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Customer Feedback (Natural Power)

Dear Sir, Madam

Please see my feedback for Scottish Power Distribution on the following questions.

1. Dealing with individuals within SPEN and how helpful they were

Over recent years SPD have made themselves more available and we have good engagement at individual levels. Where the individual couldn't answer the queries these were passed on or access to other members of the department was provided. This access and help has been appreciated especially with early engagement on potential connections.

2. The number of engagement events available to you

I along with my colleagues have attended numerous engagement events, and missed out on some due to work loads. The events have received good feedback from my peers within the rooms and when I have followed up with quires they have been acknowledged. There are always feedback forms for the events for attendees to comment on. I have witnessed on follow up events where previous attendee comments and or concerns have been followed up on including explanations if they could not be implemented.

3. SPEN responding in their ICE work plan to comments raised in meetings

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4. Accessibility of engagement documents such as consultations on SPEN's website.

I have used the SPEN website on several occasion accessing docs on the Investment & Innovations tab, and the Getting connected Tab (heat maps). The links to the engagement meeting are usually passed on also. However it's good to see that SPD are not relying on this alone.

5. How does your experience of SPEN's engagement compare with that of other DNOs you work with?

In recent years the engagement and more importantly the access to the correct personnel has been very good. In regards to other DNO's I would regards SPD as one of the leading DNO's now for customer engagement, One of the key areas where they excel against other DNO's is early engagement prior to connection submissions to ensure the relevant technical information is considered prior to fomal submission of the application.

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

I would have liked to have seen more questions on project deliverables including the ability to gain access to sub-contractors and their programme of works.

Kind Regards

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