

We understand that OfGEM are considering levying a penalty upon UK Power Networks under the Incentive on Connections Engagement.

UKPN have been in contact with us and requested that we offer our comments in relation to their recent performance.

Brookfield, a global asset management company, have engaged UK Power Networks to deliver diverse 33kV power supplies on 3 major office development in the central London totaling circa 3 million square feet. These contracts (totalling £10-15m) have been in place for a number of years, and 2 in particular have required significant procurement, installation and commissioning works in the past 12 months. The works are complex in nature.

We can advise that UKPN have delivered an improved customer service to our development team in the past 12-18 months with monthly meetings and a dedicated Customer Relations person.

Whilst certain elements of their delivery have suffered from delays or setbacks because of historic procurement issues, UKPN have generally been responsive in advising us of the issue and the proposed remedial or mitigation measure to be employed. They have generally been flexible with their resource when we have suffered delays on our projects. A recent installation has been delivered ahead of time.

We continue to provide regular feedback to UKPN on their performance and clearly there is more to do to improve customer service on a wider basis, but we thought it would be helpful for you to hear from in relation to their performance on a number of specific projects for us.