

Internal Only

On the recent consultation on penalties for the DNOs under the ICE carried out by Ofgem, we would like to provide feedback on the following:-

15. Do you consider that UKPN delivered a single point of contact for connection customers? Do you have any additional evidence to support your view?

In our experience having dealt with UKPN on numerous developments in London, UKPN have significantly improved the application for new connections process and have always provided a single point of contact. The project designer will be the main contact to provide the quotation for new connection, disconnection/ decommissioning of existing UKPN apparatus and service diversions etc. Most recent example of a single point of contact are the followings:-

- A mixed use development of a new Civic Centre and grade 2 listed refurbishment of the Town Hall and three residential apartment blocks for London Borough of Lambeth.
- A mixed use development of retails and office space within Liverpool St station in the City of London
- A mixed use leisure centre and residential development for London Borough of Islington

16. Do you consider that UKPN's commitment to reduce the time to provide a quote has been delivered?

We have been attending the stakeholder's forum organised by UKPN quarterly and a great amount of initiatives have been put in to reduce the lead time of delivering quotations by simplifying the application process and allocating a project designer (single point of contact) within 2 weeks or less of application. Whilst it is a commitment to reduce the timescale of providing quotations we understand that every project had to be reviewed on its merit as there are some that are more complex than others. The current timescales in producing a quotation are not affecting the projects we are involved in as we normally request for quotations early on in the design stage.

I trust the above is helpful but please do not hesitate to contact us should you require further information. Many thanks.

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