

Re: Consultation on penalties for the distribution network operators under the Incentive on Connections Engagement

Disclaimer. Please note that the following comments below are made solely from dealings/experiences between the Barratt London Brentford office and UKPN and do not necessarily reflect the opinion of the Barratt Group.

The 'Consultation Document' regarding the above has come to my attention.

With specific reference to questions 15-18 within this document and also based upon my experience in dealing with UKPN I would like to comment as follows as I feel that the 'Consultation Document' does not show a true reflection as to how UKPN have been performing.

15). From my dealings with UKPN, (both LPN & EPN) a single point of contact has been provided. More recently we have been dealing with the Disconnections Team where the single point of contact, Harley Jeavons, has proved most helpful, furthermore, on a current project where a new connection for an increased capacity requirement on a TBS is required we have a single point of contact, Field Engineer Iain Horden, providing us with good communications/updates on progress of the job and being notified on what is required by us. In addition to a single point of contact we do have a Customer Relationship Manager who is able to further assist on any given matter, job specific or not.

16). On both disconnection and new connection quotations, once we have provided UKPN with sufficient information of our requirements, UKPN have delivered their quotations in a timely manner. The clarity in the quotations has been greatly improved, with 'the 'open market' positively encouraged on the quotations received.

17). Please refer to 16 above.

18). Please refer to 16 above.

With UKPN providing twice yearly forums which are both helpful and informative, as well as tailored consultations such as Building Network Operators, I feel that their pro-active attitude to customer satisfaction and the way they listen to understand and react to customer needs confirms their positive approach to customer relations.