

Michele Gregory Case Manager Sunnica Ltd

Date 9th July 2022

From Alan B Smith [REDACTED]

Subject Sunnica Ltd and Rule 6.

My PI ref 20030

Dear Michele

The purpose in writing to you is to draw your attention to the very tight deadline imposed by the Planning Inspectorate for Rule 6.

I am aged [REDACTED] and in the local community affected by the Sunnica proposal approx 25% of the population are senior citizens. [REDACTED] is not computer literate and therefore have difficulty in coping with on line communication.

I wish to attend Bedford Lodge hotel on the 26th July as an observer and on the 28th July 1.30pm start to ask questions to Sunnica on their funding statement.

I have tried in vain to complete the submission link and this is impossible for me to do and it is not user friendly. Therefore on the 7th July I sent an email to sunnica@planninginspectorate.gov.uk I have received an automatic response but it is not unusual for the PI to take up to 2 week to reply which means I could miss the July 13th deadline.

On Friday afternoon I tried to phone but your helpline is only open in the mornings. I believe many of your staff are still working from home as colleagues have waited up to 30 mins waiting for a response for a call to be answered.

Frankly this level of service is unacceptable and "Not fit for purpose."

Please confirm urgently my 2 bookings.

It seems relevant at this point to make other observations about the Sunnica proposal.

It is now 3 years since the commencement of their application and over that period the company has demonstrated a distinct lack of communication with the public, any respect for the public, has missed deadlines to the PI and has had the audacity to submit a DCO which does not include the agreement of The National Grid to the most important part of their scheme " The actual link to the NG."

The consultation in 2020 was inadequate but just scraped through the process and likewise the 1 month consultation which finished on the 6th July was again a joke. There have been many responses sent to Sunnica on that subject and I would appreciate if you would advise me if when they submit their report to you on the changes they are seeking to the DCO will include the public responses.

Therefore your timelines of that consultation finishing on the 6th July and the 13th July deadline for sending in details for all meetings until Xmas and what is to be said, is not democratic especially as the crucial meetings and responses are expected in the peak holiday season.

I am very concerned the public will not get a fair hearing and that will play into the hands of Sunnica for the decision making process of the Inspectors.

Your comments would be welcome. Yours sincerely Alan smith