

98 Aketon Road
Castleford
West Yorkshire
WF10 5DS

ian.cobley@northernpowergrid.com

Ofgem
Millbank
London
SW1P 3GE

05 Jan 2015

Dear James,

ICE Guidance Consultation

Thank you for your letter dated 04 Dec 2014, giving us the opportunity to comment on the latest draft of the Incentive on Connections Engagement (ICE) guidance document. The introduction of ICE is a welcome development as it will give further focus to our actions on improving customer service in the relevant market segments. We have seen the benefits of working closely with Distributed Generation (DG) customers over the last few years and want to see similar improvements in the unmetered and metered market segments.

Trialling the ICE process over last summer with DG customers and Ofgem was beneficial in determining what was required for us to produce an easy to read and informative ICE plan for the regulatory year 2015 -16 that will meet the requirements of our connection stakeholders. We are looking forward to the challenge.

As we work towards this outcome, please find attached our 'track changed' copy of the draft ICE guidance document complete with our comments. If you have any issues with our response please do not hesitate to contact me.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Ian Cobley', written over a faint blue circular stamp.

Ian Cobley
Connections Regulation Manager