

Internal Only

Following discussion with Frances Powell (our UKPN customer representative) I have offered to provide an overview of the service we have received from UKPN (particularly on our major projects) over the last 2 years:

1. I act as Stanhope's UKPN contact providing a point of contact for project directors with respect to our ongoing developments
2. I hold regular (quarterly) sessions with UKPN (Frances Powell and Steve May) to review our various developments and interfaces with UKPN
 - The aim of these sessions is to review key constraints on developments and ensure both parties are in regular communication to deal with the ongoing processes of managing new connections
 - It is also a chance to review performance, raise positive comments and also discuss the various challenges that affect developments as they move through the connection process
3. The overall level of service has been very good, particularly in relation to raising awareness of connection procedures and dealing with challenges that our developments face. UKPN have provided a regular single point of contact who is able pick up any issues we may face and also acts a single point of communication

If you would like to discuss anything further with respect to above, please don't hesitate to get in contact.

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