

Internal Only

> Please see the response from Transport for Greater Manchester (TfGM) of Electricity North West Ltd's customer survey.

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

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> TfGM Response – Our experience of unmetered connections from placement of our order i.e. signalised junctions and Street lighting for Metrolink, is within 15/20 working days. We agree that this is an ambitious target to commit to.

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> 2. How does ENWL's performance on time to connect (this is for unmetered) and customer satisfaction compare with that of other DNOs you work with?

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> TfGM response – To date ENWL have met our demanding programme for connections on Metrolink and we are happy with their service.

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

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> TfGM response – We have not experienced issues regarding time to connect or feel that service has not been satisfactory in other areas of supply connections.

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> 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")?

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> TfGM Response – In our experience with working with ENWL each area of discipline has its own area of expertise and deliver complications, having one point of contact can sometimes be a hindrance because it's another level of contact not having the relevant experience, whereby if you direct your query to the head of discipline in question, you would most certainly receive your answer far quicker.

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> 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?

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> TfGM Response – Most certainly.

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> 6. Do you consider that ENWL should have included a commitment to provide a single point of contact for connection customers, or otherwise provide justification for not doing so?

> TfGM Response – If ENWL had been asked the question then ENWL would have considered providing a single point of contact to help improve the service for connections, and I believe they have done so in the other work plans they issued last year.