

Internal Only

I would like to get involved in your Consultation on penalties for the distribution network operators under the Incentive on Connections Engagement.

I am responding below to your 'Annex 5 – Our reasons for consulting on penalties for UK Power Networks (UKPN)' and in particular to questions 15 and 16.

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?

*I am an energy consultant and I've been working closely with UKPN over the last 5 years. I have seen a very significant improvement on how they deal with new connections. In particular for major connections, UKPN has always provided a single point of contact with an associated UKPN team. UKPN has always encouraged early engagement and has facilitated regular meetings to ensure coordination and project progress.*

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

*I regularly submit applications for new connections and diversions to UKPN. I have experienced a significant improvement on their timeframes – e.g. for a budget estimate they normally respond within 10 working days.*