

CONSULTATION QUESTIONS

1. Do you consider that UKPN delivered any actions in response to the issues highlighted above? Do you have any additional evidence to support your view?

2. Where relevant, do you consider that UKPN provided reasonable and justified reasons why the commitment was not included in the work plan?

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

4. Do you consider that UKPN delivered any of these commitments? Do you have any additional evidence to support your view?

I do consider that UKPN delivered on their commitments.

5. What specific actions did you expect UKPN to complete in order to deliver the commitment(s) that you feel they did not fulfil? Which of these actions do you believe was not complete?

UKPN completed all their relevant actions.

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

7. Do you consider that UKPN implemented a comprehensive and robust engagement strategy for engaging with its local authority stakeholders?

8. What specific actions did you expect UKPN to complete in order to deliver a robust and comprehensive engagement strategy for engaging with local authorities? Which of these actions do you believe was not completed?

9. If applicable, do you consider that UKPN provided reasonable and justified reasons why it did not deliver a robust and comprehensive engagement strategy for engaging with local authorities?

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

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

Yes they did deliver to their commitment.

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?

All necessary actions were completed.

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

It was completed.

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

The market segments are relevant and all aspects of their market segments were delivered professionally and promptly.

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?

UKPN introduced me to their project manager from day one of the commencement of the project. The same manager has been my single point of contact throughout the project.

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

UKPN produced a number of quotes as the project developed promptly, covering the required scope for all the aspects of the project as they became evident.

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

Arrange site visit and meeting to discuss the requirements and assess logistical implications so as to ensure the site was ready and prepared for their installation. This took place on each occasion.

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

This was delivered.

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

The market segments are relevant and all aspects of their market segments were delivered professionally and promptly.

Finally, thank you very much in advance and could ask that you confirm that have completed the feedback as this would be extremely helpful in gauging how our responses are progressing.