



Mr. Andrew Wright
Senior Partner, Energy Systems
The Office of Gas and Electricity Markets
9 Millbank
London
SW1P 3GE

4th September 2017

Dear Mr. Wright

Response to Ofgem ICE Consultation – penalties for distribution network operators under the Incentive on Connections Engagement. UKPN

At Energy Connection Services (ECS), we are a key stakeholder of UKPN and wanted to respond to your letter to stakeholders dated 21 August 2017.

We were invited by UKPN to be involved in their ICE stakeholder program that has resulted in us attending regular meetings to identify and implement improvements to UKPNs support and service to us.

Prior to this initiative, we had little or no interaction with them but we are now seeing vast improvements in their processes and we can see the benefits continuing to reward all of those involved and their commitment to the program.

We regularly attend forums and discuss improvement ideas with the management team. Our feedback is always well received and acted upon and our expectations have been met in terms of our understanding of implementation of their planned improvements for the 2016 / 2017 improvement plan.

The areas we are specifically affected by are the introduction of a single point of contact and quote lead times (your annex 5, questions 15 – 19)

In our experience there has definitely been a reduction in timescales for connections quotations and this is evidenced by UKPNs published quote lead times etc.

We have experienced UKPN implement a much streamlined internal process. This has resulted in a much speedier timeframe to allocation of a design engineer added to the improvement of their quote application form that has reduced the number of rejections and means the work is allocated to one designer who will look after all of the work.

Energy Connection Services
Hallow Park
Worcester
WR2 6PG

Contact	Gareth Furlong
Tel	+44 (0) 20 7060 1906
DDI	+44 (0) 1905 640 131
Email	gareth@ecs.energy
Web	www.justaskecs.com

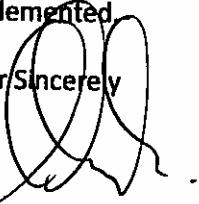
Another improvement that was implemented is a call being made from UKPN to the customer as the work is designed prior to a quote being sent – which doesn't reduce timescales specifically, but in terms of quality, the improved communication has increased accuracy and reduced any errors due to omissions or details being lost in translation.

Distinct improvements have been seen when applications are made for multiple services. In the past some elements may have been missed – for example a disconnection and we would subsequently have to reapply. Having this one point of contact in the design engineer – who provides us with a full end to end service – and will carry out chasing internally within UKPN across different points of contact.

We note that the only areas not taken into account are LV & HV siteworks – this includes disconnections – and there have been significant improvements in this area that we would not want to be overlooked.

All of the work we have seen from UKPN on the ICE program has been positive and all of the initiatives are moving their service in a positive direction. We see your response and proposed penalty for UKPN as a kick in the teeth, not only UKPN but for all of those involved and believe that the penalty is unjust. We disagree with a penalty being imposed in light of our own experience of their stakeholder engagement and improvements we have seen implemented.

Your Sincerely

A handwritten signature in black ink, consisting of several loops and a trailing flourish, positioned over the typed name.

Mr. Gareth Furlong
Managing Director
Energy Connection Services Limited

CC Mr. Neil Madgwick - Head of Connections Service Delivery
UK Power Networks