

In relation to the "Consultation on penalties for the distribution network operators under the Incentive on Connections Engagement" Annex 5 – UK power Networks I am submitting the below comments.

As a Project Engineer for Bedford Borough Council I engage with UK Power Networks (UKPN) on an almost daily basis. In the last 12 months I have seen an improvement in programming of works and correspondence with UKPN representatives. This has meant that tasks are delivered faster.

I regularly meet with UKPN to discuss work processes and programming of works. They have always been available for me to contact on this basis. I have numerous contacts within UKPN's organisation who I know I can email, meet in person or speak with on the phone and are able to help us deliver maintenance or plan future works. I often meet with a UKPN customer service technician who has been very helpful and we have a good working relationship.

All of the above represents to me a good level of customer service.