

James Veaney
Ofgem

3rd August 2015

Dear James

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

I refer to the above open letter consultation. Having reviewed the Reports from the DNOs, again we are citing ENW as an exemplar – their report(s) being short and to the point, and therefore able to be reviewed and followed by the target audience. The report(s) are also easy to find on their website (regrettably not the case with all the other DNOs). We are pleased that Ofgem has engaged the DNOs sufficiently to produce these “statements of intent”, but having had such statements in the past under DPCR5, which resulted in some cases in little or no action (or action which was taken centrally but not reflected “at the coal face”), we are more concerned with what is actually done, rather than what is said.

As broad comments, we would look to see that each DNO reviews all the other DNO reports and action plans and modifies theirs accordingly, as required, to embrace best practice, in line with the Competition in Connections CoP. This should really be done now.

We would also like to see a review – on an ongoing basis probably quarterly, to assess actual performance against the action plan - and to take into account stakeholders comments on priorities as they change throughout the period of the plan. There should also be a joining together, where relevant, of actions required under the letter and spirit of the Competition in Connections CoP and those in the ICE Reports and a methodology of incorporating the outcomes of the Competition in Connections CoP Governance Panel into the ICE action plans.

Finally it would be useful for the position of individual DNOs and the completion of their actions throughout their entire organisations to be tested on a “mystery shopper” basis. This would give some confidence to stakeholders that changes are both achieved and are genuine.

Yours sincerely



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