

Internal Only

1. Do you consider that ENWL's target to achieve an average time to connect of 23 working, or its targets for scores of 85% in customer satisfaction surveys (this is the generation question) were ambitious?

I believe that the low number of people answering the surveys is an issue because it makes the data not fair to ENWL as it tends to be unhappy customers who answer the surveys and happy customers who do not make the time. This is my experience I have only found time to answer questionnaires when I have been unhappy and want to influence government to take action when I am happy I don't take the time to answer any questionnaires, as I am too busy to do something that I do think will benefit me.

Also I believe the targets set were ambitious.

2. How does ENWL's performance on time to connect and customer satisfaction compare with that of other DNOs you work with?

I think ENWL's time to connect is good

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

Yeh other market segments not affected

4. Do you consider that this issue applies to any other market segments, and in particular, either of the two market segments ENWL is eligible for penalties in ("Metered DG – LV work" and "Unmetered Connections – Other work")?

Communication seems OK to me.

5. In your experience, do you consider that ENWL has taken into account ongoing feedback from a broad and inclusive range of connection stakeholders in developing its strategy, activities and outputs?

They seem to do their best from what I can tell.

6. Do you consider that ENWL should have included a commitment to provide a single point of contact for connection customers, or otherwise provide justification for not doing so?

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I tend to have been given effectively a single point of contact, not formally but informally, it is only one connection engineer working on each of my applications and I have known who he/she is and I have been able to contact them.

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