

## **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?	North Ayrshire Council
What is the nature of your company's business?	Local Authority
Why do you need to make new connections to the electricity distribution network?	Street Lighting

What past experience does your business have in getting new connections to the electricity distribution network?	At this time new connections can still only be done by the host DNO only. In the last few weeks only has a single competitor been able to obtain authorisation for transfer service and disconnection work only. Other potential competitors prior to this claim to have been put off by overly rigorous authorisation process by host DNO.
What areas of the country does your business have facilities in that have required new connections to the electricity distribution network?	Throughout the public road network
What type of connections do you make to the distribution network?	Low voltage, single phase connections

### 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?	Our own staff manage the process
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>5 Customer service</div> <div>4 The time it takes to issue a connection quote</div>

	<div data-bbox="734 225 817 284"><input type="checkbox"/></div> 2 The time in which a connection can be made <div data-bbox="734 328 817 387"><input type="checkbox"/></div> 3 The certainty around the cost of connection and the timetable for delivery <div data-bbox="734 419 817 478"><input type="checkbox"/></div> 6 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="734 707 817 766"><input checked="" 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. 2. 3.</p>

being the most important.	4. 5. 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 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 checked="" type="checkbox"/> <b>Yes</b> <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?	Potential for faster programming of work. More interactive, updated monitoring/communications systems. Driving competition.
What do you think are the risks/problems with using an independent connections provider?	Disputes over ownership of connections. Obstruction to process by host DNO
What would need to change in order for you to use a different connections provider?	Quite happy to use given the opportunity. Would like to see more perservering in order to pass host DNO's rigorous authorisation process in order to increase the available choice.

## 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?	Reasonable freedom within public road network. Difficulties with remoteness usually in new developments on green belt.
How big a factor is the cost of connection in your decision on where to locate your business?	Cost related to the difficulty in locating a supply with reasonable proximity does inform final positioning of supply pillars, but generally this is not a major problem.

## 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.

While we are aware that other providers can be used, we have been frustrated by limited options in the past due to difficulty faced by potential competitors in obtaining Scottish Power authorisation process. This seems to have been relaxed as a result of enforcement on DNO's by Ofgem, however more ICPs now need to be encouraged to re-apply for authorisation for true choice.

It is hoped that connection times and those for other works will become an important part of the competitive arena, since service level agreements arranged by Ofgem with the host DNOs allow for excessively long response times.