

We have been asked to consider the questions below with respect to our experiences with Scottish Power over the last 12 months, and respond to yourselves.

1. *Do you consider that SPEN implemented a robust and comprehensive engagement strategy? In answering this question, please focus in particular on providing evidence of any experience you have of:*
 - a. *Dealing with individuals within SPEN and how helpful they were*
 - b. We have numerous clients across the east central belt which continuously require new connections and/or diversions. In each instance we have good relationships with each of the contacts who have been appointed to the sites. In some cases (such as Edinburgh St James Project, and Fort Kinnaird Retail Park) the sites have been allocated more than one contact within Scottish Power. Our experience when dealing with SPEN have been positive. We are confident that should we have technical queries regarding altering/extending the SPEN network that we can call certain members within the organisation and we will get good advice. We consider the individuals within SPEN extremely helpful.
 - c. *The number of engagement events available to you*
 - d. We have been invited to numerous engagement events, including the regular client workshops which we are aware takes place. Unfortunately, we have not been able to attend due to conflicts in diaries. However, we are aware that should we encounter ongoing issues, these events are available to us.
 - e. *SPEN responding in their ICE work plan to comments raised in meetings*
 - f. As mentioned above, we are actively involved with SPEN on several sites. However, due to its complexities on the surrounding infrastructure with the Edinburgh ST James Project, we hold regular workshops with SPEN to discuss technical and programming issues. SPEN respond to actions raised quickly in the agreed timescales.

Accessibility of engagement documents such as consultations on SPEN's website.

We have been given access to SPENS online mapping which is invaluable to ourselves to quickly understand the impact of any development on a particular site, and implications which may be required due to the presence of SPEN infrastructure. We also make use of the technical drawings (typical substation drawings, switching units, etc). We are generally aware on the procedures for typical new connections/upgrades or diversions, etc. however, we are aware that further procedural information can be found on the website.

2. *How does your experience of SPEN's engagement compare with that of other DNOs you work with?*
3. We regularly work with other DNOs, and find SPEN the best that we deal with.
4. *Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?*

The above generally covers the elements in which we engage with SPEN.

Internal Only

Should you wish to follow up on the above with any further questions, please do not hesitate. The relationships we have with the contract managers and designers at SPEN makes our job easier, and we are pleased to be given this opportunity to commend their positive work.

Internal Only