

Internal Only

Please find my feedback ref. questions 15-18 below which represent the most pertinent to my day-to-day exposure with UKPN:-

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?

Yes definitely. I feel that UKPN have established dedication to this item within recent years. For many years now we have worked with our allocated CRM to create a joined-up/collaborative approach to the success of projects. Our CRM does not just represent someone to 'have a moan at' when things go wrong, but she offers considered and diligent support right the way through our projects. Also worth mentioning that when she doesn't have an immediate answer, she works tirelessly to find the answer. Well done UKPN.

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

Yes definitely. Also worth mentioning in UKPN's defence that quite often quotations are delayed because key decisions have not been made by others and/or the design information is incomplete coming from client's M&E consultant.

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

I expected the application process to be streamlined and forms made simpler/more user friendly. I also expected them to assist developing designs with us; to join us in a collaborative approach. Whilst UKPN are still not perfect and have a little way to go educating some of their designers, they have come on leaps and bounds the last few years. Certainly the application process has been made clearer.

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

I have to be honest in that the level of resource available may sometimes be a stumbling block; whilst their designers are generally diligent and dedicated it could be argued that there are not enough of them for the volume of work. I believe UKPN are in the process of recruiting more good people and they should be praised for recognising this shortfall.