

Internal Only

Having utilised UKPNs services on connections for several years within my role as a utilities manager for a developer, I would have the following observations from your report:

UKPN have created a customer focused environment, particularly through the connections forums and the scrutiny panel, of which I am a member. All stakeholders have an opportunity to attend connections forums and be included in the scrutiny panel, where all views are discussed and logged. Stakeholders are invited to add items for discussion and these are recorded and reported upon at subsequent events.

Looking through your report, you have seemed to have published one comment on a negative vein from one individual rather than any positives from people like myself! On a personal basis, I am disappointed that none of my comments made from my submission to you were included in the report.

I have a single point of contact within UKPN, where I can discuss any aspect of projects, the application forms now cover all of the area's for a typical connections projects, this was developed and agreed with the stakeholders at the various forums, with every opportunity to challenge.

In respect of the reduction in quote times by 20%, this is also discussed and challenged with all attending stakeholders & agreed that this is being achieved, so once again, taking one comment is disappointing.

I work with all the various utilities within my job role and have found UKPN the most pro-active and by far have made great progress on all aspects of customer service and I also support there continuous improvement strategy through ICE. To state that UKPN have not even met the 'minimum' criteria is totally misleading.

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