

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.

| DNO DETAILS: (please complete) | CONTACT DETAILS: (please complete) |
|---|---|
| Company: Scottish and Southern Energy Licensee(s): Southern Electric Power Distribution Scottish Hydro Electric Power Distribution Address: Inveralmond House 200 Dunkeld road Perth Postcode: PH1 3AQ | Name: Rob McDonald Title: Director of Regulation Telephone: 01738 456400 Email: rob.mcdonald@scottish-southern.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 electronically, with a hard copy sent to:
Laura Nell, Quality of Service Manager, Ofgem, 9 Millbank, London SW1P 3GE.

MINIMUM REQUIREMENTS

| Please indicate by checking the appropriate boxes whether your company has met the minimum criteria for each reward. | Yes | No | Relevant legislation |
|--|-------------------------------------|--------------------------|-----------------------------|
| 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 ¹ 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 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 ² |
| DNOs seek feedback from their priority customers | <input checked="" type="checkbox"/> | <input type="checkbox"/> | DDA |

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¹ Standard licence condition of the Electricity Distribution Licence

² The Disability Discrimination Act, 1995

| BEST PRACTICE FROM 2005/06 SCHEME | | |
|---|---|--|
| 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) | Initiative adopted (select from drop down list) | Year first implemented (Please fill) |
| Partnership work with voluntary groups or parish councils to offer services and support during planned and unplanned interruptions | Yes | 2005 |
| We have in place priority telephone services for Parish Councils and special organisations to provide current information and offer support where possible during interruptions. | | |
| Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions | Yes | 2005 |
| When a power cut occurs, our systems specifically highlight customers registered with special needs. Our processes require us to call these customers to provide current information and check if they need any additional support. | | |
| Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions | Yes | 2006 |
| We contract these services when required e.g. vehicles to provide hot food during longer duration storms. We also have a contract with WRVS to support special needs customers and provide warmth, light, hot food and drink; and a smiling face. | | |
| Active promotion of the priority services register | Yes | 2006 |
| Our Priority Services Register is proactively promoted on our web site, in press releases, in local radio broadcasts and by personal word of mouth when our staff are talking to customers. | | |
| Initiatives to ensure information on the priority register is up to date and accurate | Yes | 2006 |
| We continually test the accuracy of the data held in our Priority Service Register by proactively calling customers on the register during power cuts and also undertaking sample testing on a 'cold call' basis. | | |
| Undertaking customer research to better identify the needs of priority customers | Yes | 2006 |
| Customer reasearch is part of our culture and is embedded in our business processes. In our experience, the best feedback comes from Customers with special needs themselves. | | |
| DECLARATION AND CONSENT | | |
| 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. | | |
| Signature: | Date: | |