

The following responses are given in relation to the agreement between 100 Bishopsgate Partnership and UKPN for the provision of electrical supply connections to 100 Bishopsgate EC3.

CONSULTATION QUESTIONS

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

So far UKPN have delivered by the agreed dates on all their commitments in relation to removal of existing network sub stations supplies, provision of temporary network and builder's supply sub stations/supplies and installations of and connections to new 33kV and 11kV building and network substations/supplies.

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?

There were multiple actions that UKPN needed to complete in order to deliver on their commitments under the agreement with 100 Bishopsgate. There are no actions which are currently outside timescales previously identified by UKPN. A number of Third Party negotiations, especially in relation to the closure of TfL and City of London roads, have been handled extremely well.

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?

Yes – Srikanth Prabhugari is leading the UKPN team and has very effectively co-ordinated all UKPN in-house support services. Steve May is always available in support of Srikanth and we meet monthly with the UKPN team to review and plan ahead.

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

Yes – subsequent quotes for 15 St Helen's Place have been provided within the timescales promised.