

Please see our response to the consultation on penalties for the distribution network operators under the Incentive on Connections Engagement.

#### Annex 1 – Our reasons for consulting on penalties for Electricity North West Limited (ENWL)

1. Do you consider that ENWL's target to achieve an average time to connect of 23 working days, or its targets for scores of 85% in customer satisfaction surveys (this is the generation question) were ambitious?

We have no complaints and have received good service. We think this was an ambitious target given that answering the surveys is not compulsory. The DNO can't force people to respond to surveys and therefore is now in a difficult position because of the low number of responses. One low response will give a low score to bring the whole average down.

The question referring to time to connect is only applicable under the unmetered other connections market which we consider to be unfair.

2. How does ENWL's performance on time to connect and customer satisfaction compare with that of other DNOs you work with?

We are a business generation connection customer and have never received a satisfaction survey from any other DNO, therefore we believe the satisfaction scores (with low response rates in mind) is comparable. We are happy with the service given by ENWL.

The time to connect element is unfairly aimed at unmetered connection customers.

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

Each of the targets were set for the individual markets – LV generation and unmetered other connections. Therefore we don't believe they are applicable in the other market segments and therefore no other segments are affected.

4. Do you consider that this issue applies to any other market segments, and in particular, either of the two market segments ENWL is eligible for penalties in ("Metered DG – LV work" and "Unmetered Connections – Other work")?

We don't have any problems contacting or using usual routes of communication.

5. In your experience, do you consider that ENWL has taken into account ongoing feedback from a broad and inclusive range of connection stakeholders in developing its strategy, activities and outputs?

We have attended a number of engagement events and participate in an expert stakeholder panel. We feel that our opinions are taken on board and acted upon.

#### Annex 2 – Our reasons for consulting on penalties for Northern Powergrid (NPg)

1. In your experience, has NPg sought to engage effectively on the issue of emergency response cover?

In our experience NPg have engaged effectively with ourselves on issues of emergency response cover and we see no issues in this area.

Annex 3 – Our reasons for consulting on penalties for Scottish Power Electricity Networks (SPEN)

1. Do you consider that SPEN implemented a robust and comprehensive engagement strategy? In answering this question, please focus in particular on providing evidence of any experience you have of:

a. Dealing with individuals within SPEN and how helpful they were,

We have found that each individual we have dealt with in SPEN has been obstructive and unhelpful.

b. The number of engagement events available to you,

We are unaware of any engagement events.

d. Accessibility of engagement documents such as consultations on SPEN's website.

We are unaware of any engagement documents and have never been invited to contribute.

2. How does your experience of SPEN's engagement compare with that of other DNOs you work with?

Scottish Power are by far the worst DNO. They avoid engagement at all stages and avoid communications in all form wherever possible.

We are shocked to see the level of fine suggested for SPEN so low given that they are so far behind the rest of the DNOs in the UK in terms of customer service and customer engagement on all levels.