

	Which route do you normally use to apply for an unmetered connection?	WPD's connection application process is easy to use	Comment if below 3	I can find relevant information on the unmetered connections process easily on WPD's website	Comment if below 3	The Connection Offer is formatted in a way that makes it clear and understandable	Comment if below 3	The Connection Offer provides all the information I require do they compare against other DNO's? (How)	Comment if below 3	It is important that the Connection Offer provides costs for WPD to undertake all of the works but is convertible such that I can establish only the non-contestable costs if I were to employ an Independent Connections Provider	Comment if below 3	Connection Offers should reflect the level of scheme complexity, i.e. simple for single connections but more comprehensive for multiple connections/connection requiring works at high voltage (11,000V)	Please use the free format area to identify any improvements you feel we could make to an Unmetered Connection Offer for our consideration:
1	Online	4	N/A	3	N/A	4	N/A	4	N/A	4			
2	Online	5	N/A	3	N/A	5	N/A	5	N/A	5			Robin Gould has been extremely helpful in explaining the process and offering support where needed.
3	Contact Centre	1	My understanding is that WPD don't provide unmetered supplies.	2	As 2 above-hence have not looked online.	3	N/A	3	N/A	5			
4	Online	5	N/A	4	N/A	4	N/A	5	N/A	4			From the clients point of view, we always seem to have issues in providing who will be responsible for ongoing costs for the streetlighting, if there were some document that we could issue to them explaining why this information is important it may assist the process.
5	Online	5	N/A	5	N/A	2	No comment provided	2	No comment provided	3			In some business areas (Exeter) (Plymouth) we frequently have to wait 4 weeks + for a quote I place all unmetered power orders for BT Payphones across all DNO's in the UK, and am always happy when I see it falls in WPD's patch. The process WPD use is straight forwards and meets GSOP. The WPD quotes team are professional, helpful and timely in their dealings with me.
6	Online	4	N/A	3	N/A	4	N/A	4	N/A	3			
7	Contact Centre	5	N/A	3		5	N/A	4		5			I do not usually use the website, I have a few members of WPD who I usually email or call and they help me with any questions I may have. They are friendly and very helpful, if they cannot help they usually can provide a contact for me to be forwarded to. To be honest I am usually very happy with the quotation regarding connections, I expect the price to be higher but usually I will ask for full works, which help the full job be completed more efficiently. We will try and advise full works by WPD as we find that the work is finished without any delays and less people involved helps. We will provide both costs if asked and we feel that both prices reflect the service you provide. This helps customers to see that although the original price may sound expensive, once they have a chance to look elsewhere that the combine work justifies the cost. I find WPD to be the quicker and easier company to provide unmetered street lighting connections and am usually hoping that WPD are in the area I am requesting work for. The company have many friendly and helpful members in all departments and I have not had any bad experiences with WPD myself. If we have any questions or we are asked for further information at a later date, I am happily provided Photographs when requested, the contact of a person physically on site and if things get too technical they are happy to contact my customer if I ask. I have been arranging connection for a while on behalf of my customers and I cannot remember any bad experiences with WPD. I know this asked for improvement but based on my experience I cannot say for any more than you already provide. I understand that if I required any additional information that a member of WPD will be able to help whether that be advice or to provide me with information I need. Keep up the good work.
8	Online	2	No comment provided	2	No comment provided	4	N/A	3	N/A	4			You have to remember most of the work on the application is often done by untrained admin staff a more straightforward application needs to be prepared. The whole process needs to be more user friendly and streamlined. It has taken 3 months and we still have no conclusive answer nor has any agent attempted to chase this up. We are still waiting for MPANs to be registered having completed all of your application requirements.
9	Website	4	N/A	1	Very poor & misleading	1	Not user friendly	1	No comment provided	4			
10	Website/Online	5	N/A	5	N/A	5	N/A	5	N/A	5			
11	Contact Centre	3	N/A	3	N/A	4	N/A	4	N/A	5			Dealing with any of the utility providers can be a slow and sometimes painful process, to their merit WPD have provided very good customer response times and thereafter actioned promptly.
12	Contact Centre	5	N/A	4	N/A	4	N/A	5	N/A	4			
13	Online	4	N/A	4	N/A	3	N/A	4	N/A	3			Sometimes the online form has gremlins in it which require reformatting
14	Online	4	N/A	4	N/A	4	N/A	4	N/A	4			Time to receive a quote or have works programmed varies dramatically depending on which regional team is dealing with the quote (anything from a week to several months, even pre-Covid).
15	Contact Centre	3	N/A	2	Not looked	3	n/a	3	N/A	3			Provide updates or progress when waiting for confirmation of a connection date when a third party wayleave is required
16	Contact Centre	5	N/A	3	N/A	4	N/A	4	N/A	4			
		Average Score: 4		Average Score: 3.18		Average Score 3.68		Average Score 3.73		Average Score: 4			