

I would like respond to some of your consultation questions on the above as my experience of being involved in multiple connection projects with UKPN has been good and much improved over recent years. We are building services engineers and I am based in our Bournemouth Office, where we employ 120 engineers, working on a number of large projects in London and have regular dealings with UKPN across a range of approx. 50 projects at various stages of construction. Please see below our thoughts on some of the questions

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

We have introduced a number of ICPs to projects, often after UKPN have quoted for the work and never have had an issue with UKPN engagement or delivery of this. I'm not sure this is relevant to the commercial contracts but on projects like Riverwalk House in Westminster and Jubilee House in Stanmore ICPs have been introduced without issue

**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?**

Not really sure but we haven't seen any evidence of an issue.

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

N/A

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

N/A

**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?**

On all of our projects UKPN provide a project engineer as a single point of contact without fail. We also have relationships with people who run design teams in key areas like Gavin Forrester in Westminster and the customer service team who are proactive in providing initial information often before applications are made. In terms of evidence we don't have any projects that haven't been allocated within the timescale but if required we could easily provide a list of projects we are involved in and the associated UKPN project contact.

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

Yes we have seen an improvement in response times on quotes and compared with a couple of years ago don't have to chase quotes anymore as they are often received in advance of expectations

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

Provide more project engineers and some new faces in their teams to enable them to deliver the volume of work. We have seen a number of new people now which presumably ties in to the improvement in the level of service and engagement

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

N/A

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

Yes