

I have been asked to reply to the below questions which I am delighted to do as I have had a good response from SP distribution for the projects I have done for both myself and my customers. They have kept me up to date with the new developments and I have been at several seminars which have helped greatly understand the constraints that they have had to work too, I have found the staff pleasant and helpful to speak too.

Chris Mather

Do you consider that SPEN implemented a robust and comprehensive engagement strategy? In answering this question, please focus in particular on providing evidence of any experience you have of:

- Dealing with individuals within SPEN and how helpful they were. **I have dealt with Kenny Bowie, Stuart Love, Stuart Walker, Victoria to mention a few. They have always been very helpful and have got back to me within an acceptable timeframe.**
- The number of engagement events available to you. **I will have been at three engagement events but invited to several more in Glasgow, all of which have been very well presented and factual, I have been invited to several more but my diary prevented my attendance.**
- SPEN responding in their ICE work plan to comments raised in meetings. **Kenny has always kept me informed of how the ICE plan is progressing and asked on several occasions what they could do to help me with regards to this.**
- Accessibility of engagement documents such as consultations on SPEN's website. **The documents you refer to are on the website for customers to look at which I have done but I always prefer to speak to the team as they save me time and answer the questions that are relevant to my situation**
- How does your experience of SPEN's engagement compare with that of other DNOs you work with? **I have worked with ENW in Cumbria and find SP Distribution much more helpful, timely when you have a question or problem. You can always speak to a member of the team which is not always possible at ENW**
- Do you consider that market segments mentioned above were the relevant ones affected? **Were other market segments also affected? No I think the market segments you mentioned were the ones most applicable to my situation and the other markets did not really affect me.**