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Dear Angela,

Electricity Distribution Customer Services Reward Scheme

SSE welcome the development of the format for the discretionary award scheme to encourage best practice in the three areas of customer service agreed under DPCR4.

SSE are fully committed to providing a range of communication strategies to our customers and to incorporating our corporate social responsibility initiatives into wider community programmes. In particular, we are committed to developing and improving our priority customer care initiatives and welcome the proposal for a greater monetary reward in this category for 2005/06.

Whilst we agree that the Panel should decide how the reward is weighted across the categories in future years, we believe that it is more appropriate for the scope of the categories to be consistent across the control period. We believe that the proposed minimum requirements for each category detailed in the Annex to your letter of 26th October should provide such a baseline.

With regard to the use of external stakeholders to support submissions, whilst we believe that this will assist in ensuring the integrity of the scheme we do not believe that it should be a precondition as some initiatives may not readily lend themselves to such support. In such cases it would be more appropriate for DNOs to provide an explanation of why external stakeholder support is not available in their submission.

Finally, with regard to the composition of the Panel, we believe that its membership should be drawn from as wide a range of consumer and industry groups as possible.

If you have any questions on the above, please do not hesitate to contact me.

Yours sincerely,

Rob McDonald
Director of Regulation