

Internal Only

I am a member of UKPN ICE Panel, working as a Utilities Manager, I have the pleasure of engaging with all statutory providers for disconnections, diversions, new connections and temporary supplies. I am regularly impressed and grateful for the service that UKPN provide to their stakeholders through the ICE panel, the customer forums and through general conversations

UKPN are without doubt, leading the Utilities market in customer engagement and working hard to improve their service all of the time, I also sit on Thames Water Customer Scrutiny Panel who are emulating the good work that UKPN have undertaken.

Unfortunately UKPN cannot please everybody all of the time and in my personal experience of attending Customer Forums and ICE panel meetings, I have seen that the more UKPN do and try to do the more stakeholders not only expect UKPN to do, but the less they do for themselves!

In reviewing Ofgems consultation with UKPN, annex 5, I would like to provide you with my opinion and my experiences.

Consultation Question

1. I consider that UKPN have improved their connection times significantly, working with us to deliver our projects when we require works to be undertaken on site. I do not see the relevance in producing a monthly update for heat maps where upon request I have been provided with my own log in and password to access the Heat Maps in real time at a time convenient to me. I am unclear as to the reasoning of 'standardisation of land rights' as these have never been an issue on our developments, all legals have completed in a timely manner and our solicitors are familiar with UKPNs processes.

I cannot comment on the 'ageing last mile network', other than I can only imagine it is a mammoth task! And I am more concerned with the present and future provision for my sites over what is already in the public highway.

Consultation Question

15. Yes, UKPN have revised their application form in support of having a single point of contact, this means that I now only have to complete one form once for each project and capture all aspects of the project with one designer on one telephone number.

Our project; 46 Ponton Road required the relocation of an existing substation, the diversion of an existing supply to a temporary builders supply and a new point of connection all dealt with by just one designer which meant that as part of the substation diversion we were able to upgrade the existing equipment and use it as part of our new connection thus negating the requirement for 3no. substations on site, a cost and space saving to the project! Even after the acceptance of the quotation the same designer continues to work closely with us to ensure the substation is designed right first time! And all subsequent projects are being managed in the same way; Former Civic Centre - Bexleyheath, Beckton Parkside

16. Yes, UKPN have improved the speed in which they deliver quotations overall, where we have more complex sites or projects that require further investigation/capacity analysis etc. UKPN have maintained communication throughout the process and worked with us to value engineer the project reducing cost and programme overall.

Point of Connection for Artillery Place applied 22 June, quote received 21 July despite me omitting to include detailed information i.e. floor by floor plans and evidence the site consisted of 2no. individual blocks and not 1no. but during conversations with the UKPN designer Sharon Dickson we resolved to a more accommodating design for our sequence of works.

On 05 July I submitted a single application form for diversion of existing substation and a new connection, I received a single quote for each within 1 day of each other, and also contact from UKPN substation designer to discuss the works we require to be undertaken – Excellent service!

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Within your reasons you state that a stakeholder had to wait 65 days for a diversion quote? Should this be an EHV diversion? Involve third party land? Then I would not expect it to be delivered in the same time span as diverting an LV cable on private land.

I have completed in excess of 50no. individual applications to UKPN for disconnections, diversions and new connections within the last year, I have had never had to wait 65 days for a quotation.

Now when are the Gas companies going to be held to task for their despicable service, nameless Managers and long lead times?