

Internal Only

Please find below feedback re Consultation on penalties for the distribution network operators under the Incentive on Connections Engagement

Annex 5 – Our reasons for consulting on penalties for UK Power Networks (UKPN)

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?

Over the past twelve years I have engaged with the DNO's securing in excess of 140 MVA supporting our Data Centre construction programme, circa 85 MVA has been direct with UK Power Networks. Twelve years back, EDF Energy (as I knew them) was a difficult organisation to deal with since many departments (scattered across the UK) had an involvement with a single application. I am pleased to say the application process was streamlined some eight years back resulting in our applications being managed by a UKPN In-Area single point of contact. Applications have included two small connections (circa. 4 MVA each) and two large connections (above 20 MVA) in the Romford area and a small/large (2 MVA / above 30 MVA) connection in the Stratford area. In both network regions my UKPN contact has been readily available for enquiries with any issue discussed and responded with a thought through response.

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

The simple answer is yes. UKPN have been honest with the time expectations and I understand the application process. Generally, all offer letters have been received before the advised issue date.

17. What specific actions did you expect UKPN to take to ensure this commitment was delivered?

Due to the significant figures involved with our connections I have insisted on an early view of the various networks and available capacity to gauge the potential investment level. Regular face to face meetings were held at the front end of the application process enabling a positive outcome and one that meets our requirement. On a number of occasions the meetings have included the UKPN regional 132 kV Engineer and other third party members who may influence budget/timescale.

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

Not applicable.

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