

20 July 2012

Kevin O'Neill  
Electricity Directorate  
Queens House  
14 Queen Street  
Belfast  
BT1 6ED

Dear Kevin

**Re: Consultation on NIE T&D Price Controls 2012-2017**

Thank you for providing firmus energy with this opportunity to respond to the above.

As a network operator in NI, we feel regulatory certainty is necessary for any network business to finance future investment for much needed future infrastructure in NI.

We would ask you to note a number of observations regarding the following:

**1. Standards of service**

We acknowledge that NIE T&D have drafted new service standard metrics. We feel industry and consumers would require clarification on timescales relating to the resolution of any supplier issues.

**2. Meter reading**

As a supplier on the NIE T&D network we accept there are inaccessible meters eg. ATM machines or hilltop sites. However, we feel it appropriate that NIE T&D take steps to obtain meter reads from all sites in a timely manner as this will help to thwart continued estimated billing and assist in health and safety checks.

I trust you find these comments useful

Yours sincerely

*Michael*

Michael Scott  
**General Manager**