

Feedback.

We are a Building Services Consultancy practice and are involved in a wide range of Infrastructure and Construction related projects, most of which involve liaison and collaboration with the Electricity Utility Operators.

My office is in Glasgow and so in the main this involves SPEN.

1. Geographical Model.

This is the biggest single improvement which we have seen and it is already delivering real benefits.

Because the Engineers are based locally and have a knowledge of the local network they are able to offer better and quicker advice and responses to our applications.

2. Competition.

We are starting to see progress in this areas as well and many of the old "restrictive" practices and tactics are disappearing.

3. Land Rights.

For us this generally relates to Wayleaves and Rights of access but also Leases for Substations and the like.

This is an area where I think there is scope for improvement as communication remains difficult and timescales for dealing with issues are typically much longer than seems necessary.

4. Information Provision.

This is very good and we have a license to access Network records.

5. Community Connections – N/A.

6. Network Constraints.

Not a major area of interest for us and so not able to make meaningful comment.

7. Consultations / Open days.

This is very good and we are regularly invited to forums and sessions where SPEN explain the strategy and make introductions to the local contacts.

Best regards,

Hugh Currie.