

**Electricity Distribution Broad
Measure of Customer Service -
Customer Satisfaction Survey
Results 2012-13**

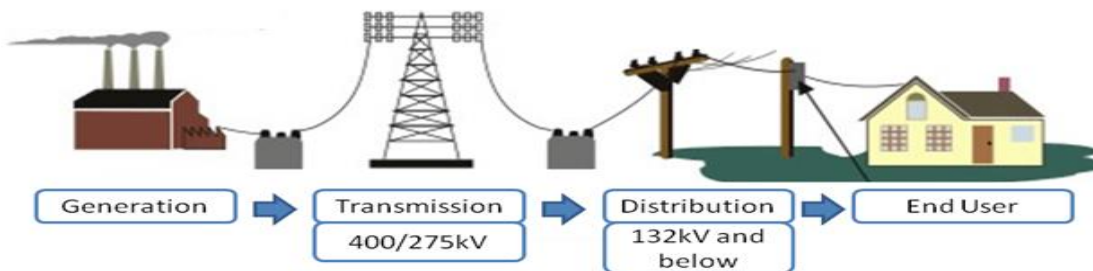
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Distribution Companies

Electricity distribution networks carry electricity from the high voltage transmission grid to industrial, commercial and domestic users.

There are 14 licensed distribution network operators (DNOs) in Britain and each is responsible for a regional distribution services area. The 14 DNOs are owned by six different groups.

For the current price control (DPCR5) we introduced a new customer service incentive, the Broad Measure of Customer Satisfaction (BMCS), to drive the network companies to deliver good customer service.



*In Scotland, 132kV is part of the transmission system



DNOs interact with a range of customers. The BMCS customer satisfaction survey is intended to incentivise DNOs to provide customers with a service that satisfies their requirements.

The survey contacts three categories of customer

- Supply Interaction customers – Customers that have had a planned interruption or have contacted the DNO following an unplanned supply interruption.
- Connection customers – Customers that have received a connection quotation or a completed connection.
- General Enquiries customers – Customers that raise an enquiry to the DNO where a service has been provided and/or a job has been completed .

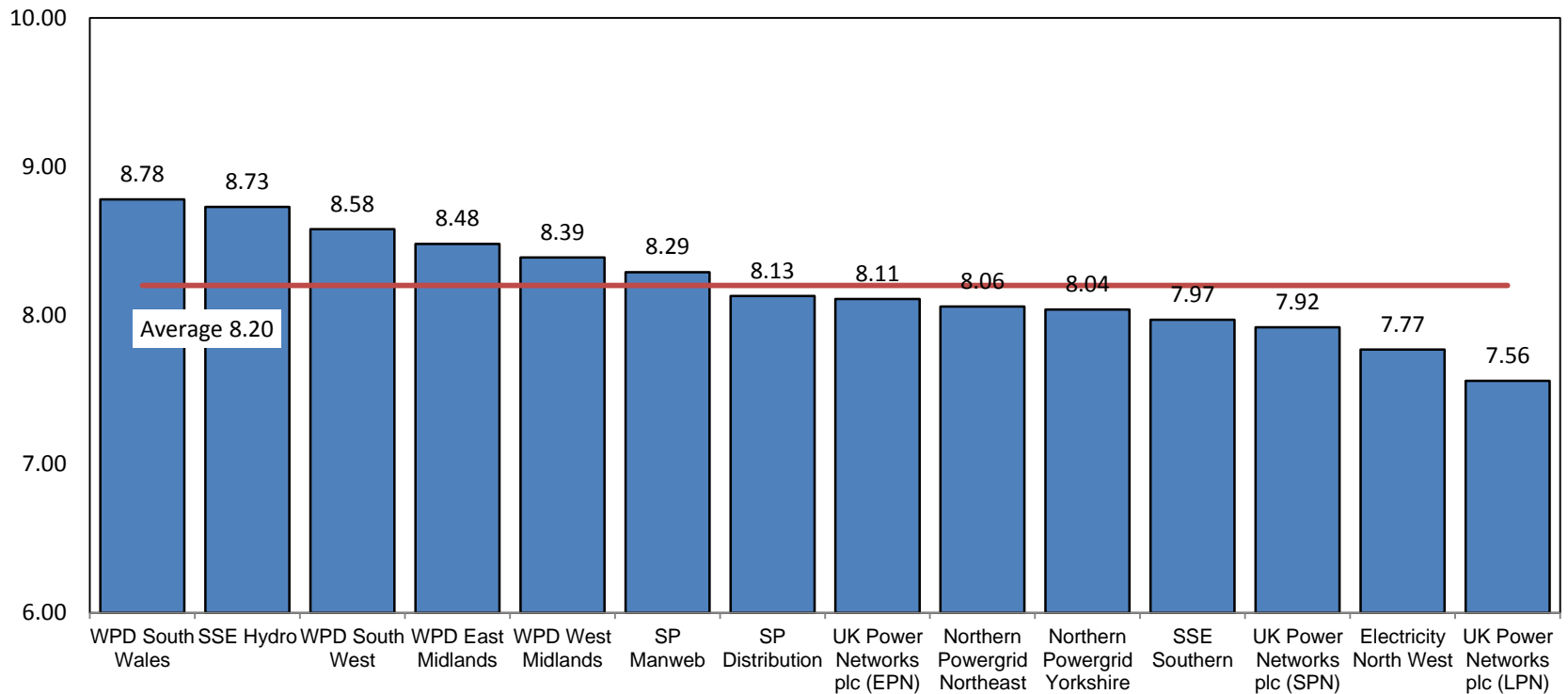
The survey asks customers about the service provided and they are asked to score the DNO out of 10 (with 1 for very dissatisfied and 10 for very satisfied). Only the answer to the final question ('overall, how satisfied were you with the service provided') is used for the purpose of this incentive. The target number of surveys undertaken annually per DNO licensee is highlighted below:

Category of Customer	Number of customers contacted as part of the survey
Supply Interruptions	2700
Connections	600
General Enquiries	450

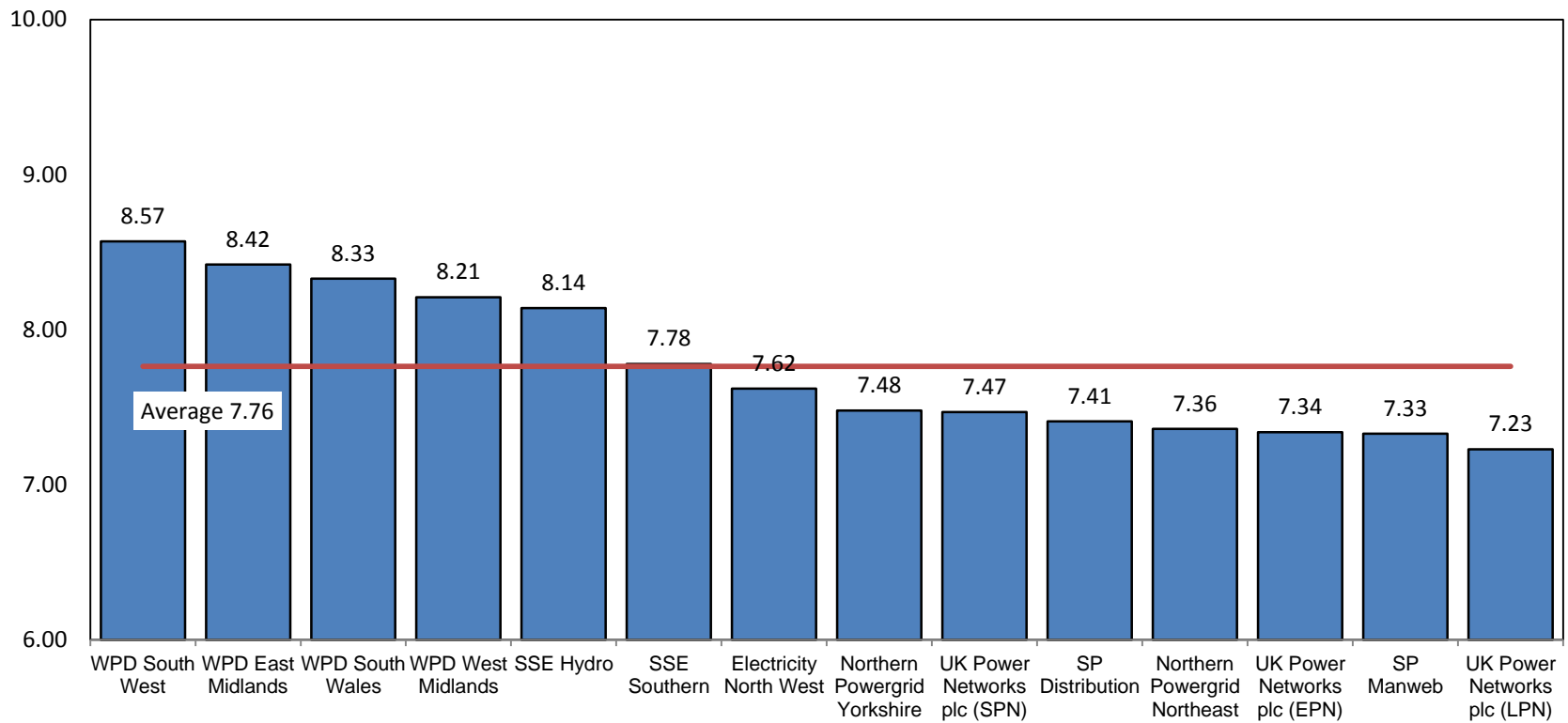
Those DNOs that score above the average industry level earn a financial reward and those that score below the average incur a financial penalty. The maximum reward is +0.8 per cent of annual base demand revenue and the maximum penalty is 0.5 per cent of annual base demand revenue.

Further information on the governance arrangements for the Customer Satisfaction Survey can be found in Chapter 3 of this document:
<https://www.ofgem.gov.uk/ofgem-publications/46557/customer-service-reporting-rigs-v2-final.pdf>

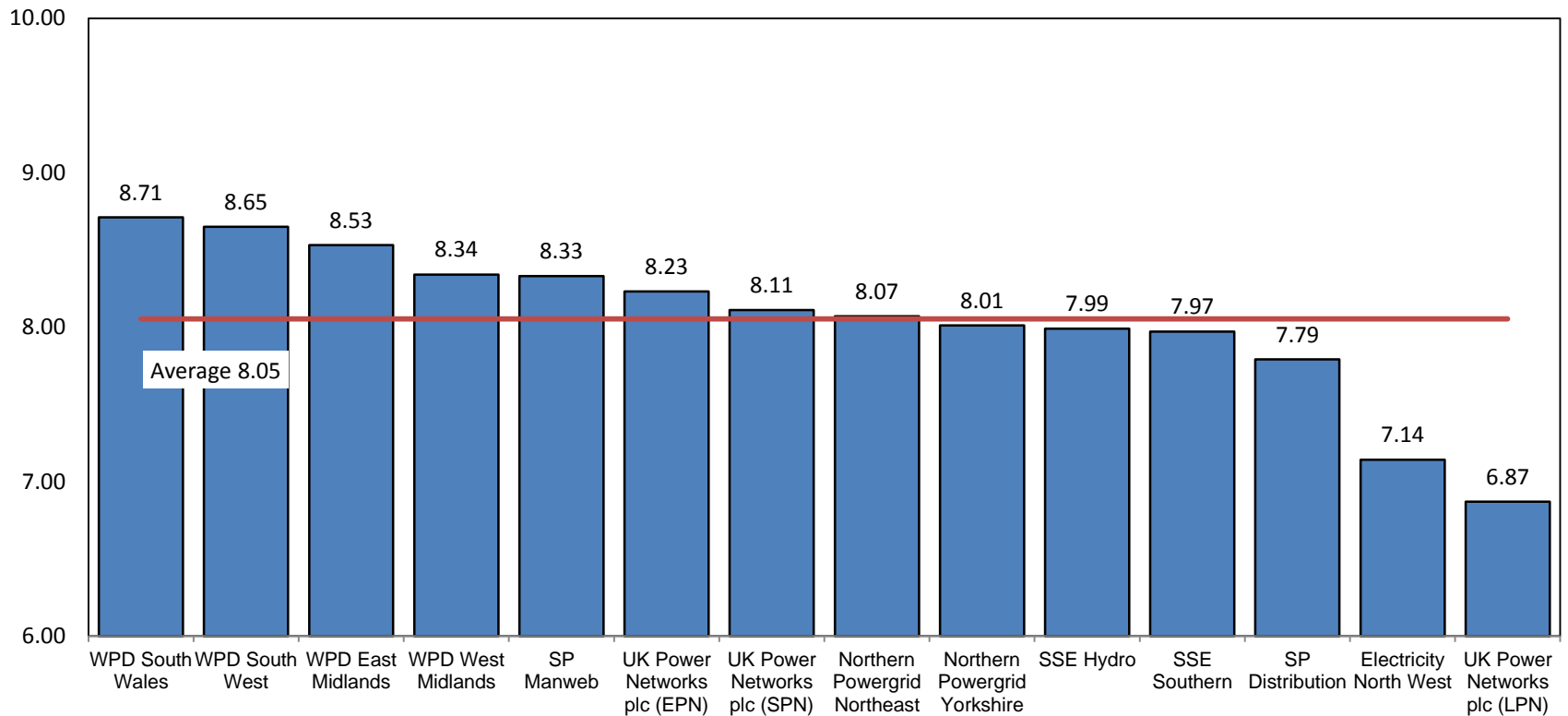
Supply Interruptions



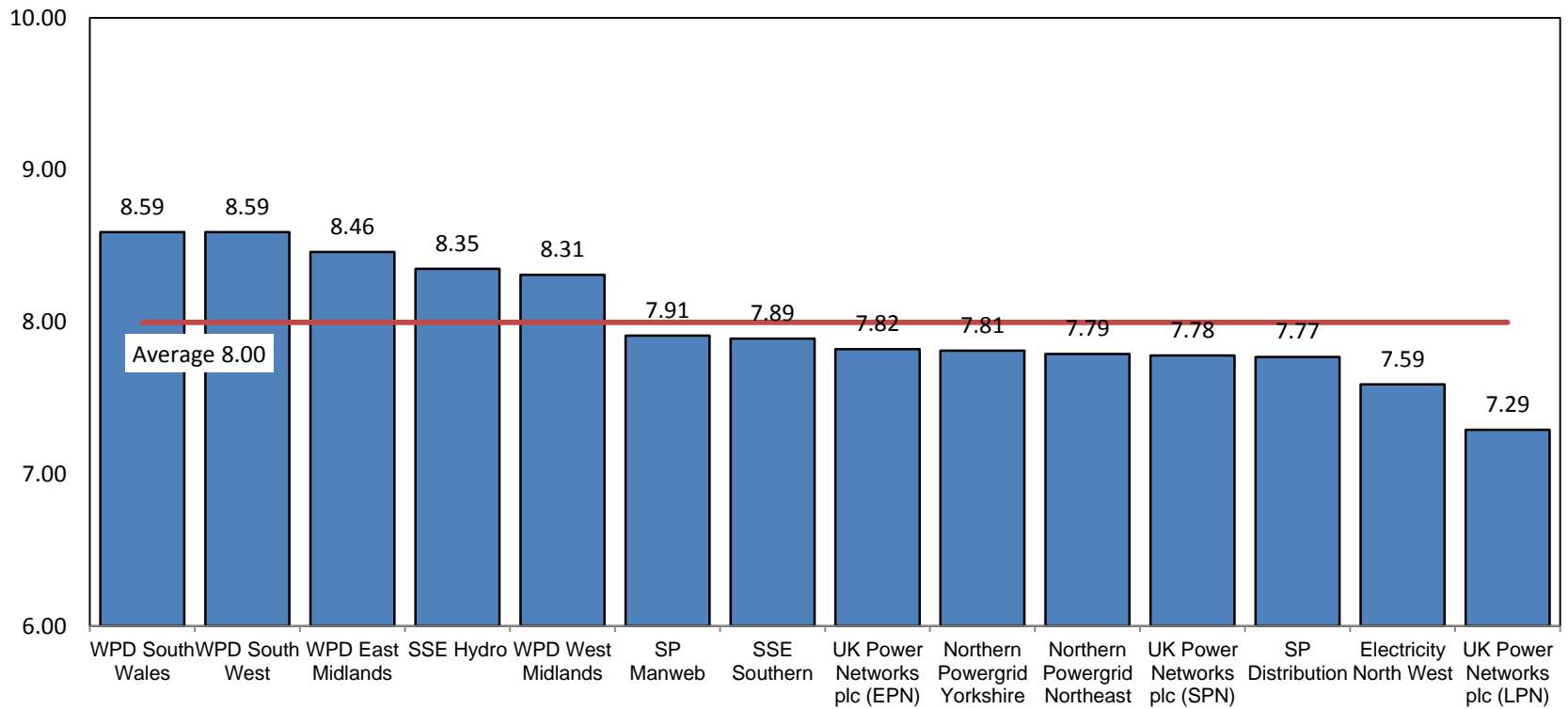
Connections



General Enquiries



Overall



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