

## Delivering our commitments to you

Quarter 3

### Provide guidance document for laying cables

We recognise that the laying of cables in permeable road construction is becoming more common. To improve clarity around it, we have produced a guidance document to explain the full process in appropriate detail. This is available on our website [here](#).

### Provide on our website details of planned distribution reinforcement

We have updated our heat maps to provide you with more information on our network. Please view our generation availability map [here](#).

You can also obtain our Long Term Development Statement [here](#).

### Include frequently asked questions sheets in all quote packs

We consulted with our connection customers to find out Frequently Asked Questions, we gathered the most common and have produced a FAQ sheet that is now included within our standard quotation pack. The sheet includes links to various guides and process documents.



### Create a DUOS charges webpage

Our Distribution Use of System (DUoS) charges webpage is now live, please click [here](#).

### Project evaluation survey

We have launched our project evaluation card which allows you to evaluate our performance after you are connected to our network, your project manager will send this to you after connection completion.

Alternatively you can evaluate our performance via survey monkey [here](#).

## Provide a technical guide for installing unmetered services

The guide for installing unmetered services can be found [here](#).

This guidance will help facilitate the unmetered process and explain any limitations.



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