

## Internal Only

My apologies for not replying to the original survey, hopefully it's not too late to provide evidence of your customer engagement with Dumfries & Galloway Council (DGC). I will answer your questions as best I can as I'm going back over two years in my time with the council.

"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
- The number of engagement events available to you
- SPEN responding in their ICE work plan to comments raised in meetings
- Accessibility of engagement documents such as consultations on SPEN's website.
- How does your experience of SPEN's engagement compare with that of other DNOs you work with?
- Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?"

Both I and Chris Wood-Gee (DGC's Energy Manager) have had many face to face meetings in the local Dumfries office, the majority with Stuart Love when we have been discussing ongoing generation projects, these have been informal, constructive and informative. SPEN have held two breakfast meetings locally in this past 5 months, Kenny Bowie, Neil Carruthers and Ian Steele were in attendance at, at least one or both.

We have attended Stakeholder meetings at more formal settings, my first would be over two years ago at the Aston Hotel in Dumfries where we were given a detailed presentation on the proposed SPEN network improvements in South-West Scotland, since then I have attended a further 3 workshop type events on the topic of South West Scotland Connections Project where there were all manner of stakeholders, wind farm companies, land agents, financiers, engineering companies. My role on behalf of DGC was as a low level, multiple site generator. I was fairly new to this level of the industry, but following on from the later meetings I could see that SPEN had listened and brought forward suggestions to at least mitigate network constraints.

I'm aware of the SPEN website but have had no real need to access the site.

Our geographical boundaries are completely covered by SPEN and we have no experience of any other DNO.

On your final question on relevant market segments I have no answer or opinion to give.

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