

With reference to the above document issued to UKPN Dated 21 August 2017. Kier Living Ltd (Residential Development) wish to provide feedback on the services that we have received from UKPN. Details below are to contest on the criteria's stated within Annex 5 (Kier Living Ltd give evidence from 2014 - to present date).;

Annex 5 – Our reasons for consulting on penalties for UK Power Networks (UKPN)

Minimum criteria potentially not met (1)

DNOs must demonstrate that they have taken into account ongoing feedback from a broad and inclusive range of connection stakeholders in developing their strategy, activities and outputs. If not, they must give reasons that are reasonable and well justified.

Reasons

In last year's consultation 5 issues were raised by stakeholders which do not appear to have been responded to by UKPN in its ICE submission. These are: Investing in the ageing last mile network, improving connection times by 20%, monthly publication of heat maps and standardisation of land rights (such as wayleaves and easements). Because UKPN did not include commitments in its updated ICE plan in October last year, or provide justification in its submission to us this year, we consider that may have failed to meet the relevant minimum criteria.

Affected market segments

Based on stakeholder responses, we believe that in all of UKPN's licensee areas, "Metered DG – LV work" was affected, and in London Power Networks "Unmetered Connections – LA Work" was also affected. UKPN is eligible for penalties in all of these market segments.

Consultation questions

1. Do you consider that UKPN delivered any actions in response to the issues highlighted above? Do you have any additional evidence to support your view?
2. Where relevant, do you consider that UKPN provided reasonable and justified reasons why the commitment was not included in the work plan?
3. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?

- *Kier Living Ltd have requested firm applications to UKPN for the 'downing' of overhead lines and for obtaining extra capacity for residential developments. Of which, UKPN have 'upgraded and reinforced' the network to facilitate the extra supplies required. This is evident on our site at Blofield, Norwich(2014/15); UKPN provided support to the stakeholder & actively made arrangements with homeowners whose homes where in close proximity of the existing asset. An ageing overhead network was succesfully downed within given timescales and with full coooperation of all parties effected by the proposed works.*
1. *2016/ present Houghton Conquest, Bedfordshire; This is a complex development which requires a relocation of an existing supply & the*

inclusion of an additional supply to be feed around an existing aviation fuel line that runs through the middle of the development. In addition to this,, UKPN are proposing to upgrade part of their own network which is not effected by Kier's development plans. UKPN have took the lead and are liasing with existing residents to upgrade an ageing network that has a boundary between an existing residential area and the proposed new development area. With residents consent, UKPN propose to 'down' existing overheads that have remained for many years, close to several homeowners rear gardens.

UKPN have continued to take a proact role and we feel that the level of health and safety they have demonstrated has been paramount and forward thinking. The foresight that UKPN have displayed will establish the surrounding area for the future years to come.

- 2. Over the last two years Kier has been working closely with UKPN to improve on the current systems in place when progressing Easements and Wayleaves. This has been instigated by UKPN in the form of Open Forums where attendees have been invited to participated i.e. Developers, The Highways Authorities, Statutory Undertakers, Private Consultancies. From these forums UKPN have improved timescales and we have experienced accurate wayleaves for land transfers. Further improvements on this are underway where Kier & UKPN legal teams are working together to produce a Standard Template for land transferes in areas recommended for substations.*
- 3. N/A – no comments recorded.*

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| 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? |
| 16. | Do you consider that UKPN's commitment to reduce the time to provide a quote has been delivered? |
| 17. | What specific actions did you expect UKPN to take to ensure this commitment was delivered? |
| 18. | If applicable, do you consider that UKPN provided reasonable and justified reasons why the commitment was not delivered? |
| 19. | Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? |

15. On acceptance of contestable works by UKPN a 105 document will be issued to Kier. This is then cascaded to our Construction team where it is issued to all parties who will be undertaking the electrical aspect of the works. The 105 is also issued to our Customer Care team.

Kier's site managers at Costessey, Norwich, Blofields, Norwich & two further developments at Wixams, Bedfordshire have all received 105 booklets which they distribute to their site workers.

16. Within the 4 week period of requesting a quotation UKPN have always been one of the first to 'turn around' & issue a detailed quote with a POC (point of connection) with an indicative design. The associated costing will include 3 possible options of how the works can be undertaken i.e. ICP's to undertake a combination of 'contestable', 'non contestable' payment methods. The same standard of quoting works is also received for budget quotations.

17. A detailed enquiry is to be made very clear during the application process.

18. If a delay has occurred, the likely hood is that all details were not submitted to UKPN during the application process. UKPN would then alert the stakeholder that until the details are provided the application cannot be progressed accurately.

19. During these UKPN Open Forums - as mentioned earlier, it has been recognised that UKPN need to improve on the Small Works department of their business which oversees applications for Temporary Builders Supplies (TBS) and their associated disconnections & Street lighting. Stakeholders have experienced a lower level of delivery when compared to the Major Works department. Although the application processes are identical, the response given to delivering the service is much slower and lacks the continuity of the service received under the Major works department. UKPN have taken the forums experiences on board and are now reviewing the structures within these areas.

To summarise the outstanding attributes of the service that UKPN provide would be;

- An 'easy to use' and accessible application process - which can be done on line.*
- Timescales given for acknowledgement of an application are acceptable.*
- Notifications for Projects and Designs is within an acceptable time frame.*
- Receipt of a quotation or an indicative design is again within an acceptable time scale and would be ranked above average when compared to other DNOs & IDNOs.*
- Following on from the acceptance, the project delivery usually progresses within the time scales for the project.*
- UKPN have always given an option to the stakeholder to have an designated Accounts Manager as a single point of contact. This has been*

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extremely valuable and resourceful experience and we feel that UKPN have maintained a continually high level of service to our business.

I trust that the comments made will be of assistance to you. If you require any further clarification, then please do not hesitate to contact me.

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