

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?	Polish Scouting Association UK (PSA)
What is the nature of your company's business?	Scouting organisation
Why do you need to make new connections to the electricity distribution network?	To increae supply for our scout centre.

What past experience does your business have in getting new connections to the electricity distribution network?	None
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Lincolnshire
What type of connections do you make to the distribution network?	3-phase supply

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 managed the process ourselves. Please note that our staff are unpaid volunteers, NOT paid employees.
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>4 Customer service</div> <div>6 The time it takes to issue a connection quote</div>

	<input type="checkbox"/> 2 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"/> 5 Ability to offer innovative connection solutions <input type="checkbox"/> 7 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>	<input type="checkbox"/> A range of quotes – <u>please go to part 4</u> <input checked="" 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?	
Please rank these factors that you described in the previous question in order of importance to you, with 1 being the most important.	1. 2. 3. 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 checked="" type="checkbox"/> No
What do you think are the benefits in using a company other than the local DNO to provide a connection?	Perhaps lower connection costs and less time taken to deliver the connection.
What do you think are the risks/problems with using an independent connections provider?	We are not sure as this is our first experience of this process.
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
How big a factor is the cost of connection in your decision on where to locate your business?	N/A

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 was important for us to be connected to a 3 phase supply withing a specific timeframe, but there were many delays during the quotation process that introduced unnecessary delay.
- We found communication and contact with our nominated contact very difficult – there was often a lack of response to messages left and it seemed that the company representative was only prompted to return calls when we contacted Northern Powergrid's Customer Sercive dept.
- Arranging the connection to a meter with a separate company was also troublesome.
- It is difficult to understand why the onus on the coordination of such a service should fall on the customer. In addition the requirements of a successful connection are often not clearly stated which caused difficulties with the contractors arriving on site. This problem could be made worse with increased competition. If the purpose of this system is to improve customer service, it seems to have the opposite effect.