

## Discussion Note - Customers Breakout session

Subject to interest and the depth of discussion we may discuss all or some of these questions.

### **1) A broad measure of customer satisfaction**

(Refer to pp.52-54 of the December policy paper consultation)

- Views on the proposed scope of the customer experience in terms of the customer interactions and service attributes proposed in the document
  
- Types of questions that should be asked in the lead-up to the advocacy question. These may need to differ depending on the customers ' reason for contacting the DNO, for example:
  - Report a supply interruption
  - Notification of a planned interruption
  - Obtaining a connection
  - Complaints
  - Plant enquiries

### **2) A regional, segmented approach to regulating connections using competition tests, the possible provision of margins, and greater protection for customers choosing the non-competitive route and for segments where competition is unlikely.**

(Refer to pp.55-59 of the December policy paper consultation and pp.54-61 of the appendices document)

- Views on the proposed scope of competition tests;
  - Any tests that should be added to/dropped from our proposed scope?
  - Any tests that should be more heavily weighted than others?
  - Any tests that should be a minimum requirement?
  
- What are the implications of allowing a regulated margin on contestable charges for the first 3 years of DPCR5? What are the arguments for and against?

### **3) Treatment of business customers under the regulatory framework**

(Refer to p.63 and 88 of the appendix document)

- Experience of/requirements for direct contact with DNOs
- Restoration performance vs. compensation
- Criticality – who should fund/bear the risks of potential improvements?

### **4) Amendments to the interruption incentive scheme (IIS) considering the level of the DNOs' financial exposure, the use of automatic notifications of interruptions and considering putting in place longer term targets**

(Refer to pp.61-65 of the December policy paper consultation and pp.74-88 of the appendices document)

- Should revenue exposure be more or less than currently?
- Should this be the same amount for the same size event across the country (even though networks, usage and charges vary)?
- Is automatic notification of interruptions desirable, how is it best achieved and what are the obstacles?
- Long-term targets – Can we lock desired performance in for more than one year if other elements are under review (e.g. costs and outputs)?
- Where should we be aiming? Convergence of performance or cost efficient outcomes?

### **5) Improving service for worst served customers by agreeing an appropriate definition, providing a specific allowance, improving reporting arrangements and including this focus area in the customer service reward scheme**

(Refer to pp.65-67 of the December policy paper consultation and pp.68-73 and pp.148-164 of the appendices document)

- What should the expected level of performance improvement be?
- Are there any other impacts (social or otherwise) that should be included in an output measure?
- Should the basis of an allowance be uniform or dependant on the number of worst-served customers in each DNO area?