

Internal Only

I am writing in response to your request for comments specifically on penalties for UK Power Networks dated 21st August 2017.

At Workspace we have a pipeline of refurbishment and new build development projects which require us to regularly engage with UKPN for both disconnection and for new connections. Often the developments include the requirement for the construction of new local network substations.

In the past, poor performance by UKPN has an impact on the progress of project both in the design phase and during construction. Specifically that has been due to delays with disconnections, lead times for receipt of for new connection quotations and difficulties in establishing effective lines of communication with UKPN ie anyone willing to take responsibility for performance.

In my experience however over the past 3-5 years, UKPN have taken significant steps to improve their performance and address these issues. As well as improving response times to quotations they have provided an engineer point of contact for the design and installation phases. In addition they have improved their customer engagement and have provided us with a regular customer liaison contact who has been able to assist with addressing any queries with the new connections process which has helped to avoid delays.

From my experience therefore I am able to respond to your specific questions as follows:-

15- Yes I do consider that UKPN has delivered a single point of contact for connection customers.

16 – Yes as far as our projects in the past couple of years are concerned their commitment to reduce time to provide a quotes has been met.