

We are Building Services Consulting Engineers working predominately within Central London and interact regularly with UK Power Networks when seeking to obtain new electricity supplies or to disconnect / modify existing supplies for various properties ranging from small individual residential properties up to large scale retail/office developments. Having read your "Consultation on penalties for the distribution network operators under the Incentive on Connections Engagement" dated 21 August 2017 in respect to UK Power Networks, we have the following responses to the Consultation questions raised within Annex 5 (due to the confidential nature of some of our projects, we have not provided project specific examples however these are available upon request):

**Questions 1 – 14** – no experience, and therefore cannot comment.

**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?**

In our experience, every application we make for a new connection, upgrade of an existing supply, diversion or a combination of all three is allocated to a single point of contact.

We have been working on a project where the existing substation has been relocated, an additional substation installed and new supplies provided into the site. Throughout the project, we have been allocated a single point of contact. There have been different UKPN departments working on-site, however there has always been a single point of contact who has been able to provide an update on the status of the overall project. In addition to this, the UKPN Customer Relationship Managers are available and provide us with a single point of contact across all of our projects. The managers are easily contactable and provide us with a second consistent contact should our project specific contact be temporarily unavailable for whatever reason. The Customer Relationship Managers provide a single point of contact for advice and support and also are used to provide updates on all aspects of UKPN to keep us fully informed.

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

In our experience, UKPN has reduced the time to provide a quotation.

When dealing with the small services team, we are typically allocated a named customer services assistant within 1-2 days and normally receive a quotation within 5-6 working days after the application was submitted. Even if the application requires a site visit, we have experience of receiving a quotation within 10 working days of the application which included UKPN carrying out an on-site visit / survey. We can provide specific evidence if required.

When dealing with the large connections department, the time to provide a quote appears to have significantly improved. In a recent example, we received a quotation for a large supply within 35 working days from the date of application. Throughout this time, we were regularly updated by the single point of contact and they were also readily available to provide updates on the status of the application and the date by which we should receive the quotation.

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

We would expect UKPN to take the following actions to ensure this commitment was delivered:

- Improve contact prior to an application being made. The introduction of Ask-the-Expert and more recently the live chat has ensured that we direct our applications / enquiry to the relevant department and that we provide all of the required information at the time

of application. There have been significantly fewer requests back from UKPN for further information to accompany our application which has improved the overall time to provide a quotation.

- Ensure that the application process was as clear and as simple as possible to ensure that all relevant information was provided to the designer. UKPN has streamlined their application form and they have also introduced a vetting process before it is allocated to a designer. This means that the application form is simple and not time-consuming, and it also means that there are no delays once a project designer has been allocated.

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

We do not fully agree with the statement that 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?**

No other market segments were affected.