

Internal Only

I am currently responsible for the street lighting and electrical assets within the London Borough of Southwark and would like to pass on the below points in relation to the Ofgem report recently published;

The majority of my business with UKPN is through the UMS connections team mentioned in Annex 5 of the document, I had not replied to the initial consultation but have made comments to the relevant criteria below;

Min criteria potentially not met (1)

1. Do you consider that UKPN delivered any actions in response to the issues highlighted above? Do you have any additional evidence to support your view?
I believe UKPN has taken a great deal of feedback from the customers and has been able to populate on going improvement in services driven by that feedback. The UKPN forums are especially useful for allowing us to have open discussions within the UMS team. Evidence of this could be obtained from meeting notes and agenda along with the subsequent email correspondence sent out by UKPN.
2. Where Relevant, do you consider that UKPN provided reasonable and justified reasons why the commitment was not included in the work plan
I believe that UKPN are always open when it comes to changes in the work plan or commitments and will always engage us as customers to ensure we are kept up to date with change in timeframes or literature etc.
3. Do you consider that Market segments mentioned above were the relevant ones affected? Were other market segments also affected?
No I do not, as a local authority I believe that this market segment was not affected by the above and we often have open communication.

Min criteria potentially not met (2)

4. Do you consider that UKPN delivered any of these commitments? Do you have any additional evidence to support your view?
Yes UKPN were proactive in progressing with delivery on numerous initiatives, a key part was moving EMAPS over to Linesearch albeit a few teething issues with the initial set up, this is a great start and will help us in pulling off Stats from one source. I believe we were engaged as customers during the forums to again emphasise what we wanted to see in the work plan and rated these via importance.
5. What specific actions did you expect UKPN to complete in order to deliver the commitments that you feel they did not fulfil? Which of these actions do you believe was not complete?
None currently as we still have some targeted for completion by the end of the financial year.
6. Do you consider that Market segments mentioned above were the relevant ones affected? Were other market segments also affected?
N/A

Min criteria potentially not met (3)

7. Do you consider that UKPN implemented a comprehensive and robust engagement strategy for engaging with its local authority stakeholders?

Internal Only

Yes very much so, we had an annual forum that has been increased to 6 monthly as well as monthly phone ins, attendance at LoLEG meetings and regular email updates, I believe over the past year there has been a great improvement in customer engagement and liaison.

8. What Specific actions did you expect UKPN to complete in order to deliver a robust and comprehensive engagement strategy for engaging with local authorities? Which of these actions do you believe was not completed?

They did not fail under this criteria

9. If applicable, do you consider that UKPN provided reasonable and justified reasons why it did not deliver a robust and comprehensive engagement strategy for engaging with local authorities?

Again no failure – N/A

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

N/A

Min criteria potentially not met (4)

11. Do you consider that UKPN delivered its commitment? Do you have any additional evidence to support your view?

This sections mentions a specific issue – in general I believe that UKPN have delivered the commitment and the most important part of this, is if they are not going to deliver an initiative they will engage with us straightaway, which is key as a customer.

12. What specific actions did you expect UKPN to complete in order to complete this commitment? Which of these actions do you believe was not complete?

N/A

13. If applicable, do you consider that UKPN provided reasonable and justified reasons why the commitment was not completed?

N/A

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

N/A

Min criteria potentially not met (5)

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

Yes I do, I have recently completed a disconnection of a metered service on Bournemouth close (ref 8300007637) where I spoke directly to UMS connections who contacted metered disconnections for me and assisted in working in collaboration to have the meter removed and the connection disconnected. I was very pleased how the UMS connections assisted in this. (Email attached)

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

As mentioned above – the quotation for the disconnection had come over to me the same day (email attached), so I would say that they have more than exceeded expectations on this.

Internal Only

17. What specific actions did you expect UKPN to take to ensure this commitment was not delivered?
N/A
18. If applicable, do you consider that UKPN provided reasonable and justified reasons why the commitment was not delivered?
N/A
19. Do you consider that Market segments mentioned above were the relevant ones affected?
Were other market segments also affected?
N/A