

From: Mark Boyce [MB@UCSM-Ltd.co.uk]

Sent: 30 November 2005 18:58

To: Angela Bourke

Subject: Open letter on Ofgem's Electricity Distribution Customer Service Reward Scheme.

Follow Up Flag: Follow up

Flag Status: Purple

Angela,

Following our recent discussions on the above matter I would like to submit the attached of my company Utility Customer Service Management Ltd.

Aspect	View	Reason
The proposed split of the total reward across the three categories	The apportionment of the total annual award should be decided at the assessment stage.	This will then allow the panel to make the highest award to the initiative that has the most significant impact irrespective of which category the initiative is from. It would also allow the same incentive to exist in each category as each one could have an annual award up to £1 million.
Should the panel decide the scope of the categories and how the reward is weighted across those categories in future years?	If the above approach is adopted then this will not apply.	
The proposed minimum requirements of best practice outlined for each category; Any other information that could be used to assess DNO performance in each of these areas?	We believe that the DNO's should be invited at the initial stage to submit what they believe to be their best practices for all DNO's to consider and that this should be the base line information.	This allows the DNO's to share best practice from day one and also ensures the award is made for improvements taken place over the last year, not based on an initiative taken previous to the incentive being put in place. It also allows the whole industry to learn from each other in a pro active way.

<p>Is it appropriate that DNOs have their reward submission supported by relevant external stakeholder organisations? What would be the most effective way to do this? Ofgem would be particularly interested in hearing from such organisations on the practicality and impacts of this proposal.</p>	<p>We believe this should not be essential but indicate clearly that it would add weight to a submission.</p>	<p>We feel this would be a softer approach which would not simply encourage submissions from external organisation rather than be completely prescriptive in making them essential.</p>
<p>The format of the Best Practice Register</p>	<p>They should be dynamic and ideally web based to give widespread access.</p>	<p>If a baseline position is available then this could be put in place at the start of the initiative so that Consumer groups can view how other DNOs handle different issues. It would also give the Customers an element of involvement as they would be able to encourage their local DNO to handle issues in the best practice way.</p>
<p>Possible members for the Panel.</p>	<p>These should be closely linked to Customer groups.</p>	<p>The end Customer is the ultimate judge on Customer service initiatives and as such should be closely related and carry a degree of ownership for the awards made.</p>

Hope they help.

Regards
Mark Boyce
Landline: 0845 056 0256
Mobile: 07888 680 146
www.UCSM-Ltd.co.uk