

ECSG Update – Metered Connections

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Overview of slides

- Draft licence condition – key features
- Proposed reporting arrangements
- Promotion of good practice
- Next steps

Draft licence condition – key features

- Licence condition scope:
 - Non – contestable services and information only
 - Not section 16 requests

- Key features:
 - Revised definitions based on LV, HV and EHV connections
 - Reasonable endeavours to meet standards in all cases
 - 90% performance targets proposed
 - Licence condition includes audit provision

Proposed reporting arrangements

- Proposed scope:
 - Performance against the licence condition
 - Timescales to produce s16 quotations / complete connections
 - Customer surveys / feedback
 - Numbers of domestic / business disputes

- Timing:
 - Quarterly reporting – Ofgem template to be provided for licence condition
 - Bi-lateral meetings with DNOs to review progress
 - Use of CIR

Promotion of good practice

- Package of measures proposed - key Features:
 - Increasing customer awareness (standard key messages for customers)
 - Managing customer interfaces (information packs, liaison meetings etc)
 - Standardising the application process (standard forms, on line applications etc)
 - Effective dispute resolution process (covers domestic and business)
 - Customer satisfaction (obtaining customer feedback to identify improvements)
 - Voluntary payments to customers where DNO has not provided an adequate service

- DNOs to take forward good practice measures - Ofgem to assess progress in Summer 07

Next steps

- Consultation closes out 30 March 07 – views invited on licence condition in particular
- Formal licence consultation due May 07
- Establish ESCG sub-group to develop supporting arrangements:
 - Licence guidance
 - Conditions precedent

- Update from COG – national template for non-contestable charges
- DNOs to take forward good practice measures – Ofgem to review progress in Summer 07
- Assessment of progress ongoing - detailed report due in Summer 08

A large, central version of the ofgem logo is positioned in the middle of the slide. It features the word "ofgem" in white lowercase letters on a red rounded rectangular background. The background of the slide is a light blue gradient with a faint image of a power plug and a person sitting at a desk.

Promoting choice and value for all
gas and electricity customers