

We write in relation to the recent consultation and UK Power Networks Incentive on Connections Engagement.

Please find below our response below for OFGEM's consideration.

We have found the stakeholder engagement very helpful to our business, where we have been able to forge stronger relationships with UK Power Networks, identify areas for improvement and have witnessed UK Power Networks positive response to implementing change to the way they operate. A good example for our business is the disconnection process, which is important to us, as a developer operating in London, the key to re-development, is disconnecting and making safe the existing building services to the electrical network, to allow the new development and new electrical connection to happen in the construction cycle of the re-development.

We have found the introduction of the surgery sessions a valuable tool in the early land acquisition and pre-construction part of the process, that allows us to better understand the existing network, how the existing network is configured and how we present the new re-development requirements for diversion works and the new connections, which enables the formal connection process to be smoother and speedier for all parties.

A good example of where the surgery process has worked well, was our recent developments a South Kilburn (8500060969) and Wallis Road (8500061387), where the applications were both made mid May 2017 and we received completed quotations late and early July 2017, respectively. The designers were readily available and met on site to finalise the exact project requirements. This resulted in the timelines for the diversion works UKPN proposals being issued well within the guaranteed level of service. Indeed UKPN's positive approach and commitment to the same level of service for diversions to new connections has been a key change and benefit. The diversion works are complex and required a high level of interfacing to the project execution plan and programme, which with UKPN positive communication and discussion made a real difference to the outcomes.

The interaction with UK Power Networks has been invaluable in understanding how they work and the current processes and policies, so that we may be more effective together. We also recognise that how we present information in our applications, typically undertaken by our services consultants, does impact the quality and the time taken to produce quotation proposals.

We better understand UK Power Networks timelines for achieving quotations and delivery, and this has become more reliable over the years that we can have certainty and we ensure we allow this in the project programme and start all discussions at the earliest opportunity.

We continue to have a strong relationship with the delivery teams which provides greater certainty in the energisation and power on to our new developments.

We generally experience a more often than not, a single point of contact for the design and delivery functions.

In our experience UK Power Networks is leading the way in terms of stakeholder engagement and service improvement and indeed Thames Water are replicating this successful template.

We think that Ofgem's proposal to apply a penalty to UK Power Networks on the basis of a few items of feedback from a small representation does not accurately reflect the significant improvement we have experienced in the service provided over the last few years. We are disappointed the hard work that has been undertaken, and positive feedback from stakeholders, has not been considered when proposing the penalty. Indeed, we continue to suffer the most appalling service from National Grid (now Cadent) and interpret this stance by the regulator as unfair and unreasonable and see no effective regulatory intervention with this business, presently.

Thank you for this opportunity to comment.