

I was surprised to read that you are considering penalising UKPN for alleged failings. Over the past 6 years I have been responsible for the development and installation of virtually 1GW of Distributed Energy projects, which include a number of pv projects on the Government Estate. Over these past years, my experience of UKPN has been a very positive one. The responsiveness of the Primary System Design Engineers is excellent and this runs through to middle and senior management.

In 2014 I needed UKPN to work with me on a 132 grid connection for a 48MW pv park, UKPN rose to the challenge and we delivered that connection in an 18 week program of works. I could not have wished for a more positive or proactive effort from a DNO.

I now have projects in the London area, one adjacent to the new OPDC development, one near Heathrow Airport and again UKPN are stepping up to the mark in terms of my expectations of a DNO. I only wish all DNOs operated with the same can-do and supportive attitude.

I found your questionnaire a little "loaded" against UKPN, and not all of it was pertinent to my business needs or experience, however I have stripped out some of the questions and inserted my comments/observations below them in red. I trust that you'll consider my comments and reflect on the fact that I for one am a very satisfied customer of UKPN and that I'd consider any punitive penalty that you may be contemplating imposing to be unjust, based on my own and my teams experience of UKPN.

Should you wish for more information I trust that you'll not hesitate to contact me at my office.

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?

I do consider that UKPN have delivered a very efficient and responsive single point of contact from my own perspective. As a company we deliver numerous DG projects of our own and for our clients. The service that we receive from UKPN ranks with the best in the UK, matched only by WPD, with SSE in third position. I am not sure what form of evidence you are seeking but I can assure you that when it comes to a proactive DNO that UKPN, in my experience, are the best.

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

Yes

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

Good Communications/Single Point of Reference/Clear and Unequivocal Documentation

18. If applicable, do you consider that UKPN provided reasonable and justified reasons

why the commitment was not delivered?

Yes, absolutely. As developers of DG projects we are aware of the gripes and moans of other developers within the sector. The sector is riven with implausible scheme proposals and developers making unrealistic grid applications. Frankly I believe that a large proportion of declared issues around grid connections and DNO services are self-inflicted by developers. Add in the lack of an energy policy and decades of grid infrastructure neglect from Westminster/Whitehall, and one has a recipe for chaos. I am not surprised that the DNOs in general may struggle to unravel the grid mess that the rudderless "Ship of State" saddles them with.

19. Do you consider that market segments mentioned above were the relevant ones

affected? Yes . Were other market segments also affected? No.