



Promoting choice and value
for all gas and electricity customers

Customer Satisfaction: Broad Measure

16 August 2010

Broad Measure - objective

- Introduced in DPCR5 to improve the quality of the overall customer experience by measuring customer contact with their DNO across a range of services
- Customer satisfaction is one of the key output categories for RIIO
- Is implementation of the broad measure for GDPCR2 the best way of delivering the output measure?

Development of the broad measure

- Three strands to the broad measure
 - Customer satisfaction survey – GDNs can share their experience of the survey
 - Complaints metric – can use consistent measures with electricity but need to agree on definitions of complaints
 - Stakeholder engagement – can we use the same format as DPCR5?

Key milestones for customer satisfaction

- Dec 2010 publication of the initial strategy document
 - What do GDNs need from this document in order to put forward developed business plans?
- March 2010 publication of strategy decision document
- Between September 2010 and July 2011
 - GDN stakeholder engagement
 - Willingness to pay surveys
- End July 2011 submission of business plans

Broad measure – work programme

Stage 1 – August – Mid September

- Customer survey
 - GDN feedback on customer survey experience
 - Consistency issues with gas and electricity
- Complaints metrics
 - GDN feedback on how they register a complaint
 - GDN data on the types and number of complaints they receive
- Stakeholder engagement
 - GDN feedback on how effective DRS has been

Decision on whether the broad measure is appropriate for gas

Work programme – cont.

- Stage 2 –Mid September - October
 - Develop the options for the broad measure
 - Ofgem to present the options to the PCRf and the consumer challenge group
- Stage 3 – November
 - Refine the options in light of stakeholder engagement
 - Feedback from Authority committee
 - Preparation for December strategy document



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Social Issues - Network Extensions

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Network Extensions – objective

- At GDPCR 1 we introduced network extensions to facilitate more connections for fuel poor households and communities to help reduce heating costs
- We are still committed to primary objective – providing fuel poor and vulnerable customers have affordable access to fuel
- Ofgem wants to consider whether this is still the best way of achieving these objectives:
 - Success of scheme
 - Enhancements
 - Long term implications of environmental policy developments

Network Extensions – work programme

3 key stages prior to PCRf

Stage 1

- GDNs to share list of issues/feedback on how the scheme is progressing
- Establish data available to assess objective and whether it is appropriate
 - Number off the gas networks
 - Number using other fuels
 - If not known, can they be estimated

Network Extensions – work programme

3 key stages prior to PCRf

Stage 2

- Present GDN evidence to support and/or question the primary objective
- Data from DECC and other sources to contain
 - No. in fuel poverty off gas
 - No. off the gas grid
 - Cost of installing and operating different fuel types over time
 - Associated environmental impact of each fuel type over time

Network Extensions – work programme

3 key stages prior to PCRf

Stage 3

- Clarify/agree on Primary and Secondary Objective
- Establish what the GDNs will need to deliver in order to meet objectives – what is the scope of the scheme and does this differ in any way to the current scheme?
- Broader stakeholder engagement to gather feedback on proposals.

Social Issues – CO Poisoning

- GDPCR1 identified GDNs could help address CO risks
 - Increased consumer awareness
 - reviewing their operating practices and procedures
- Some progress has been made but needs to have a greater focus in GDPCR2
- Roll out of smart metering may provide for opportunities

Social Issues – CO Poisoning

Way forward

- Membership of working
- Programme of activities/outputs for PCRf
- Information required