

I have reviewed the questions asked in the consultation and will add specific comments to those applicable below.

As a generic UKPN have moved forward over the last few years and their service has improved a great deal over that time. There are a lot of consultations with their stakeholders to look at ways to improve the service and these generally are followed through. We as a business now have dedicated customer liaison within UKPN who we can channel queries and questions through and that has proved very successful.

I believe some of the issues raised by developers in the fact the connections are still one of their biggest risks is slightly slued as the connection cannot be guaranteed or reserved until the full application is made and paid for by the developer which is often left till late in development of the project hence it remains a risk.

This does not however mean that UKPN are perfect and they still have a number of internal management issues to overcome once the project is allocated in their team until delivery and energisation of the service. Hopefully this will be actioned over the next period of reviews so they can continue to improve their service.

**15. Do you consider that UKPN delivered a single point of contact for connection customers? Do you have any additional evidence to support your view?**

**UKPN have provided a better portal for connections and we as a business now have a dedicated customer liason.**

**16. Do you consider that UKPN's commitment to reduce the time to provide a quote has been delivered?**

**The general time to provide quotes has declined from the levels a few years ago. This is still dependant though on the size of connections and complexities of projects with the smaller sizes understandably now quicker. Sometimes this isn't always the DNO's issues and there are other statutory Services that need to be considered. The larger projects have been helped by the assignment of specific project engineers to those quotes to manage the multiple connections on complex projects.**

**17. What specific actions did you expect UKPN to take to ensure this commitment was delivered?**

**To roll out an new connections portal which they have done but however this works better with smaller non complicated connections but does lead into their systems for the more complex connections which is then picked up by the project teams.**

**18. If applicable, do you consider that UKPN provided reasonable and justified reasons why the commitment was not delivered?**

**No comment**

**19. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?**

**No Comment**