OF INFORMATION PROVIDED TO DNO BY ICP</p> |
| How has your view on who to award work to changed with experience? | <p>THE ICP WE CURRENTLY WORK WITH PROVIDES BETTER COMMUNICATION AND LEVEL OF SERVICE AND ARE MORE RELIABLE BECAUSE THEY DO NOT NEED TO RESOURCE MAINTENANCE AND REPAIR ACTIVITIES TO THE NETWORK</p> <p>PREVIOUSLY ALL CONNECTION WORKS WENT TO THE DNO, RECENTLY, EVEN IF WE REQUIRE WORK BY DNO, THEY DO NOT HAVE THE RESOURCES TO COMMIT TO OUR TIMESCALE.</p> |
| When would you only seek a quote from the local DNO? | <p>POSSIBLY SOME OVERHEAD CONNECTION WORK OR NON-CONTESTIBLE</p> |

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?

☐

Yes

☐

No

What do you think are the benefits in using a company other than the local DNO to provide a connection?

What do you think are the risks/problems with using an independent connections provider?

What would need to change in order for you to use a different connections provider?

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?

N/A TO STREET LIGHTING CONNECTIONS

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

N/A TO STREET LIGHTING CONNECTIONS

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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.

Why is there no industry standard NVQ training and qualification for operatives such that suitably competent operative in one area can work in another area, whether they be DNO or ICP. We have experience of operatives being provided with very similar (if not identical) training by each DNO.

Non-contestible charges appear to vary significantly between DNO's, there is a suggestion that these non-contestible costs may not be included if the DNO carry out the work but are charged if ICP carry out the work.