

Internal Only

Please find below responses to points raised which are relevant to our co-operative farming businesses whereby we oversee new connections and various supply works for our Farmer members:-

Connection Times – We have overseen 20 plus new connections since 1st January 2017 and in all cases have not received any grievances from our members regarding lead times or delay in the connections taking place. We do encourage our members to be clear on the date on which new connection should take place so we can work with UKPN to avoid such delays.

Providing a point of contact for connection customers – We always stress to our members to provide the job reference number and point of contact alongside mobile number. In all the 20 plus connections we overseen this year none of our members have found this information difficult to obtain and we see they are always detailed clearly within e-mails members receive from UKPN.

An example of a helpful UKPN employee recently is Mr Jason Palfrey who has been extremely helpful to us and our member Great Glemham Farms regarding an upgrade to their Grain Store site he assisted us in understanding the step by step works that were required at site.

We also have involvement with Western Power Distribution and find them to be just as helpful.

Overall we find the relationship between our members and UKPN is good. This relationship we feel works both ways due to UKPN requiring access to farm land where transformers are located and during power cuts both day and night and to accommodate any upgrade to overhead cables where new connections are required for new developments.

I trust you will find this information of assistance in your review.