

Please find below our experience of UKPN with regards to the questions raised in the consultation document.

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 we have had a single point of contact throughout. UKPN contact attended the fortnightly project utility meetings and together with the UKPN installation team we have had a very collaborative experience.

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

Yes, quotations received in good time throughout the project in response to the changing nature of the project need. (the project had a need for additional supplies as the project evolved).

17. What specific actions did you expect UKPN to take to ensure this commitment was delivered? A number of pre contract meetings were held on the scheme which UKPN attended which led to the initial works quotation. Following placement of the order UKPN continued to attend the fortnightly utility progress meetings to give input on the progress of their works and gain co-ordination information from the other stakeholders.

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

19. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?
Yes and NO

In General the service provided to the project by UKPN has been wholly satisfactory.