

I am disappointed and quite shocked that UK Power Networks have been penalised so heavily by Ofgem. To give you a flavour of my experience of UK Power Networks in relation to their customer engagement strategy I will give you an overview.

Since 2011 we have been engaged in a joint Street Lighting PFI Contract with Lewisham of which Skanska being our Service Provider.

Croydon Council and UK Power Networks worked really closely over the last five years whilst we completed our Core Investment Programme which saw the replacement of 95% of our assets across the borough. The same applied for Lewisham, which is in the South Eastern Power Networks and the London Power Networks respectively. UK Power Networks were instrumental in helping us deliver key milestones relating to the Croydon & Lewisham PFI. At one stage we were nearly two years behind the C.I.P which without the expertise and assistance of UKPN at this stage we would not have delivered this programme in time.

Due to the Public Lighting Cable Network being present in Croydon this caused serious delays with the designs across the borough and challenging engineering difficulties for Skanska and UKPN to overcome. Due to UKPN's continuous assistance to Skanska and the professional approach made on this matter we were able to complete this C.I.P only 3 months late which was a great achievement by all parties.

UKPN provided extremely valuable local engineering knowledge of the electricity network especially in Croydon trying to keep the existing public lighting cable network functioning whilst at the same time trying to energise the new assets on the Low Voltage Mains supply.

UKPN attended weekly meetings with our contractor, monthly meetings with the local authorities and respective delivery partners. This included workshops to review processes and procedures to help us. UKPN took away any issues and resolved them. This included replacing faulty link boxes and maintaining the network to ensure faults found on the LV main therefore improving and investing in their network were resolved prior to our programmed work taking place.

In relation to the Incentive on Connections Engagement. I have received regular updates from UK Power Networks. I have been invited to forums including technical forums where we can discuss any of their policies and provide feedback which is then incorporated in their document for example EDS 08 2102 LV Customer Unmetered Supplies. At the forums I have been given the opportunity to give ideas which are developed jointly into initiatives. I have had regular updates on the progress of all the initiatives to date. One initiative mentioned Develop, introduce and report on a set of voluntary standards for the provision of quotes for unmetered connection (UMC) work. This was received before the due date and was circulated to all of their customers. In addition to the provision of quotations they included delivery dates and published performance in their newsletter.

Finally I also attend the LoLEG meetings in London where UKPN are also invited to attend. The UKPN staff who attend these meetings give an honest and open approach to any issues raised by any of the Street Lighting Engineers across London and always make themselves available to discuss any local service level issues.