

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?	Hoare Lea
What is the nature of your company's business?	Engineering Consultants
Why do you need to make new connections to the electricity distribution network?	We arrange and manage connections for our developer clients for all types of projects including residential, commercial, industrial and generation.

What past experience does your business have in getting new connections to the electricity distribution network?	We apply and arrange around 500-600 connection requests each year for all the developments we are the consultants on. We have in the past generally only gone to DNO's but for the past 6-7 years been offering competitive bidding for our clients for their connections.
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Generally across the whole of the UK with 11 offices.
What type of connections do you make to the distribution network?	Demand and supply, LV and HV and occasionally EHV

Part 3 - About how you get 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?	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>6 The cost of connection</div> <div>6 Customer service</div> <div>5 The time it takes to issue a connection quote</div>

	<input type="text" value="6"/> The time in which a connection can be made <input type="text" value="6"/> The certainty around the cost of connection and the timetable for delivery <input type="text" value="6"/> Ability to offer innovative connection solutions <input type="text" value="7"/> Other <i>Ability to meet technical site constraints and developers needs rather than own terms and conditions.</i> __ (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="text" value="Y"/> A range of quotes – <u>please go to part 4</u> <input type="text"/> 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?	Cost, ability to deliver on time and to the developers commercial and practical constraints.
Please rank these factors that you described in the previous question in	1. <u>Ability to deliver solution within the developers particular site constraints</u> 2. Deliver to a fixed programme with penalties for not.

order of importance to you, with 1 being the most important.	3. Cost 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?	<p>Introducing another party to the connection process – DNO-IDNO-BNO causes communication problems and can slow process down.</p> <p>When tendering IDNO work DNO getting multiple connection requests which causes them problems.</p> <p>Loss of collaborative and strategic approach to delivery of utilities in congested areas.</p> <p>Potential less efficient use resources. IDNO assets not always recorded on DNO infrastructure plans.</p> <p>Inherent commercial conflict for DNO to be profitable and loss of asset value with IDNO offering.</p> <p>Developers not always aware of IDNO plant available in the area with capacity.</p>
How has your view on who to award work to changed with experience?	<p>Ability to deliver to site constraints and commercial needs is very important, DNO's not accepting basement substations or meters within retail demises etc.</p> <p>Use of IDNO's in collaborative multi developer areas providing solutions to commercial issues is a potential tool.</p>
When would you only seek a quote	Where it is clear there is little or no financial incentive for IDNO to be involved. Single LV

from the local DNO?	<p>connection or HV connection where IDNO's advise they cant offer discount for ownership or unable to own because they don't have the facilities to maintain.</p> <p>When supplying a demand through a simple POC with available capacity is not the cheapest solution i.e. where perhaps more complex nitting of network could release required capacity.</p> <p>Where a diversion which is assumed non contestible is part of the works to provide the capacity.</p>
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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 type="checkbox"/> 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?	As a consultant it's not our choice but we know the issue of connection costs is moving quickly to the forefront of developers decisions.
How big a factor is the cost of connection in your decision on where to locate your business?	We have no experience of a developer pulling a scheme because of the electrical connection cost alone. But the cost of diverting and reinforcement has significantly change scheme previously.

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.

We regularly are advised there is insufficient revenue for IDNO's to consider owning and adopting HV or EHV networks, so often only own and adopt the LV or HV depending on circumstances.

In ability for IDNO to share tunnels with DNO has a big factor in some larger connections in London, this seems non competitive and reasons given could be overcome.

Insufficient incentive to own LV in multi dwelling developments leaving developer responsible for building networks. This is more of the issue where DNO's particularly UKPN are enforcing BNO requirement and smaller developers not having capability to maintain LV network to utility standards. IDNO's are also not willing to adopt due to revenue generated is not sufficient to maintain verticals and laterals within buildings.

Better challenging ability over what is contestable.

DNO's to always declare what element of their offer is contestable, this should also be provided with a short description of what is and what isn't in their formal offers.

