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Head of Social Issues
Social & Environmental Affairs
Ofgem
9 Millbank
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EN/DB 2003

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Euan C. Norris
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Dear David

Energy Efficiency Advice – Ofgem 2003 Mystery Shopper Report

ScottishPower welcomes the opportunity to respond to the conclusions and recommendations contained within the above report. The report clearly identifies a need for all industry participants to improve their overall performance in this area however, we are pleased that the report also acknowledges the “significant improvements by the companies which performed poorly in 2002”.

In response to the 2002 report, ScottishPower made a commitment to establish and implement a strategy that would address the specific aspects of our advisory service that were not achieving the required standards expected across our business activities. A strategy and action plan for its implementation was adopted by the company and subsequently communicated to you in April 2003. The February 2003 Ofgem publication, Good Practice in the Provision of Energy Efficiency Advice to Domestic Consumers, formed the basis for our strategy document.

We are pleased that the resultant improvements following the adoption and implementation of our strategy and associated action plan have been recognised in this year’s report. In particular, the marked improvement in our Call Centre employee’s ability to recognise callers who would benefit from energy efficiency advice, reflects the success of the additional training undertaken within the company. The improvements reported in the Call Centre operation is encouraging and has been communicated to the staff that deliver this service, as well as those responsible for implementing the training initiatives that has helped to bring about these successes.

Whilst we appreciate the significance of improvements to the service we provide, we acknowledge the importance of the report’s findings in areas where we have seen lower levels of improvement. Our scoring in a small number of activities within our Energy Efficiency Advice Helpline is disappointing and remedial action has already commenced to ensure sustainable solutions are sought for these activities.

A detailed action plan that addresses the specific points raised in the report is now underway and will be incorporated into the company's Energy Efficiency Strategy, which remains the principle vehicle to achieve ScottishPower's long-term aim of delivering the highest quality of energy efficiency advice.

We believe that we have put in place a very robust process for dealing with the provision of Energy Efficiency Advice to consumers. We fully accept that in order to exceed the current levels of performance, suppliers in general require to review their current practices and consider what actions should be taken to bring about specific improvements.

ScottishPower would welcome the opportunity to meet with you and discuss our future plans for improving the service we provide and to explore further opportunities that might enhance our service in this area.

Please do not hesitate to contact me if you have any queries on the above comments or if you wish to discuss any issue in greater detail.

Yours sincerely

Euan C. Norris
Regulation, Legal & Commercial