

CONSULTATION Response

Project: Arla Foods New Milk Processing Facility at Aylesbury

Value: Overall Project Value £200M UKPN works £10M

Works: Arla foods contracted UKPN to build electrical infrastructure for the new milk processing site. Including new substation, transformers and twin 33 kV supplies from over 6 miles

Approach: As this was a critical project to Arla and to the local area for development and jobs. Arla approached UKPN early in the process of planning the project to help ensure that the project was delivered to our plan. Arla had a tight deadline of 18 months from planning permission to have the factory commissioned. We met UKPN representatives and were given a single point of contact: Mr Tony Phillips (Major Projects Manager) who provided contact for all key communications throughout the project. Arla were also able to have other contact with other UKPN staff on the project including the site based Project Manager which was also useful.

Arla's planned approach was to be completely open and fair with our requirements and work as partner with the installer and we were very pleased to find that UKPN were absolutely wanting to take the same approach. I believe this was a considerable change of way some infrastructure projects have been handled by installers in the past. Arla do consider this a 'blueprint' project for future infrastructure installation projects

We still have a strong working relationship with UKPN who still provide the same point of contact when we discuss future works. I am happy to discuss this project and our ongoing relationship to explain or clarify details further.

1. Do you consider that UKPN delivered any actions in response to the issues highlighted above? Do you have any additional evidence to support your view?
2. Where relevant, do you consider that UKPN provided reasonable and justified reasons why the commitment was not included in the work plan?
3. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?

4. Do you consider that UKPN delivered any of these commitments? Do you have any additional evidence to support your view?

Yes, UKPN delivered on the commitments of time plan, communication and cost plan so we were very pleased with the works

5. What specific actions did you expect UKPN to complete in order to deliver the commitment(s) that you feel they did not fulfil? Which of these actions do you believe was not complete? **N/A**

6. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? **N/A**

7. Do you consider that UKPN implemented a comprehensive and robust engagement strategy for engaging with its local authority stakeholders? **Yes**

8. What specific actions did you expect UKPN to complete in order to deliver a robust and comprehensive engagement strategy for engaging with local authorities? Which of these actions do you believe was not completed? **Works with Local Authorities worked well will no real issues reported**

9. If applicable, do you consider that UKPN provided reasonable and justified reasons why it did not deliver a robust and comprehensive engagement strategy for engaging with local authorities? **N/A**

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

11. Do you consider that UKPN delivered its commitment? Do you have any additional evidence to support your view?

Yes, UKPN delivered on the commitments of time plan, communication and cost plan so we were very pleased with the works

12. What specific actions did you expect UKPN to complete in order to complete this commitment? Which of these actions do you believe was not complete? **N/A**

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

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

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? **Yes, Mr Tony Phillips was our SPoC please see statement above**

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

Yes, quote was timely and within our expectations

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

Our main requirement was for 1) the time scales on the project plan to be met 2) Clear communication and progress updates 3) for the agreed quotation to be met

UKPN delivered all of these 3 key requirements. The project did have challenges with major flooding during trench digging etc but both parties worked together to ensure we both understood challenges and could resolve them

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

Commitment was delivered

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