

Internal Only

In response to your consultation document on the Incentive for Connections Engagement, I have the following answers to specific questions in respect of Annex 5 – UK Power Networks.

Response to Q4.

Specifically in respect to disconnections. As a consultant to major developers throughout London and the South East, we are often engaged at the early ‘enabling’ stage of a development site. One of the many issues we face at this stage is the disconnection of any existing electrical supplies within the development site. It is very common for us to not be able to trace the current account holder and/or the supplier. Even if we know the supplier, they will usually not engage with us, as we are not the customer. UKPN have recently introduced a simple process whereby they will take over this responsibility and undertake the disconnection and de-energisation at the same time. As they are the DNO, they can then contact all relevant suppliers to inform them of the disconnection. We recently experienced this first hand on a brownfield site on Tottenham, North London. Several industrial buildings were scheduled for demolition. Previous tenants had vacated and we managed to identify multiple suppliers for the existing supplies. None of these suppliers would engage with us as we were not the customer. We approached UKPN who took this over and within a reasonable timescale, safely disconnected all the relevant MPANs to enable demolition to progress on programme. Without this service, I am certain that delays would have been incurred while we went through the lengthy (and in my view, unnecessary) change of tenancy process with each supplier.

Response to Q15.

Concerning the abovementioned project, complex diversions were required as well as new supplies. Although we are now using an ICP for this work, we dealt with a single UKPN Design Engineer who met with us on site, produced both quotations (new supplies and diversions) and helped with technical advice as the design changed.

Additionally, on a very high profile project in Mayfair, London where we require (temporary, and then permanent) relocation of a network substation, diversion of HV cables in a congested area, new basement consumer substations and new HV/LV supplies, we have had a single point of contact throughout the process which has so far been running for around a year. This SPOC has also been extremely pro-active in helping us to find a solution for the temporary location of the network substation in a very busy and sensitive public highway, culminating in a network assessment that meant we can now ‘do away’ with the requirement for this network substation in a temporary location for the duration of the works before reinstating it in its previous, permanent basement location at the end of the works.

Additionally, on a £1.7bn development site in East London, which is also being undertaken by an ICP, we have dealt with a SPOC at UKPN who has been very pro-active in assisting us to secure the amount of capacity required for the first two phases. He also stepped in to assist when unknown cables were discovered on the site after SSE (the incumbent IDNO on the site) would not accept any responsibility for dealing with this. I would also like to point out that whilst we are always also quick to pick up with any utility company when we feel they have delivered a service below their guaranteed standards, in the interests of fairness, I would be interested to see how much of this £4.62m fine is directly related to comments from a single stakeholder about the lack of a SPOC when UKPN must undertake literally thousands of connections every year!

Response to Q16.

As a consultant, we are fully aware of UKPN’s (and other DNOs’) standard timescales for delivering quotations and where possible, always build this into our programme. I cannot recall in the past 2-3 years where we have gone beyond the prescribed timescale to receive a standard quotation from

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UKPN except by prior, mutual agreement. In some instances (but not all), quotations and re-quotations have been turned around in a matter of weeks. This happened on our high profile project in Mayfair where our requirements changed due to design issues and a re-quote was issued within 2-3 weeks.