*Each of the questions asked by this consultation is set out in the template below.* ***Note that******an editable version of this response template is available on our website as an associated document to this consultation.*** *If you do not wish to use our response template, please ensure that you indicate the RMS and DSA to which your experiences relate.*

*When considering your responses to these questions, please consider your experiences, the actions that SPEN has undertaken and the actions that you consider it could reasonably undertake.*

**Please check the RMS and DSAs that are relevant to you in the table below.**

|  |  |  |
| --- | --- | --- |
| **RMS** | **SP Distribution Ltd (SPD)** | **SP Manweb plc (SPM)** |
| 1. Metered low voltage work (LV) |  |  |
| 2. Metered high voltage work (HV) |  |  |
| 3. Metered HV and Extra High Voltage (EHV) work |  |  |
| 4. Metered EHV and above work |  |  |
| 5 Distributed Generation (DG) Low Voltage (LV) work |  |  |
| 6Distributed Generation (DG) HV and EHV voltage work |  |  |
| 7. Unmetered local authority (LA) work |  |  |
| 8. Unmetered PFI work |  |  |
| 9. Unmetered Other |  |  |

**When answering the questions below, please check the RMS(s) and DSA(s) that are relevant to your response.**

**Chapter Two**

| **Question** | **RMS(s)** | | **DSA(s)** | | **Response** |
| --- | --- | --- | --- | --- | --- |
| **One:** Are customers aware that competitive alternatives exist? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Two:** Do customers have effective choice (ie are customers easily able to seek alternative quotations)? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Three:** Does SPEN take appropriate measures to ensure that customers are aware of the competitive alternatives available to them? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Four:** Are quotations provided by SPEN clear and transparent? Do they enable customers to make informed decisions whether to accept or reject a quote? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Five:** Have customers benefitted from competition? Have they seen improvements in SPEN’s price or service quality or have they been able to source a superior service or better price from SPEN’s competitors? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |

**Chapter Three**

| **Question** | **RMS(S)** |  | **DSA(S)** | | **Response** |
| --- | --- | --- | --- | --- | --- |
| **One:** Does the level of competitive activity in the RMSs show that there is the potential for further competition to develop? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Two:** Consider the organisational structure of SPEN’s business and its procedures and processes –   1. how do they compare to those you encounter elsewhere in the gas and electricity markets or other industries? Do they reflect best practice? 2. do they enable competitors to compete with the timescales for connection (from quote to energisation) offered by SPEN? Or do they offer SPEN any inherent advantage over its competitors or prevent existing competitors from competing with them effectively? 3. do they assist, obstruct or delay connections providers entering the RMSs? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Three:** Are the non-contestable charges levied by SPEN for statutory connections in the RMSs consistent with those levied for competitive quotations? Are they easily comparable with competitive quotations? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Four:** What factors are key influences on development of competition in the RMSs? In particular, if you are an existing/potential competitor   1. what is the potential for you to enter new RMSs, or grow your share of an RMS you already operate in? 2. are there are any types of connection in any of the RMSs, or geographic locations in SPEN’s DSAs, that by their nature, are not attractive to competition? Please explain your response. | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |

**Chapter Four**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **RMS(S)** |  | **DSA(S)** |  | **Response** |
| **One:** Do you agree with the methods used by SPEN to analyse the level of competition in each of the RMSs covered by its application? In particular, do you consider that SPEN gives a clear indication of the current level of competitive activity? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |
| **Two:** Do you consider that competitive activity is at a level that in itself indicates that effective competition exists? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) |  | SPD  SPM |  |  |

**Chapter Six**

| **Question** | | **RMS(S)** | |  | | **DSA(S)** | | **Response** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **One:** Do you consider customers have an effective choice of connections provider? In particular, do you feel that levels of choice, value and service will be protected and will improve if the restriction on SPEN’s ability to earn a margin is removed? | | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) | |  | | SPD  SPM |  |  |
| **Two:** Do you consider that there is scope for competitors to grow their market share (for example, if SPEN put up its prices or if its quality dropped), or are there factors constraining this? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) | |  | | SPD  SPM | |  |  |
| **Three:** Do you consider that there is scope/appetite for new participants to enter the market? Do you consider that new entrants would be able to provide similar or better services than existing participants or are there factors constraining this? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) | |  | | SPD  SPM | |  |  |
| **Four:** Given your overall view of SPEN, do you consider that we can have confidence in them to operate appropriately in the event that price regulation is lifted? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) | |  | | SPD  SPM | |  |  |
| **Five:** Do you consider that there are factors not addressed in this consultation that should be taken into consideration in determining whether price regulation should be lifted? | Metered LV  Metered HV  Metered HV/EHV  Metered EHV & above  DG LV  DG HV/EHV  Unmetered (LA)  Unmetered PFI  Unmetered (Other) | |  | | SPD  SPM | |  |  |