

Further to your letter dated 21 August 2017 regarding Consultation on penalties for the distribution network operators under the Incentive on Connections Engagement, with respect to UKPN, please find our responses to the consultation questions that are relevant to us below;

CONSULTATION QUESTIONS

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?

ANSWER - Yes we have a single point of contact that we meet on a fortnightly basis to review the progress of each project which is tracked on a document that is continually updated.

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

ANSWER - Yes, we have not experienced an issue with UKPN failing to provide a quotation to a committed timescale in recent years.

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

ANSWER - We are satisfied with the commitment and delivery we are currently receiving.

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

ANSWER - Not applicable to us as in recent years UKPN have delivered quotations in line with the commitment they made.

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

ANSWER – Yes.