

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?	Warrington Borough Council
What is the nature of your company's business?	Highway Asset Infrastructure renewal and maintenance
Why do you need to make new connections to the electricity distribution network?	Highway Assets (Street Lighting, Signs, Traffic Signals)

What past experience does your business have in getting new connections to the electricity distribution network?	As a local authority we have a large amount of experience within this area
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	North West
What type of connections do you make to the distribution network?	Connection to Highway Electrical Assets

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?	In-house and external contractors
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>7 The time it takes to issue a connection quote</div>

	<input type="checkbox"/> 5 The time in which a connection can be made <input type="checkbox"/> 2 The certainty around the cost of connection and the timetable for delivery <input type="checkbox"/> 6 Ability to offer innovative connection solutions <input type="checkbox"/> 3 Other opportunity for ICP,s to deliver a full range including faults and replacement of damaged cut outs_(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 checked="" type="checkbox"/> x 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?	Cost, quality, delivery against agreed targets, ability to provide full range of services
Please rank these factors that you described in the previous question in	1. <u>Cost</u> 2. <u>Quality</u>

order of importance to you, with 1 being the most important.	3.Delivery 4.full range of services 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 checked="" 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?	Risks are normal placed with those best positioned to manage them during the procurement stage of any contract. Having said this there needs to be a general move towards Bi part agreements
How has your view on who to award work to changed with experience?	Our view has always been to identify those who are best placed to deliver the service in the most efficient and cost effect way. The current deregulation of the connections market has assisted in this, but needs to expand to include all areas.
When would you only seek a quote from the local DNO?	Only when the market does not allow an ICP or IDNO to offer the service

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?	<p>The benefits over the past five years have delivered</p> <ol style="list-style-type: none"> 1. Cost Savings competitive market costs 2. Improvements in efficiency/performance, delivered to agreed timescales 3. Improvements in customer satisfaction, one pass operations
What do you think are the risks/problems with using an independent connections provider?	Risks are normal placed with those best positioned to manage them during the procurement stage of any contract. Having said this there needs to be a general move towards Bi part agreements
What would need to change in order for you to use a different connections provider?	<p>We are currently able to use a number of ICP's through a framework arrangement and are open to and do use a number of these ICP's.</p> <p>With regard to utilising a DNO then cost and performance would need to improve and match that of the current ICP's</p>

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.

Warrington Borough Council currently utilises ICP's under the AGMA connects contract and as previously stated this authority would welcome the expansion of the current deregulation to include

1. Faults
2. Damaged cut-outs

We would also ask that direction is given to all DNO's and IDNO's to provide the facility for bi part agreements between the ICP's and the DNO's/IDNO's