

Response template – Incentive on Connections Engagement June 2017

| Question | Response | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|--------------------------|-----------------------------|--------------------------|-----------------------------------|-----------------------|------------|----------|------------------------|-----------|----------|--------------------------------------|------------|--|--------------------|------------|--|--|---------|----------|--|-----------------|-----------|--|------------------------------|---------------------------|--|--|--|--|--|------------|--|--|
| About you and your work | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. What is the name of your company? | <i>Utility Customer Service Management Ltd</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. Which DNO's ICE submission is your response related to (see Annex 2 for DNO map)? Please indicate clearly in your response to the questions below whether your comments refer to the DNO's plans as a whole, or to one of the DNO's licence areas. If you wish to provide a response to the ICE submission of more than one DNO, please use a separate template for each DNO. | <i>UK Power Networks</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. What type of connection do you generally require? And for each type of connection, how many connection applications, including total MVA (Mega Volt Ampere) of connections have you made in the past year? Please note that we will assess storage within the relevant metered generation market segment. | <table border="1"> <thead> <tr> <th colspan="2">Type of connection</th><th>Total number of connections</th><th>Total MVA of connections</th></tr> </thead> <tbody> <tr> <td rowspan="4">Metered Demand Connections</td><td>Low Voltage (LV) Work</td><td><i>300</i></td><td><i>1</i></td></tr> <tr> <td>High Voltage (HV) Work</td><td><i>10</i></td><td><i>8</i></td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td><i>N/A</i></td><td></td></tr> <tr> <td>EHV work and above</td><td><i>N/A</i></td><td></td></tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td><td>LV work</td><td><i>5</i></td><td></td></tr> <tr> <td>HV and EHV work</td><td><i>10</i></td><td></td></tr> <tr> <td rowspan="3">Unmetered Connections</td><td>Local Authority (LA) work</td><td></td><td></td></tr> <tr> <td>Private finance initiatives (PFI) Work</td><td></td><td></td></tr> <tr> <td>Other work</td><td></td><td></td></tr> </tbody> </table> | Type of connection | | Total number of connections | Total MVA of connections | Metered Demand Connections | Low Voltage (LV) Work | <i>300</i> | <i>1</i> | High Voltage (HV) Work | <i>10</i> | <i>8</i> | HV and Extra High Voltage (EHV) Work | <i>N/A</i> | | EHV work and above | <i>N/A</i> | | Metered Distributed Generation (DG) | LV work | <i>5</i> | | HV and EHV work | <i>10</i> | | Unmetered Connections | Local Authority (LA) work | | | Private finance initiatives (PFI) Work | | | Other work | | |
| Type of connection | | Total number of connections | Total MVA of connections | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered Demand Connections | Low Voltage (LV) Work | <i>300</i> | <i>1</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | High Voltage (HV) Work | <i>10</i> | <i>8</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | HV and Extra High Voltage (EHV) Work | <i>N/A</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | EHV work and above | <i>N/A</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered Distributed Generation (DG) | LV work | <i>5</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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Consultation questions

Section 1: Looking Back report 2016-17

We want your views on how well the DNOs have performed over the last year

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| 1. Are you satisfied that the DNO had a comprehensive and robust strategy for engaging with connections stakeholders? Do you consider that the DNO implemented its strategy? If not, are you satisfied that the DNO has provided a reasonable and well-justified explanation? | <i>UKPN has made great strides in last 1-3 years towards improved Customer Service. A good example is their current terms letter which was effectively constructed by stakeholder.</i> |
| 2. Are you satisfied that the DNO had a comprehensive work plan of activities (with associated delivery dates) to meet the requirements of its connections stakeholders? Do you consider that the DNO delivered its work plan? If not, are you satisfied that the DNO has provided a reasonable and well-justified explanation? | <i>UKPN have taken a proactive approach to stakeholders issues e.g. dedicated meetings to discuss BNO systems to aid understanding.</i> |
| 3. Do you consider that the DNO's work plan provided relevant outputs (eg key performance indicators, targets etc.)? Are you satisfied that the DNO has delivered these outputs? If not, do you view the reasons provided to be reasonable and well justified? | <i>UKPN have issued to stakeholders for comment, draft guide documents and then used feedback when the documents are issued – from a stakeholder perspective this is great news.</i> |
| 4. Do you agree that the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders? If not, has the DNO provided reasonable justification? | |

The following two questions refer to the specific areas we discuss in our letter – meeting the needs of all types of connections customers, and connecting when the networks are constrained.

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| 5. Do you consider that the DNO's activities and outputs over the past year were adequate in meeting the needs of all types of connection customers, including the particular needs of newer types of connection customers? | |
| 6. Do you consider that the DNO's activities and outputs over the past year were adequate in meeting the needs of customers looking to connect when the networks are constrained? | |
| <p style="text-align: center;">Section 2: Looking Forward plans 2017-18</p> | |
| <p>We want your views on what the DNOs aim to achieve in the coming year</p> | |
| 7. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate? | <p><i>YES – Looking forward to Line Search which we understand has been a challenge for UKPN to deliver.</i></p> <p><i>Also looking forward to improvements in area of disconnection timescales which we are aware UKPN have consulted stakeholders on.</i></p> |
| 8. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNOs do? | |
| 9. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)? | |
| 10. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a broad and | |

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| <p>inclusive range of connection stakeholders? If they have not been endorsed, has the DNO provided robust evidence that it has pursued this?</p> | |
| <p>The following two questions refer to the specific areas we discuss in our letter – meeting the needs of all types of connections customers, and connecting when the networks are constrained.</p> | |
| <p>11. Do you consider that the DNO's planned activities and outputs will be sufficient to meet the needs of all types of connection customers, including the particular needs of newer types of connection customers? What other activities should the DNO undertake in this area?</p> | |
| <p>12. Do you consider that the DNO's planned activities and outputs will be sufficient to meet the needs of customers looking to connect when the networks are constrained? What other activities should the DNO undertake in this area?</p> | |

