

Internal Only

I have been asked by our DNO (UKPN) to answer a few questions relating to the service that they have provided me with. Please keep this response as CONFIDENTIAL and it is not to be published.

I have chosen to answer question 15-19 and my answer is shown below in RED.

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?

Answer: Yes. UKPN provided the project with an appointed Project Manager as well as a Field Engineer from the outset. They were the point of contact from day 1 to completion of the service works.

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

Answer: Yes. UKPN provided me with any requested quotation in good time.

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

Answer: I requested that UKPN attend a fortnightly meeting to discuss works in the surrounding area and how these works may affect the contracted works with myself, they attended all meetings that they were requested to and as a result the service was delivered successfully.

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

Answer: Yes. With all works you have to be prepared for issues to arise. A number of these did and were dealt with together allowing us to move on and progress the works.

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

Answer: The above were indeed relevant. I cannot think of an effect on other segments.