

Ofgem

To whom it may concern:

08 September 2017

We were disappointed to see there is a potential penalty proposed for UK Power Networks under the Incentive on Connections Engagement as we have a very positive experience and relationship with them that in contrary to the comments used within the consultation.

Having worked in 6 of the DNO area across the UK, I can honestly say that UKPN are the most open and easiest DNO to work and engage with especially in comparison with a neighbouring DNO who is quite the opposite in the customer engagement and processes and procedures.

UKPN have opened up the market to competition and I note that other Utility companies such as Thames Water are actively seeking help and advice from UKPN on the way in which UKPN have achieved the ability to give full access to its customers.

Therefore regarding Annex 5 of your consultation I would like to make the following points:

Question 4 - Disconnections Pilot

Galliard Construction have utilised the Disconnection Pilot.

We had conducted meetings with Blu3 and KOR Energy, who are both involved with the Disconnection Pilot Scheme. We preferred the way in which KOR Energy was able to also demonstrate the fact they had been discussing the way in which they could carry out disconnections within the UKPN distribution area and had specifically could demonstrate that they had been accepted to carry out such works within the Disconnections Pilot Scheme.

We have therefore used KOR Energy to carryout disconnections at the following developments

Caxton Works, Canning Town, London

Cygnets Street, Shoreditch, London

Capital Towers, Bow, London

In comparison, we also used UKPN disconnections team for multiple disconnection on a very tricky development on Oxford St London – Oriana Development which had numerous 3 phase supplies that required works to be carried out after hours.

The ability to choose the either UKPN or an ICP is testament to UKPN relinquishing the complete control of their L.V. Network operations.

Regarding the comments about UK Power Networks implementing a ‘comprehensive and robust engagement strategy’ (question 7.) it would be worth noting the events that I Have personally attended with UKPN which enables me to meet with various departments within UKPN.

Such as:

A Seminar on Wayleaves and Easements

A Disconnections seminar

A very engaging and extremely interactive Demonstration on Smart Fuses and their use within the L.V Distribution Network

AN informative BNO network seminar held at Elephant & Castle offices , which highlighted to all attendees the network that is operated and owned by UKPN and which parts of the network is owned and operated by the Building owner / developer.

Question 15. Regarding Single Point of Contact - At Galliard Construction we are very lucky to have the Single Point of Contact. We have a dedicated Account Manager, Judith Edgerton, as well as her fellow colleagues who also assist especially on Holiday cover for example.

I am able to call upon Judith for general matters and Francis Powell for large scale inner City London Schemes.

Question 16. UKPN commitment to reduce the time to provide a quote has been delivered. The turning point for UKPN was when they introduced the “convertible” quote, this allowing the developer to choose in which direction to choose ie all with UKPN or with an ICP. The time taking form issuing all the correct information to receiving a quote is reducing all the time.

Question 17. What Specific actions did you expect UKPN to take to ensure this commitment was delivered.

Verbal communications from the key Account Manager Judith Edgerton during our regular update meetings

Updates on the web pages

Quarterly Connections update newsletter – which is very informative and I issue to my construction site based colleagues to update them on progress

Generally a few other aspects to the service I would like to mention:

Ask the Expert

The ability to request information from a central knowledge hub is extremely useful. The facility to discuss a certain aspect of a design or a drawings of a standard s/stn for example is demonstrating the open transfer of information between UKPN & Developer

I have used the Ask the Expert to enable me to meet with 33kv Network designers at Bidder St Offices for a new development of 600 plus apartments at Wimbledon to look at u may not be able to locate

G81 reference details

When in meetings or conducting discussions with consultants the ability to access this information directly allows us developers for instance to maximise the type and size of s/stn design we wish adopt on our large schemes where we know a s/stn will be required. All UKPN emails have a hyperlink to enable me to quickly access this data base which is extremely useful.

In Conclusion

All of the work we have seen from UKPN on developing their service and making improvements to the benefit of their customers and stakeholders has been most welcomed by Galliard as well as other developers I talk to such as Telford Homes.

I sincerely do not believe the proposed penalty is justified. I hope that my comments and experience of working with UKPN over the last 7 years is considered in determining the next steps. The improvements UKPN make through their stakeholder engagement and improvements that they are making as a result of their stakeholders feedback are to be congratulated!

Kind regards



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