



Utility Customer Service Management Ltd.

Submission to Ofgem – August 2017

Consultation on penalties for the distribution network operators under Incentive on Connections Engagement.

DNO – UK Power Networks (UKPN).

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? *In general, yes. We particularly like the fact that UKPN consult on some new policies and stakeholder meetings always include senior staff suggesting they take it seriously.*
2. Where relevant, do you consider that UKPN provided reasonable and justified reasons why the commitment was not included in the work plan? *No comment.*
3. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*
4. Do you consider that UKPN delivered any of these commitments? Do you have any additional evidence to support your view? *In terms of the disconnections (the main area we can offer comment on) – there is still much to be done but UKPN continue to progress with stakeholders.*
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? *In terms of disconnections, timescale improvements and ownership however, we were unable to attend a dedicated stakeholder meeting on the subject so may be very much in hand.*
6. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*
7. Do you consider that UKPN implemented a comprehensive and robust engagement strategy for engaging with its local authority stakeholders? *No comment.*
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? *No comment.*



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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? *No comment.*
10. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*
11. Do you consider that UKPN delivered its commitment? Do you have any additional evidence to support your view? *I general yes, there has been some challenges along the way which we feel is continue to be worked on rather then pushed aside – encouraging news.*
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? *Disconnections timescales and the availability of plans on line.*
13. If applicable, do you consider that UKPN provided reasonable and justified reasons why the commitment was not completed? *No comment.*
14. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*
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? *No comment.*
16. Do you consider that UKPN's commitment to reduce the time to provide a quote has been delivered? *No comment.*
17. What specific actions did you expect UKPN to take to ensure this commitment was delivered? *No comment.*
18. If applicable, do you consider that UKPN provided reasonable and justified reasons why the commitment was not delivered? *No comment.*
19. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*