

. Do you consider that UKPN delivered any of these commitments? Do you have any additional evidence to support your view?

Yes I believe UKPN have delivered their commitments on numerous occasions via their single point of contact.

5. What specific actions did you expect UKPN to complete in order to deliver the commitment(s) that you feel they did not fulfil? Which of these actions do you believe was not complete?

They have always fulfilled their actions given they time they required.

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

Yes market sections were relevant ones affected

11. Do you consider that UKPN delivered its commitment? Do you have any additional evidence to support your view?

Yes I strongly believe UKPN delivered their commitments throughout with their single point of contact.

12. What specific actions did you expect UKPN to complete in order to complete this commitment? Which of these actions do you believe was not complete?

They have always responded to commitments all aspect of the commitments, metered demand, all HV/LV metering.

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

YES I believe UKPN have provided reasonable and justified commitments.

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

Yes I believe market segments were relevant ones affected

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 I strong believe UKPN have delivered a single point of contact for connection customers.

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

Yes UKPN commitment to reduce the time to provide a quote has been reduced immensely via the single point of contact.

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

Specific actions expected from UKPN would be to continue and always provide single point of contact for all type connections.

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

UKPN have always provide reasonable and justified reasons via their single point of contact

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

Yes I believe the markets segments mentioned above were the relevant ones.