

Response Template

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 ENWL has undertaken and the actions that you consider it could reasonably undertake.

Chapter Two

Question	Response
One: Are customers aware that competitive alternatives exist?	Yes, we are aware that competitive alternatives exist
Two: Do customers have effective choice (ie are customers easily able to seek alternative quotations)?	ENWL have introduced a dual-quote system which has greatly improved the overall quotation system
Three: Does ENWL take appropriate measures to ensure that customers are aware of the competitive alternatives available to them?	Yes
Four: Are quotations provided by ENWL clear and transparent? Do they enable customers to make informed decisions whether to accept or reject a quote?	Yes, again the dual quote system and recent changes to the quote letter are both clear and transparent which allows the customer to select either the non-contestable works or select both non-contestable and contestable works for their project
Five: Have customers benefitted from competition? Have they seen improvements in ENWL's price or service quality or have they been able to source a superior service or better price from ENWL's competitors?	Yes, there have been some good improvements in terms of price and the service quality provided by ENWL has greatly improved

Chapter Three

Question	Response
One: Does the level of competitive activity in the RMS show that there is the potential for further competition to develop?	Yes

Question

<p>Two: Consider the organisational structure of ENWL's business and its procedures and processes –</p> <p>(a) how do they compare to those you encounter elsewhere in the gas and electricity markets or other industries? Do they reflect best practice?</p> <p>(b) do they enable competitors to compete with the timescales for connection (from quote to energisation) offered by ENWL? Or do they offer ENWL any inherent advantage over its competitors or prevent existing competitors from competing with them effectively?</p> <p>(c) do they assist, obstruct or delay connections providers entering the RMSs?</p>	<p>(a) Yes, ENWL are very approachable and flexible in their practices</p> <p>(b) I have not seen any evidence that would suggest ENWL have an advantage over its competitors</p> <p>(c) Don't know</p>
<p>Three: Are the non-contestable charges levied by ENWL for statutory connections in the RMS consistent with those levied for competitive quotations?</p> <p>(a) Are they easily comparable with competitive quotations?</p> <p>(b) Do the differences in charges between a POC quote and the non-contestable elements of an all works quote act as a barrier to competition?</p>	<p>(a) Yes and ENWL are continuing to make improvements in this area</p> <p>(b) No, the charges are reasonable and in line with the industry norm</p>

Question

<p>Four: What factors are key influences on the development of competition in the RMS? In particular, if you are an existing/potential competitor</p> <p>(a) what is the potential for you to enter this RMS, or grow your share in this RMS if you already operate in it?</p> <p>(b) are there any types of connection or geographic locations in ENWL's area, that by their nature, are not attractive to competition? Please explain your response.</p>	<p>We are not a competitor</p>
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Chapter Four

Question	Response
<p>One: Do you agree with the methods used by ENWL to analyse the level of competition? In particular, do you consider that ENWL gives a clear indication of the current level of competitive activity?</p>	<p>Yes, in reality – a competitor might only look for a POC quote initially but will eventually ask ENWL to carry out the contestable works</p>
<p>Two: Do you consider that competitive activity is at a level that in itself indicates that effective competition exists? Do you consider that the coverage of existing competitive activity extends across the segment?</p>	<p>Yes</p>

Chapter Six

Question	Response
<p>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 ENWL's ability to earn a margin is removed?</p>	<p>Yes</p>
<p>Two: Do you consider that there is scope for competitors to grow their market share (for example, if ENWL put up its prices or if its quality dropped), or are there factors constraining this?</p>	<p>Yes – there is scope for competitors to grow their market share</p>
<p>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?</p>	<p>Considering the geographical and demographics of the ENWL region, there is definitely scope for new participants to enter the market. However, it may take some time before another entrant could become truly competitive with ENWL.</p>
<p>Four: Given your overall view of ENWL, do you consider that we can have confidence in them to operate appropriately in the event that price regulation is lifted?</p>	<p>Based on our experience with ENWL, if price regulation was lifted, we would hope ENWL would act in a fair and appropriate manner, which they had shown prior to price regulation restriction</p>
<p>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?</p>	<p>No</p>