

Internal Only

1. Do you consider that ENWL's target to achieve an average time to connect of 23 working days, or its targets for scores of 85% in customer satisfaction surveys, were ambitious? **Yes they were ambitious.**

2. How does ENWL's performance on time to connect and customer satisfaction compare with that of other DNOs you work with? **ENW surpassed other DNO's.**

3. Do you consider that market segments mentioned above were the relevant ones affected? Were other market segments also affected?

4. Do you consider that this issue applies to any other market segments, and in particular, either of the two market segments ENWL is eligible for penalties in ("Metered DG – LV work" and "Unmetered Connections – Other work")? **No**

5. In your experience, do you consider that ENWL has taken into account ongoing feedback from a broad and inclusive range of connection stakeholders in developing its strategy, activities and outputs? **Yes**

6. Do you consider that ENWL should have included a commitment to provide a single point of contact – **No – we received single point of contact service.**