

Open letter consultation on the Incentive on Connections Engagement:
Looking Forward reports 2015/16

Response received by email dated 4 August 2015 from TUSC re ENW

Sirs

Here are our responses to your questions:

Q1

No. Our view as a customer is that ENW has fundamentally misunderstood what is required. In the very introduction ENW separates customers from stakeholders and throughout seems to regard these as separate groups. It is the only DNO to do this. Its 'strategy' for engagement with stakeholders is shallow, poor and by its own definition excludes customers. Indeed ENW sees only ICPs and IDNOs as its stakeholders. This demonstrates a fundamental lack of understanding of major connections customers' needs. The 'strategy' is very poor.

To conclude our answer to this question not only is our view that ENW have completely misunderstood the purpose of the Looking Forward report but since it cannot correctly identify who its stakeholders are, we believe there is little or no chance of it successfully engaging with them.

Q2

We believe that the production of separate action plans in three separate documents (i.e. one for each of the activities) is unnecessary and makes comparisons more difficult. It seems to us just padding. The production of an action plans for ICPs/IDNOs, Distributed Generation, and Unmetered Other suggests that ENW's thought process is that these three groups comprise the totality of its stakeholders. If one was to follow ENW's thinking and assume it to be correct why are there not action plans for customers or even demand customers? We do not wish to comment more on this item on the basis that ENW's approach is quite simply invalid.

Q3

There are no indicators described as Key Performance in evidence in the documents and the actions are insubstantial, with therefore rather meaningless targets.

Q4

No. Absolutely not.

As an additional observation, TUSC's view is that either ENW have not and are not taking this submission seriously or it has not understood the commendable intention of ICE. Either way ENW has not spent enough time or resources on this.

Kind regards

Steve Gist
Director

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