

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, 8 May 2009.

DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: CE Electric UK Licensee(s): NEDL YEDL Address: 98 Aketon Road Castleford West Yorkshire Postcode: WF10 5DS	Name: Tony Sharp Title: Regulation Manager Telephone: 01977 605165 Email: tony.sharp@ce-electricuk.com

THE RULES

1. Refer to the accompanying guidance notes for the 2008/09 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 8 May 2009**. 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 10
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 10
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

¹ Standard licence condition of the Electricity Distribution Licence

² The Disability Discrimination Act, 1995

BEST PRACTICE FROM PREVIOUS SCHEMES		
Please indicate which of the following best practice initiatives from previous schemes 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, parish councils or health and welfare organisations to offer services and support during planned and unplanned interruptions	Yes	2006
We continue to have regular meetings with parish councils, call on the services of WRVS, are now members of engage and work closely with local authorities during emergency situations.		
Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions	Yes	2006
We now have a tracker linked to our fault management software, enabling a dedicated staff member to keep in touch with all our priority customers during power cuts. WRVS and/or our ambassadors are deployed with our generators and our welfare van.		
Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions	Yes	2007
Winter packs were again promoted this year through a press campaign (including competitions), roadshows and have been distributed to priority customers by field staff and from our customer service van during interruptions to supply.		
Active promotion of the priority services register	Yes	2005
We promote our register via our code of practice; web site; parish councils; voluntary groups; our call centre staff and our new 'Make this your top priority' leaflet distributed to libraries, GPs and key welfare organisations.		
Initiatives to ensure information on the priority register is up to date and accurate	Yes	2005
When we contact vulnerable customers we check that their details and special requirements are up to date and amend our database if necessary.		
Undertaking customer research to better identify the needs of priority customers	Yes	2005
We researched how we communicate with priority customers; the services they expect from being on the register; and experience of the welfare van. Stakeholders such as British Lung Foundation and Age Concern evaluated our service. Excellent feedback.		
Work with relevant organisations to ensure that staff are properly trained to help vulnerable customers		
Training for staff has been received from WRVS, Language Line and more recently from Disability North.	Yes	2007
Commitment and involvement of senior level staff		
Our senior managers participate on our weekly customer service improvement programme call, where improvements for all our customers are developed.	Yes	2005
Partnerships with home oxygen equipment providers to raise awareness of the Priority Service Register among oxygen dependent customers and coordinate emergency care		
We have links with Air Liquide	Yes	2008
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:	