

Please see the response from UKPS on the attached consultation.

1, 2 & 3 – UKPS have not carried out any works in the “Metered DG – LV work” market segment so we cannot comment on that specifically, however in the wide range of areas we do work with UKPN we have found continued improvement with the issues most pertinent to works we carry out in UKPN’s area e.g. Wayleaves and Easements and connection times. UKPN have been very accommodating in regards to resolving issues with wayleaves and easements providing access to their legal staff and existing rights where required to find solutions to difficult issues. In terms of connection times, as an ICP we almost always secure our connection within the specified periods and sometimes sooner if UKPN can accommodate.

4, 5 & 6 – UKPS does not carry out work in the unmetered market segment and has had no requirement to get involved with these commitments.

7, 8, 9 & 10 – UKPS have not been involved in any engagement with UKPN and Local Authorities and therefore cannot comment.

11, 12, 13 & 14 – UKPS has had no involvement in discussions between UKPN and iDNO’s with regards to UKPN providing emergency response cover and therefore we cannot comment.

15 – UKPS have established very good communication channels with UKPN which doesn’t necessarily mean having one point of contact, in our experience it is imperative to have a small number of the correct points of contact to fit the nature of the query and more importantly points of contact that will listen and take action which we feel we have. We have good points of escalation when needed and therefore feel that UKPN definitely deliver on this point.

16 – UKPS as one of the most active customers asking for quotations from UKPN believe that they almost always deliver quotations within the specified guidelines and therefore have seen no issues.

17 – UKPS expect UKPN to provide points of contact for daily low level queries and points of contact for escalation when required, predominantly split into Design, Construction, Legal contacts and Senior Management, in addition we expect to be able to continuously improve these lines of communication be regular and ad hoc meetings as required, to this end we believe UKPN have delivered.

18 – Not applicable

19 – UKPS have not been affected by the above points

Summary:

Looking at the overall consultation document it comes as a surprise to us at UKPS to see that UKPN are potentially to receive the largest fine of all the DNO’s, in our experience (working nationally) UKPN are the easiest and most helpful DNO to work with and have put a huge amount of effort into embracing competition, it is a shame that the other DNO’s don’t value their relationship with ICP’s as highly as UKPN do.

For true competition to flourish there are still some difficult barriers to breakdown, examples of these are the legal and stakeholder rights that DNO's have, UKPN appear to be doing what they can to assist even in these difficult area's so it seems quite harsh that they appear to be behind the curve according to the feedback in this report.