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

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

|  |  |
| --- | --- |
| **DSA** | **DG HV and EHV RMS** |
| WPD (South West) plc |  |
| WPD (South Wales) plc |  |
| WPD (East Midlands) plc |  |
| WPD (West Midlands) plc |  |

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

**Chapter Two**

| **Question** | **Response** | | |
| --- | --- | --- | --- |
| **One:** Are customers aware that competitive alternatives exist? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Two:** Do customers have effective choice (ie are customers easily able to seek alternative quotations)? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Three:** Does WPD take appropriate measures to ensure that customers are aware of the competitive alternatives available to them? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Four:** Are quotations provided by WPD clear and transparent? Do they enable customers to make informed decisions whether to accept or reject a quote? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Five:** Have customers benefitted from competition? Have they seen improvements in WPD’s price or service quality or have they been able to source a superior service or better price from WPD’s competitors? | South West  South Wales  East Midlands  West Midlands |  |  |

**Chapter Three**

| **Question** | **DSA(S)** | | **Response** |
| --- | --- | --- | --- |
| **One:** Does the level of competitive activity in the RMS show that there is the potential for further competition to develop? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Two:** Consider the organisational structure of WPD’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 WPD? Or do they offer WPD 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 RMS? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Three:** Are the non-contestable charges levied by WPD for statutory connections in the RMS consistent with those levied for competitive quotations? Are they easily comparable with competitive quotations? | South West  South Wales  East Midlands  West Midlands |  |  |
| **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 RMS, or grow your share in the RMS you already operate in? 2. are there are any types of connection in the RMS, or geographic locations in WPD’s DSAs, that by their nature, are not attractive to competition? Please explain your response. | South West  South Wales  East Midlands  West Midlands |  |  |

**Chapter Four**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **DSA(S)** |  | **Response** |
| **One:** Do you agree with the methods used by WPD to analyse the level of competition in the RMS covered by its application? In particular, do you consider that WPD gives a clear indication of the current level of competitive activity? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Two:** Do you consider that competitive activity is at a level that in itself indicates that effective competition exists? | South West  South Wales  East Midlands  West Midlands |  |  |

**Chapter Six**

| **Question** | **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 WPD’s ability to earn a margin is removed? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Two:** Do you consider that there is scope for competitors to grow their market share (for example, if WPD put up its prices or if its quality dropped), or are there factors constraining this? | South West  South Wales  East Midlands  West Midlands |  |  |
| **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? | South West  South Wales  East Midlands  West Midlands |  |  |
| **Four:** Given your overall view of WPD, do you consider that we can have confidence in them to operate appropriately in the event that price regulation is lifted? | South West  South Wales  East Midlands  West Midlands |  |  |
| **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? | South West  South Wales  East Midlands  West Midlands |  |  |