

Welcome

Delivering a great service to our customers is a key driver for Central Networks. Within our submissions you will find details of the new customer service initiatives that we have developed and implemented over the last twelve months – projects that I, my management team, and everybody working in Central Networks are very proud of and know will have a positive, lasting impact for our customers.

Whilst we have some great flagship initiatives, we feel it is more appropriate to let the Panel draw their own conclusions from what we consider to be a wide-ranging and holistic mix of sustainable projects. I can assure you that our attention is focused on implementing, maintaining and further developing projects that are enduring in the benefits they offer our customers. Our intention is to build on solid foundations, driven by customer insight.

I'd like to take this opportunity to introduce our submissions by telling you about Central Networks and most importantly, outlining our values and behaviours.

To offer a brief personal reflection, I want our customers to recognise Central Networks as a caring, safe, responsible and trustworthy business. As far as we are concerned, we offer a public service, and are proud to do so. We're listening to the people who rely on us for the power in their homes and businesses. Whilst power cuts are generally the main reason customers contact us, we know that we have a broad variety of relationships with our customers. Every one of these is an opportunity to get it right and to make a difference, for the better, to people's lives.

Our Corporate Structure

Central Networks is a company of E.ON, which means we are part of one of the world's largest investor owned power and gas companies, headed by E.ON AG in Germany. Central Networks is part of the E.ON UK market unit which, in addition to electricity distribution, is involved in electricity generation, electricity and gas supply and gas shipping.

Central Networks is the common trading name and brand of the Distribution Businesses of Central Networks East plc and Central Networks West plc (the 'Companies'). Both Companies are Distribution Licence holders under the Electricity Act 1989 (the 'Licensees'). Although the Companies are separate legal entities, they share a common management team.

Our network area covers the East and West Midlands within the United Kingdom, serving customers across an area totalling some 27,000 km² from the Derbyshire Peak District in the north to Bristol in the south, and from the Welsh borders in the west to the Lincolnshire coast in the east, and including Birmingham – England's second city.

We are responsible for the delivery of a reliable supply of electricity to 5 million customers and almost 9.4 million users, through 133,000km of underground and overhead cables – enough to go around the Earth three times - and via almost 94,000 substations. Our central offices are located near Derby and Tipton and they are supported by seven local Delivery Centres. We have around 3,400 employees.

Our Values and Behaviours

We recognise the importance of our employees, our communities and our environment. Our company values are promoted throughout the business:

- **Integrity** - *We do what we say.*
- **Openness** - *We say what we think.*
- **Trust and Mutual Respect** - *We treat others as we'd like to be treated.*
- **Courage** - *We do and say what we believe is right.*
- **Social Responsibility** - *We act for the long-term interest of society.*

Our vision is to be recognised as the best electricity Distribution Business in the UK. But what does being "the best" mean? For me, as Managing



John Crackett, Managing Director of Central Networks, launching the new Plugin2engineering educational programme at Heath Park Business & Enterprise College (details in our CSR submission)

Director, ultimately it boils down to what our customers think. In short, it's about being the best in our customers' eyes.

Our employees are key to making this happen. As well as clearly setting out our values, we have also defined employee behaviours that are an integral element of our culture: - Customer Orientation, Drive for Excellent Performance, Change Initiation, Teamwork, Leadership and Diversity and Development.

It's important to me that our values and behaviours do not become clichés or buzz words, but truly are the guiding principles that underpin everything we do. I personally make sure that I regularly speak to colleagues around the business to understand how they are contributing to improving Central Networks for our customers. I also talk with customers on a regular basis. After all, I want us to understand, satisfy and surpass our customers' needs, and to bring lasting value through our actions. We aim for long-term relationships and quality, consistent customer service every time we come into contact with our customers. We will achieve this by working together, initiating change and never just accepting the status quo, and by having strong, capable leadership throughout the business.

These values are embedded within Central Networks' culture and our employees are actively supported by senior management when they volunteer their time for community and educational projects. I and members of my management team make time to handle calls in our Customer Contact Centre and regularly visit field staff and sites to carry out safety and customer service reviews. This is something I really feel strongly about and believe reflects the ethos in Central Networks where everyone has a responsibility to deliver great customer service and to live out our values in their actions.

Members of my management team regularly listen to and carry out 'mystery shopper' calls to experience at first hand the service our customers receive. Throughout Central Networks we proactively speak to customers to ask them what they would like the future to look like and what they expect from us. Importantly, we make sure that we follow-up on these discussions to revisit the issues raised and to explore the effectiveness of the changes we have made as a result. Insight such as this has formed the basis of a Customer Charter – details of which you will find in our submissions.

Finally, the safety and welfare of all our customers and colleagues (whether they are employed by Central Networks or are working on our behalf) is of the utmost importance. I feel this is demonstrated by the various safeguards and measures we have in place, many of which are also detailed in our submissions.

A handwritten signature in black ink that reads "J Crackett". The signature is written in a cursive style with a long horizontal line extending to the right.