

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 SSEPD 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	SEPD	SHEPD
1. Metered high voltage work (HV)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Metered HV and Extra High Voltage (EHV) work	<input type="checkbox"/>	<input type="checkbox"/>
3. Metered EHV and above work	<input type="checkbox"/>	<input type="checkbox"/>
4. Distributed Generation (DG) HV and EHV voltage	<input type="checkbox"/>	<input type="checkbox"/>
5. Unmetered local authority (LA) work	<input type="checkbox"/>	<input type="checkbox"/>
6. Unmetered PFI work	<input type="checkbox"/>	<input type="checkbox"/>
7. Unmetered Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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 HV	<input type="checkbox"/> SEPD	YES, AS A CUSTOMER I AM AWARE THAT THERE ARE ALTERNATIVE COMPANIES THAT CAN CARRY OUT WORKS
	Metered HV/EHV	<input type="checkbox"/> SHEPD	
	Metered EHV & above	<input type="checkbox"/>	
	DG HV/EHV	<input type="checkbox"/>	
	Unmetered (LA)	<input type="checkbox"/>	
	Unmetered PFI	<input type="checkbox"/>	
		<input checked="" type="checkbox"/>	

Question	RMS(s)	DSA(s)	Response
	Unmetered (Other) <input type="checkbox"/>		
Two: Do customers have effective choice (ie are customers easily able to seek alternative quotations)? from competitive alternatives?	<input type="checkbox"/> Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other)	<input checked="" type="checkbox"/> SEPD <input type="checkbox"/> SHEPD	YES, AS A CUSTOMER I REGULARLY OBTAIN QUOTATIONS FROM ALTERNATIVE COMPANIES
Three: Does SSEPD take appropriate measures to ensure that customers are aware of the competitive alternatives available to them?	<input type="checkbox"/> Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other)	<input checked="" type="checkbox"/> SEPD <input type="checkbox"/> SHEPD	I HAVE REGULAR UPDATE MEETINGS WITH BUSINESS DEVELOPMENT MANAGERS WHO MAKE ME FULLY AWARE OF MY CHOICES

Question	RMS(s)	DSA(s)	Response
<p>Four: Are quotations provided by SSEPD clear and transparent? Do they enable customers to make informed decisions of whether to accept or reject a quote?</p>	<input type="checkbox"/> Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other)	<input checked="" type="checkbox"/> SEPD <input type="checkbox"/> SHEPD	<p>YES, GENERALLY SSE QUOTES ARE VERY CLEAR ~ ALL NEW WORKS QUOTES IN PARTICULAR WHEN NEW WORKS INCLUDE DIVERSIONS/ALTERATIONS THEY ARE SOMETIMES NOT AS EASY TO UNDERSTAND WHAT IS CONTESTABLE.</p>
<p>Five: Have customers benefitted from competition? Have they seen improvements in SSEPD's price or service quality, or have they been able to source a superior service or better price from SSEPD's competitors?</p>	<input type="checkbox"/> Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other)	<input checked="" type="checkbox"/> SEPD <input type="checkbox"/> SHEPD	<p>COMPETITION HAS BENEFITTED US FROM A COMMERCIAL POINT OF VIEW BUT THIS MADE THE ACQUISITION PROCESS MORE COMPLICATED.</p> <p>SSE'S PRICE + SERVICE IS GOOD BUT WE ARE SOMETIMES ABLE TO GET BETTER PRICES FROM ALTERNATIVES</p>

Question	RMS(s)	DSA(s)	Response
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Chapter Three

Question	RMS(S)	DSA(S)	Response
<p>One: Does the level of competitive activity in the RMSs show that there is the potential for further competition to develop?</p>	<p>Metered HV <input type="checkbox"/></p> <p>Metered HV/EHV <input type="checkbox"/></p> <p>Metered EHV & above <input type="checkbox"/></p> <p>DG HV/EHV <input type="checkbox"/></p> <p>Unmetered (LA) <input type="checkbox"/></p> <p>Unmetered PFI <input type="checkbox"/></p> <p>Unmetered (Other) <input type="checkbox"/></p>	<p>SEPD <input type="checkbox"/></p> <p>SHEPD <input type="checkbox"/></p>	
<p>Two: Consider the organisational structure of SSEPD'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</p>	<p>Metered HV <input type="checkbox"/></p> <p>Metered HV/EHV <input type="checkbox"/></p> <p>Metered EHV & above <input type="checkbox"/></p> <p>DG HV/EHV <input type="checkbox"/></p> <p>Unmetered (LA) <input type="checkbox"/></p> <p>Unmetered PFI <input type="checkbox"/></p> <p>Unmetered (Other) <input type="checkbox"/></p>	<p>SEPD <input type="checkbox"/></p> <p>SHEPD <input type="checkbox"/></p>	

Question	RMS(S)	DSA(S)	Response
<p>with the timescales for connection (from quote to energisation) offered by SSEPD? Or do they offer SSEPD 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>Three: Are the non-contestable charges levied by SSEPD for statutory connections in the RMSs consistent with those levied for competitive quotations? Are they easily comparable with competitive quotations? Do the differences in charges between a point of connection (POC) quote and the non-contestable elements of an all works quote act as a barrier to competition?</p>	<p>Metered HV <input type="checkbox"/></p> <p>Metered HV/EHV <input type="checkbox"/></p> <p>Metered EHV & above <input type="checkbox"/></p> <p>DG HV/EHV <input type="checkbox"/></p> <p>Unmetered (LA) <input type="checkbox"/></p> <p>Unmetered PFI <input type="checkbox"/></p> <p>Unmetered (Other) <input type="checkbox"/></p>	<p>SEPD <input type="checkbox"/></p> <p>SHEPD <input type="checkbox"/></p>	

Question	RMS(S)	DSA(S)	Response
<p>Four: What factors are key influences on development of competition in the RMSs? In particular, if you are an existing/potential competitor</p> <p>(a) what is the potential for competitors to enter each RMSs, or grow their share of an the RMS if they already operate in it?</p> <p>(b) are there are any types of connection in any of the RMSs, or geographic locations in SSEPD's DSAs, that by their nature, are not attractive to competition? Please explain your response.</p>	<p>Metered HV <input type="checkbox"/></p> <p>Metered HV/EHV <input type="checkbox"/></p> <p>Metered EHV & above <input type="checkbox"/></p> <p>DG HV/EHV <input type="checkbox"/></p> <p>Unmetered (LA) <input type="checkbox"/></p> <p>Unmetered PFI <input type="checkbox"/></p> <p>Unmetered (Other) <input type="checkbox"/></p>	<p>SEPD <input type="checkbox"/></p> <p>SHEPD <input type="checkbox"/></p>	

Chapter Four

Question	RMS(S)	DSA(S)	Response
<p>One: Do you agree with the methods used by SSEPD to analyse the level of competition in each of the RMSs covered by its application? In particular, do you consider that SSEPD the data provided gives a clear indication of the current level of competitive activity in each RMS?</p>	<p>Metered HV <input type="checkbox"/></p> <p>Metered HV/EHV <input type="checkbox"/></p> <p>Metered EHV & above <input type="checkbox"/></p> <p>DG HV/EHV <input type="checkbox"/></p> <p>Unmetered (LA) <input type="checkbox"/></p> <p>Unmetered PFI <input type="checkbox"/></p>	<p>SEPD <input type="checkbox"/></p> <p>SHEPD <input type="checkbox"/></p>	

	Unmetered (Other)	<input type="checkbox"/>	
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 each RMS?	Metered HV	<input type="checkbox"/>	SEPD <input type="checkbox"/>
	Metered HV/EHV	<input type="checkbox"/>	SHEPD <input type="checkbox"/>
	Metered EHV & above	<input type="checkbox"/>	
	DG HV/EHV	<input type="checkbox"/>	
	Unmetered (LA)	<input type="checkbox"/>	
	Unmetered PFI	<input type="checkbox"/>	
	Unmetered (Other)	<input type="checkbox"/>	

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 SSEPD's ability to earn a margin is removed?	Metered HV	SEPD <input checked="" type="checkbox"/>	YES. I ALSO THINK THAT RESTRICTIONS THAT STOP SSEPD COMPETING ON A 'LEVEL' WITH COMPETITORS SHOULD BE LIFTED.
	Metered HV/EHV	SHEPD <input type="checkbox"/>	
	Metered EHV & above	<input type="checkbox"/>	
	DG HV/EHV	<input type="checkbox"/>	
	Unmetered (LA)	<input type="checkbox"/>	

Question	RMS(S)	DSA(S)	Response
	Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>		
Two: Do you consider that there is scope for competitors to grow their market share (for example, if SSEPD put up its prices or if its quality dropped), or are there factors constraining this?	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input type="checkbox"/>	
Three: Do you consider that there is scope and/or 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 HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input type="checkbox"/>	

Question	RMS(S)	DSA(S)	Response
	<input type="checkbox"/> Unmetered (Other)		
Four: Given your overall view of SSEPD, do you consider that we can have confidence in them to operate appropriately in the event that price regulation is lifted?	<input type="checkbox"/> Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other)	<input checked="" type="checkbox"/> SEPD <input type="checkbox"/> SHEPD	I HAVE CONFIDENCE IN SSEPD AND THINK THAT PRICE REGULATION IS LEADING TO A REDUCTION IN SERVICE AT IMPLEMENTATION STAGE.
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?	<input type="checkbox"/> Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input type="checkbox"/> DG HV/EHV <input type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other)	<input type="checkbox"/> SEPD <input type="checkbox"/> SHEPD	