Wessex Water
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www.wessexwater.co.uk

11th August 2016

Mr. James Veaney
Head of Connections and Constraint Management
The Office of Gas and Electricity Markets
9 Millbank
London, SW1P 3GE.

Dear James,

**Consultation on the Incentive on Connections Engagement: SSE Power Distribution**

Thank you for the opportunity to respond to your open letter of 20th July 2016.

Wessex Water is a customer of SSE Power Distribution for both demand and generation sites providing water and sewage services. Connections to the SSE Power Distribution (South) Network are important so that we can meet our own capital programme which is within a similar regulatory environment.

In particular we have a £200m "Water Grid" project to connect various water sources with our customers in the North and South of our region which is particularly dependent upon demand connections to the SSE Power Distribution network. Increasing demands for us to become more sustainable have increased the demand for generation connections, both bio-gas and diesel.

We appreciate the strategy of SSE Power Distribution's senior management to set a strategy and associated work plan to improve their connections service. We also appreciate the recognition by SSE Power Distribution's senior management of the need for cultural change and addressing skills imbalances in providing a connections service which is having to manage projects of increasing commercial and technical complexity. We are starting to see more graduate level staff involved in such projects, a direction which we believe needs to continue.

Particularly noteworthy was the willingness of SSE Power Distribution's senior managers to put in place tracking mechanisms for our projects so that, for instance, delays in obtaining and finalising legal consents are highlighted and acted upon. Also of note was the way in which SSE Power Distribution's technical staff engaged with our own technical staff to put in place a complex technical solution that enabled our Trowbridge waste to energy plant to export, overcoming fault level constraints on the SSE Power Distribution 33kV system.