



Utility Customer Service Management Ltd.

Submission to Ofgem – August 2017

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

DNO – Scottish & Southern Electricity Networks (SSEN) – southern region only.

1. Do you consider that SSEN implemented a robust and comprehensive engagement strategy? In answering this question, please focus in particular on providing evidence of any experience you have of:
- a. Clarity of responsibility within the DNO for the processes involved in getting a connection,
 - b. Having access to a contact in SSEN with whom you can raise issues, and
 - c. SSEN's responsiveness to issues raised at their engagement events.

Our experience with SSEN has been inconsistent. As an example, we have recently had a problem with the issuing of MPAN's and once the issue is raised it fails to be "owned" by any one individual and as such, we received multiple responses from various individuals (evidence available if required). Having an issue within SSEN causes Customers (us included) to draw upon individuals within SSEN who have been helpful in the past with varying degrees of success – to address this we have asked several times for a structure diagram with no success.

In terms of issues raised at engagement events, our experience is not good.

2. How does SSEN's engagement compare with that of other DNOs you work with?

SSEN calendar of events looks very impressive but we do not feel it has had a real impact at the grass roots.

3. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?

It certainly covers the segment we have had problems in.

1. Do you consider that SSEN has undertaken its comprehensive work plan of activities to meet the requirements of its connection stakeholders? If not, are the reasons SSEN provided reasonable and well justified?

No comment

2. Do you have evidence that SSEN did or did not complete these commitments:
- a. Project evaluation card *None seen*



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- b. Produce guidance document for laying cable *No comment*
- c. Make GIS mapping 'shape' files available to all customers *No comment*
- d. Provide an explanation for reinforcements costs in quotations *Whilst we would not wish to comment specifically on this, in general the common response to queries regarding costs is that "it is confidential" leaving Customers with very little that can be done (in this context we refer to smaller end of market where true competition is yet to make inroads.).*
- e. Create process flow chart for tasks to be undertaken to deliver your connection after project acceptance *No comment*

6. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment*

3. Do you consider that SSEN has taken into account ongoing feedback from a broad and inclusive range of connection stakeholders in developing their strategy, activities and outputs. If not, has is given reasons that are reasonable and well justified? *No comment*

4. Do you consider that SSEN has taken appropriate steps to engage with customers who want to connect in Oxfordshire, and to address the issues they face? *No comment*

5. Have you approached SSEN to arrange emergency response cover? What has been your experience of engaging with them on that issue? *No comment*

6. How does SSEN's approach to emergency response cover compare with that of other DNOs you have worked with? *No comment*

7. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment*