

**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: EDF Energy Networks Licensee(s): EDF Energy Networks (EPN) plc EDF Energy Networks (LPN) plc EDF Energy Networks (SPN) plc Address: 40 Grosvenor Place Victoria London Postcode: SW1X 7EN	Name: Paul Cuttill  Title: Chief Operating Officer, Networks Branch  Telephone: 020 7752 2114  Email: Paul.Cuttill@edfenergy.com

**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> 7
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 checked="" type="checkbox"/>	<input 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	2002
Our partnership with the WRVS was established in 2002 and provides support to customers during power cuts. We also work closely with other agencies, organisations and local authorities who have the expertise to help those in need.		
Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions	Yes	2003
Our call back teams prioritise vulnerable customers on call backs and provide regular updates during power failures. A storm role was created to coordinate contacts with vulnerable customers in system emergencies.		
Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions	Yes	2005
Our customer support vehicle has proved very popular with our customers. Manned by trained staff we attend site, provide up to date information, support customers with essential tools such as torches along with providing refreshments.		
Active promotion of the priority services register	Yes	90's
We have for many years engaged with a wide range of organisations to raise awareness of the register to as many people as possible including local authorities and welfare organisations.		
Initiatives to ensure information on the priority register is up to date and accurate	Yes	2005
We have taken an industry lead in campaigning for a single nation-wide priority services database. We liaise with suppliers to ensure we have the best information available. We wrote to all our PSR customers this year.		
Undertaking customer research to better identify the needs of priority customers	Yes	2004
Our voice of the customer research carried out in 2004 included research on the needs of priority customers. We have continually consulted with organisations representing the vulnerable to fully understand their needs		
<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: Paul Cuttill	Date: 8 May 2007	