

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?	Midlothian Council
What is the nature of your company's business?	Street Lighting Traffic Signals CCTV
Why do you need to make new connections to the electricity distribution network?	Supplies for the above

What past experience does your business have in getting new connections to the electricity distribution network?	We have had experience of delays to time scales for new connections
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	The whole of Midlothian
What type of connections do you make to the distribution network?	6kw single phase supplies

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>1 The cost of connection</div> <div>1 Customer service</div> <div>1 The time it takes to issue a connection quote</div>

	<div data-bbox="734 225 817 284"><input type="checkbox"/></div> 1 The time in which a connection can be made <div data-bbox="734 325 817 384"><input type="checkbox"/></div> 1 The certainty around the cost of connection and the timetable for delivery <div data-bbox="734 421 817 480"><input type="checkbox"/></div> 1 Ability to offer innovative connection solutions <div data-bbox="734 507 817 566"><input type="checkbox"/></div> Other _____(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>	<div data-bbox="734 603 817 662"><input type="checkbox"/></div> A range of quotes – <u>please go to part 4</u> <div data-bbox="734 703 817 762"><input type="checkbox"/></div> 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
<p>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?</p>	
<p>Please rank these factors that you described in the previous question in order of importance to you, with 1</p>	<p>1.</p> <p>2.</p> <p>3.</p>

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 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?	
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 type="checkbox"/> No
What do you think are the benefits in using a company other than the local DNO to provide a connection?	Competition
What do you think are the risks/problems with using an independent connections provider?	Unknown contacts
What would need to change in order for you to use a different connections provider?	Performance figures and customer testimonials

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?	A lot of opportunity
How big a factor is the cost of connection in your decision on where to locate your business?	Very big factor as we try to design our lighting schemes close to service cables

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.

The only problems we in Midlothian have experienced is the varying costs for new connections