

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 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 checked="" type="checkbox"/>
4. Distributed Generation (DG) HV and EHV voltage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Unmetered local authority (LA) work	<input type="checkbox"/>	
6. Unmetered PFI work	<input type="checkbox"/>	
7. Unmetered Other	<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"/>	SSE always make sure that they include a fact sheet with every quote issue that details the role of ICP and the options available to a customer. These options are also repeated when the commercial contracts manager discusses the quote with the client. I have always been aware of the options available to us
	Metered HV/EHV	<input type="checkbox"/>	
	Metered EHV & above	<input checked="" type="checkbox"/>	
	DG HV/EHV	<input checked="" type="checkbox"/>	
	Unmetered (LA)	<input type="checkbox"/>	
	Unmetered PFI	<input 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?	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	Yes I believe there are a number of ICPs that operate within SHEPD area and customers can then request quotes from other providers
Three: Does SSEPD take appropriate measures to ensure that customers are aware of the competitive alternatives available to them?	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	Yes they do, see response to Q1
Four: Are quotations provided by SSEPD clear and	Metered HV <input type="checkbox"/>	SEPD <input type="checkbox"/>	Yes the quotes issued by SSE always detail the level of work that is required for connection and hence

Question	RMS(s)	DSA(s)	Response
transparent? Do they enable customers to make informed decisions of whether to accept or reject a quote?	Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SHEPD <input checked="" type="checkbox"/>	justification for the cost. In addition, Gary Bartlett and his team are always available to discuss the contents of the quote and the details of the connection work required.
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?	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	In my experience, despite requesting quotes from ICPs in a couple of cases, we have always selected SSE to do all works. In the end the cost that SSE provide is competitive and the quality of work is high and as I say in my experience has been the preferred option. This has always been the case in the time that I have been in this role (5 years).

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	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	I do believe that there is always room for the market to grow. The market is fairly developed with a number of active ICPs but there is always room for growth especially in more remote areas of SHEPS

Question	RMS(S)	DSA(S)	Response
competition to develop?	Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>		area.
<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 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>	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	<p>a) Think the organisation of SSE is sound and effective.</p> <p>b) When SHEPD issue their quotes they include separate costs for non contestable and contestable work. The date of connection and all other factors do not change whether SHEPD do all works or non contestable works only. In addition, the new 90 day acceptance allows customers ample time to seek a quote from an ICP for the contestable part of the works. However even before this came into force, SHEPD were always accommodating in terms of accepting the non contestable part only initially whilst seeking quotes elsewhere and then adding the contestable element at a later date without any impact on timelines.</p> <p>c) As per my answer above do not think that SHEPD obstruct or delay ICPs in any way. In fact their quotes and the breakdown of work required makes it very easy for customers to request quotes elsewhere having a spec of the work required.</p>

Question	RMS(S)	DSA(S)	Response
(c) do they assist, obstruct or delay connections providers entering the RMSs?			
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?	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	<p>The non-contestable portion of works is not open for other ICPs to work on so I am not sure how one can compare these costs but it is certainly in proportion with the contestable part of the works.</p> <p>In addition, I am aware that SHEPD do not make a profit of any of the non-contestable work so I do believe that it is as effectively and fairly priced as it can possibly be.</p>
Four: What factors are key influences on development of competition in the RMSs? In particular, if you are an existing/potential competitor (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? (b) are there are any types of connection in any of the RMSs, or geographic locations in SSEPD's	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	<p>Whilst there is active competition and a number of ICPS that operate in the SHEPD areas some areas are geographically a lot more challenging than others. In the far north of Scotland it is unlikely that any ICP would even want to quote as their travel and mobilisation costs will exceed and quotes provided by SHEPD. However I feel that these restrictions are geographical in nature and unless ICPS set up in more remote areas there is not much that can be done about this.</p>

Question	RMS(S)	DSA(S)	Response
DSAs, that by their nature, are not attractive to competition? Please explain your response.			

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>	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	To be perfectly honest as a customer I would not expect the SSEPD to provide me with detailed information about the competition. I appreciate that SHEPD do make customers aware of the fact that there are other ICPs out there that can do the work (especially for farmers/landowners who are dealing with a turbine that have not had experience of grid connections costs and procedures before) but I would expect as a customer it would be up to me to carry out research into the different competitors and decide who would be most appropriate.
<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 each RMS?</p>	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	As stated above I believe that there is an active competitive market however in some areas is restricted due to geography. Also I cannot comment on all the RMS as I do not operate in all of them.

	Unmetered (LA) <input type="checkbox"/>		
	Unmetered PFI <input type="checkbox"/>		
	Unmetered (Other) <input type="checkbox"/>		

Chapter Six

Question	RMS(S)	DSA(S)	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 SSEPD's ability to earn a margin is removed?</p>	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	<p>I see no reason why SHEPD would want to price themselves out of the market or lower the standard that they currently achieve.</p>
<p>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?</p>	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	<p>Well yes potentially there would be in areas that are not restricted geographically.</p>

Question	RMS(S)	DSA(S)	Response
	Unmetered (Other) <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 checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	I do not see why new entrants could not compete as effectively.
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?	Metered HV <input type="checkbox"/> Metered HV/EHV <input type="checkbox"/> Metered EHV & above <input checked="" type="checkbox"/> DG HV/EHV <input checked="" type="checkbox"/> Unmetered (LA) <input type="checkbox"/> Unmetered PFI <input type="checkbox"/> Unmetered (Other) <input type="checkbox"/>	SEPD <input type="checkbox"/> SHEPD <input checked="" type="checkbox"/>	I believe so. I see no reason why SHEPD would drop their standards or quality, which they are currently achieving. In terms of costs, while SHEPD might raise their prices they would not do such in a way that they would be uncompetitive.
Five: Do you consider that	Metered HV <input type="checkbox"/>	SEPD <input type="checkbox"/>	NO

Question	RMS(S)	DSA(S)	Response
<p>there are factors not addressed in this consultation that should be taken into consideration in determining whether price regulation should be lifted?</p>	<p>Metered HV/EHV <input type="checkbox"/></p> <p>Metered EHV & above <input checked="" type="checkbox"/></p> <p>DG HV/EHV <input checked="" 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>SHEPD <input checked="" type="checkbox"/></p>	