

## **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](mailto: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?   | Gladman Developments                                  |
| What is the nature of your company's business?                                   | Property Developers                                   |
| Why do you need to make new connections to the electricity distribution network? | Construction of new apartments and commercial offices |

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|---|--|
| What past experience does your business have in getting new connections to the electricity distribution network?                            | Extensive, it is a fundamental to providing finished buildings   |
| What areas of the country does your business have facilities in that have required new connections to the electricity distribution network? | We develop land across the UK  |
| What type of connections do you make to the distribution network?   | Single and Three Phase connections from 25kVA for single units up to 500kVA+ for apartment blocks and industrial units |

### 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?            | All managed in house   |
| 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>2 Customer service</div> <div>6 The time it takes to issue a connection quote</div> |

|  |   |
|--|---|
|  | <input type="checkbox"/> 4 The time in which a connection can be made<br><input type="checkbox"/> 5 The certainty around the cost of connection and the timetable for delivery<br><input type="checkbox"/> 1 Ability to offer innovative connection solutions<br><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?<br><br>Please tick one box. | <input type="checkbox"/> v A range of quotes – <u>please go to part 4</u><br><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? | Who can offer the most flexible solution with regard to metering options. We want a solution that allows us to meter within the apartments and the whole network is adopted up to the meter. Who can offer the service we require and the cost. |
| Please rank these factors that you described in the previous question in order of importance to you, with 1  | 1. Solution Offered<br>2. Delivery & service<br>3. Price  |

|  |   |
|--|---|
| being the most important.  | 4.<br>5.<br>Etc.  |
| Please give an indication of who you have tended to award work to.                       | <p><b>Please tick one box only.</b></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 checked="" type="checkbox"/> Always an ICP or IDNO</p> |
| What do you think are the risks/problems with using an independent connections provider? | none  |
| How has your view on who to award work to changed with experience?                       | It hasn't   |
| When would you only seek a quote from the local DNO?                                     | I would always request a quote from a DNO but only usually awarded when it was a straight forward single connection   |

## 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"/> <b>Yes</b><br><input type="checkbox"/> <b>No</b>  |
| What do you think are the benefits in using a company other than the local DNO to provide a connection?                              | They offer much more flexible installation options, flexibility on payment options for the works and offer an asset value for the network installed |
| What do you think are the risks/problems with using an independent connections provider?   | None if they are reputable and experienced ICP  |
| What would need to change in order for you to use a different connections provider?  | Nothing   |

## 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? | Nothing is restrictive   |
| How big a factor is the cost of connection in your decision on where to locate your business?     | Cost of connection for new sites only becomes an issue if there are major diversions/network reinforcements that would be excessive for the size/type of development |

## 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.

It would be great if the DNO's were as flexible as the iDNO's with regard to standards/installation etc. to allow a fully competitive market