

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?	Werm
What is the nature of your company's business?	Engineering Consultancy
Why do you need to make new connections to the electricity distribution network?	To Service new developments

What past experience does your business have in getting new connections to the electricity distribution network?	Good and bad, HV jobs are more complicated when using an IDNO.
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	South East and South West, Northamptonshire
What type of connections do you make to the distribution network?	LV & HV both residential and commercial

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 use our own 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>2 The cost of connection</div> <div>4 Customer service</div> <div>1 The time it takes to issue a connection quote</div>

	<input type="text" value="1"/> The time in which a connection can be made <input type="text" value="3"/> The certainty around the cost of connection and the timetable for delivery <input type="text" value="3"/> Ability to offer innovative connection solutions <input type="text"/> 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"/> 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?	Location of Connection- POC, Cost & delivery
Please rank these factors that you described in the previous question in order of importance to you, with 1	1. Location of connection 2. Delivery 3. Cost

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 checked="" 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?	The DNO's have a rigid structure for IDNO's on the legals for HV jobs, the easement on third party land must be in place before they energise the substation. There is no flexibility.
How has your view on who to award work to changed with experience?	It hasn't changed, we look at the jobs objectively and award work to whoever provides the best value and the most prompt connection.
When would you only seek a quote from the local DNO?	Only if the the DNO has an existing sub station on a piece of land.

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?	Customer service, cost of connection, When it is a dual fuel site, in terms of economies of scale it is more cost effective to use an IDNO.
What do you think are the risks/problems with using an independent connections provider?	The legal side can take a considerable amount of time as the DNO's can hold up the process.
What would need to change in order for you to use a different connections provider?	We are open to all of the market.

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?	100% freedom
How big a factor is the cost of connection in your decision on where to locate your business?	It is a reasonable factor, the delivery of connection is more of a influencing factor.

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.

There is a re-occurring issue with the legals being secured on time as the timescales are dictated by the DNO's, consequently delaying the connections. There seems to be an unfair advantage; if UKPN have won the work it seems they will energise the sub-station first and sort out the legal process afterwards, whereas if the IDNO have won the work UKPN insist the easement must be in place before they will energise the sub-station.

Undoubtedly, if the electricity connections market was to go down the same route as the gas market it would make the connections a lot easier, if there was self connect in place this would improve the timescales and the level of service. However, I'm not sure if this would work with the HV jobs due to the DNO's involvement and switching the networks.