



Utility Customer Service Management Ltd.

Submission to Ofgem – August 2017

Consultation on penalties for the distribution network operators under Incentive on Connections Engagement.

DNO – Western Power Distribution (WPD).

1. Do you consider that WPD provided reasonable justification for delaying the completion of its commitment to implement new policies and procedures as required to improve the self-connect process for HV customers, or to revise its proposals and present the updates to its Independent Connection Provider (ICP) and IDNO stakeholders? *No comment.*
2. Do you think that WPD's target to deliver this commitment in the year 2016-17 was ambitious? *No comment.*
3. In your experience, how does WPD's facilitation of self-connection for HV customers compare with other DNOs' service? *No comment.*
4. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*
5. Do you consider that WPD implemented a comprehensive and robust engagement strategy for engaging with its local authority stakeholders? If not, do you consider that WPD provided reasonable and justified reasons? *No comment.*
6. What specific actions did you expect WPD to complete in order to deliver a robust and comprehensive engagement strategy for engaging with local authorities that was not completed? *No comment.*
7. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected? *No comment.*

#### General

*It is our view that WPD have and continue to commit to stakeholder engagement and this is reflected in their flexible approach and more importantly, the fact that the most senior staff always commit to stakeholder events.*