

**PRIORITY CUSTOMER CARE INITIATIVES**



**ELECTRICITY DISTRIBUTION CUSTOMER SERVICE REWARD  
DISTRIBUTION NETWORK OPERATORS  
ENTRY FORM**

**Please note that the deadline for receipt of applications is 5pm, 11 May 2007.**

<b>DNO DETAILS:</b> (please complete)	<b>CONTACT DETAILS:</b> (please complete)
Company: Central Networks Licensee(s): Central Networks East Central Networks West  Address: Herald Way Pegasus Business Park Castle Donington Postcode: DE74 2TU	Name: Jonathan Ashcroft  Title: Regulation Manager  Telephone: 02476 185766  Email: Jonathan.ashcroft@central-networks.co.uk

**THE RULES**

1. Refer to the accompanying guidance notes for the 2006/07 Electricity Distribution Customer Service Reward.
2. Attach your application to this covering entry form.
3. Entry forms must be received at Ofgem by no later than **5pm on 11 May 2007**. Entry forms should be sent to [laura.nell@ofgem.gov.uk](mailto:laura.nell@ofgem.gov.uk) electronically, with a hard copy sent to:  
**Laura Nell, Quality of Service Manager, Ofgem, 9 Millbank, London SW1P 3GE.**

**MINIMUM REQUIREMENTS**

<b>Please indicate by checking the appropriate boxes whether your company has met the minimum criteria for each reward.</b>	<b>Yes</b>	<b>No</b>	<b>Relevant legislation</b>
DNOs are proactive in ensuring that details of their priority customers are up-to-date and accurate and that customers are aware of the priority register	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SLC <sup>1</sup> 17
DNOs have effective and efficient procedures and processes in place to ensure that information on customers eligible for inclusion on the priority register is transferred readily between themselves and suppliers' priority services register (and vice versa)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SLC 17
DNOs have procedures and standards for staff on contact with priority customers and monitor performance against these standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DDA <sup>2</sup>
DNOs seek feedback from their priority customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DDA

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<sup>1</sup> Standard licence condition of the Electricity Distribution Licence

<sup>2</sup> The Disability Discrimination Act, 1995

<b>BEST PRACTICE FROM 2005/06 SCHEME</b>		
<b>Please indicate which of the following best practice initiatives from the 2005/06 scheme your business does and what year they were first implemented. Space is provided for supporting commentary (maximum 250 characters per requirement)</b>	<b>Initiative adopted</b> (select from drop down list)	<b>Year first implemented</b> (Please fill)
Partnership work with voluntary groups or parish councils to offer services and support during planned and unplanned interruptions	Yes	1995
As a business we have worked hard for many years to manage relationships with parish councils, local community groups, charities and industry stakeholders.		
Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions	Yes	2002
During storms and major incidents priority customers are offered updates by phone and if necessary a visit from our Customer Support team and/or the WRVS.		
Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions	Yes	2002
Our vehicles were the first and they continue to prove extremely worthwhile. Customers are given progress reports, useful information and hot food and drinks. We were also the first to issue Winter Packs in 2005 and extended the project for 2006.		
Active promotion of the priority services register	Yes	2004
We published leaflets in 2004 allowing customers to use a reply paid slip to update us. Since then we have promoted the service by phone and have a new internet page to detail the services available to customers.		
Initiatives to ensure information on the priority register is up to date and accurate	Yes	2004
We are also undertaking an exercise to develop systems and processes in order to provide Suppliers with customer data for the register. We understand from industry group meetings that currently DNOs don't send such data to suppliers.		
Undertaking customer research to better identify the needs of priority customers	Yes	1996
Customer satisfaction research commissioned annually included questions on priority customers along with questions which enables us to gather useful information and improve the services we offer.		
<b>DECLARATION AND CONSENT</b>		
<b>I declare that the information contained in this application is correct and true to the best of my knowledge and belief and I give consent for Ofgem to use the information and contact details provided when publishing the Best Practice Register.</b>		
Signature: J Ashcroft	Date: 10 May 2007	