

Central Networks

2008/2009 Electricity Distribution Customer Service Reward

Corporate Social Responsibility

Acting responsibly and striving to offer our customers the highest level of service, underpins everything we do. Our responsibilities stretch further than distributing electricity safely and reliably. We work with a variety of stakeholders and community partners, as well as all our colleagues and contracted staff, to support, educate and make life easier for people living and working in our area. Using a variety of methods to communicate regularly with customers ensures we are embedding sustainable working in all our operations. As a large company, whose potential impact stretches over a vast geographical region and encompasses around 9.4 million people, we aim to be recognised as leaders when it comes to CSR.

Using Customer Feedback To Shape Our Decisions

Customer Panels

In March 2009 we became the first DNO to establish a permanent Customer Panel to better understand and address the requirements of our customers. The members represent a wide range of customers and key stakeholder groups, including representatives from Consumer Focus, the East Midlands Development Agency, The Environment Agency, local County Councils and Parish Councils, RNID, RNIB, the Police, Nottingham Elder's Forum, and the Major Energy Users Council.

We take our corporate social responsibilities very seriously at Central Networks (CN) and are keen to ensure that we maximise the positive impact we have on our communities and environment. The panel is a key example of proactively seeking honest and challenging customer views about the way we operate and our future plans. The panel's purpose is to provide feedback on the effectiveness of our initiatives and methods of addressing customer issues, advise us about current or emerging consumer concerns, influence our plans, and support and facilitate joint-working between Central Networks and consumer groups. Members of the panel will be permanent in order to provide a consistent, wide-reaching voice on a variety of discussion topics.

"The customer panel provides us with the perfect method of keeping in touch with our customers' expectations, as well as providing an opportunity to inform them and seek their feedback on our future plans."

John Crackett, Managing Director

The Panel will meet at least twice yearly, chaired by our Managing Director, John Crackett. This demonstrates the commitment, at every level of our company, to continually and proactively engage with our customers.

New Connections Customer Surgeries

Echoing this, on 7th November 2008 we hosted a Developer Day specifically about our new connections activities, inviting Housebuilders, Commercial Developers and Electrical Building Services Consultants to explore and offer direct feedback on the way we do things. Hosted by senior managers, the sessions consisted of a series of hosted table workshops, around 50 customers were asked to discuss the different stages of the new connections process and to speak openly about how we could improve. Topics discussed ranged across major projects, multi-utility, design & construction, customer improvements and legal wayleaves. The sessions provided the opportunity for managers to speak with customers face-to-face and demonstrates our vow to proactively engage with our key stakeholders to learn how we can make customer-led improvements to the service we provide.

Customer Charter And New Connections Customer Promise

The Customer Charter

- Putting ourselves in the customer's shoes.
- Delivering value to our customers.
- Putting the lights back on as quickly as possible.
- Providing useful and accurate information.
- Taking the environment seriously because it's our planet too.

In September 2008, we launched a Customer Charter to provide our direction and outline the commitments we're making to deliver great customer service. The Charter is based on direct customer feedback and reflects what they expect of us as a business. The Charter demonstrates our commitment to always put the customer at the heart of our actions. All colleagues have been asked to discuss the Charter and think about how to bring about the commitments in their day-to-day work. We want customers to have a great experience whenever they interact with us, and to be left with a positive lasting impression of Central Networks. Whatever role colleagues play, we need to remember that everything we do starts and ends with customers.

When it comes to new connections, we know customers want, and we have a responsibility to deliver, a connection at the right price and time. We have asked customers how they expect us to deliver our services. Their response was clear - they want to deal with a business that listens, responds to their needs and is easy to deal with. In 2009 we launched a New Connections Customer Promise, outlining the commitments we are making to our customers to make this a reality.

- We'll work with you to understand and deliver your requirements
- We'll provide you with regular updates on how your project is progressing
- We'll learn and improve from your feedback
- We'll deliver high quality services to the right quality first time, on time
- We'll provide you with a point of contact to assist you at every stage of the project

Net Promoter Score - Understanding What Our Customers Want

In our New Connections team (NC) we've introduced Net Promoter Score (NPS) as a key way of measuring customer satisfaction. Every month, we ask customers: "Thinking about your recent experience with NC, on a scale of 0-10 (0 = not at all

likely; 10 = extremely likely); How likely is it you'd recommend NC to a friend or colleague?" This advocacy indicator - driven purely by customers - shows us how, and the extent to which, we're delivering a great customer experience, making ourselves easy to deal with and contributing to the emotional engagement of customers with Central Networks. NPS also allows us to gather direct, verbatim feedback about our operations and identify areas for improvement.

Making Life Easier - Information At Every Stage

Our customers tell us the quality of the information we provide to them is key. It allows them, particularly during times of inconvenience, to plan their lives and, where necessary, make alternative arrangements. Whilst information during a power cut is of the highest importance, we understand we have a responsibility to provide information for the whole customer journey, including details about past events, and outlining what we are doing to improve supply quality in the future.

Past Event Information - Online Information Tools

Following a power cut, our customers are increasingly asking for information about why faults occurred. Having carefully considered the environmental impact of writing individually to every customer after a fault - potentially printing thousands of letters every year - in March 2009 we became the first and only DNO to launch two online 'power cut history' search tools to allow customers to access details about past supply interruptions in their area.

Whilst we know information after an event is important to customers, we also know from speaking to them, that some would prefer not to be contacted by us after a power cut. Whilst the online tools are accessible to all customers, hosting it online allows only those who want further details, to access this information.

The displayed data is multi-layered, allowing customers to view overall supply quality in their county, city, or specifically pinpointed to their postcode. Customers can access this information in two ways: via an interactive map of our region, or by entering their postcode. (www.eon-uk.com/distribution/powercuthistorymap.aspx)

Power Cut History - My Postcode

Please enter your Postcode or part Postcode: DE74 Display data for the last: 1 Month Search

Area	Date	Total Duration ¹	Total Affected ²	Reason	Voltage	Type
Trent Lane	01-Apr-09 19:19	1h 7m	31	Underground Cable Fault	HV	Fault
Home Farm Castle Donington	24-Mar-09 09:15	5h 40m	16	Planned Work	LV	Planned
Hallam Fields Castle Donington	09-Mar-09 11:40	6h	120	Underground Cable Fault	LV	Fault

During live incidents, information can change as the operational work is carried out. Our historical information tools allow customers to access a complete, detailed view of an incident, including the specific geographical area and total number of customers initially affected, the duration of the fault, whether the problem was related to low or high-voltage parts of the network and the known cause. Both tools have full history search filters, allowing customers to view information specifically from the last two days, one week, one, three and six months.

In the spirit of always being open and honest, we produce an annual network performance report which is widely available to our customers. "Keeping the lights on: Our performance in 2008", frankly details how the network has been performing including the number of network incidents, and the resulting customer minutes lost. It is also an opportunity to detail our investment and future plans.

Live Event Information - Power Cut Information On Your Mobile

Now into its 4th consecutive year, our unique live Network Information Map continues to be frequently used by customers, particularly during storms. The online tool was used almost 65,000 times in the last year, and proved particularly useful during snow storms in January and February 2009, with over 16,500 hits. The availability of live, up-to-the-minute information for family, friends and customers at work, to access during ongoing faults has proven extremely valuable for customers, providing them with another method of receiving information from us.

In 2008, we expanded this service further by becoming the first DNO to advertise our live text messaging service. If a customer believes their power supply has been interrupted, they can check by texting 'Supply' followed by their post code to 81222. We then reply free of charge via text, providing relevant information. If there is a loss of supply, the text includes details about the areas affected, the estimated time that supplies will be restored and the number of customers affected. This means, regardless of where they are, our customers can quickly and easily access information about power cuts in their area. This initiative has already proved extremely popular, with hundreds of customers using the service since its launch. Collectively this means they can access information during



a power cut on their mobile, via our website and by calling our emergency helpline.

Future Plans – Network Investment Map

On average, £61 of a customer's annual electricity bill is paid to us for the distribution of their electricity. We believe we have a social responsibility to communicate openly and honestly about where we are investing this money and what we are doing to improve future supply quality.

We have always featured information on our website detailing our plans and investments for the future. In 2008, we developed this further by introducing a detailed, [Live Network Investment Map](#). The map allows customers to drill-down into specific counties and cities, to view details and investment data for towns in that area. The displayed information includes the area where work will be carried out, a short description of the project and the estimated cost (£m's) and timescales for completion.

(<http://eon-uk.com/distribution/investmentandinnovation.aspx>)

Making Life Easier – Safety On Our Streets

Visual Awareness Training

Whilst the majority of our interactions with customers occur over the phone, we know that through our activities in the field, we have the potential to impact the lives of millions of people living and working in our region. We know we have a responsibility to ensure the safety of the general public and all our staff, and to minimise any inconvenience. In particular, we appreciate that temporary street works can cause real dangers for people with disabilities. Research carried out by Guide Dogs For The Blind, shows that temporary street works rate as one of the top 10 obstacles for Blind and partially sighted people within a street environment.



Driven by this - and in addition to the training delivered year-on-year to customer-facing staff from organisations including RNID, RNIB and Mencap - we are the first and only DNO to work with On Site Insight Services (OSISS) to build and deliver a bespoke training package, specifically tailored to our street works activities. **Over 2000 staff have already attended the course.** The four hour session combines classroom style Street Works refresher training with a practical session specifically focusing on visual awareness. This involves staff negotiating a street works site, whilst using equipment to simulate visual impairment, including a blindfold and white cane. The site is altered for the staff to experience the potential dangers of unsafe sites, and therefore appreciate the importance of correct and safe sites and to give an insight into the world of a visually impaired person. Staff are also given practical ways to assist visually impaired people as well as advice and tips for communicating effectively.

“CN are the only DNO to receive a training package of this nature from OSISS. Together, we designed a course specifically relevant to CN's street works activities. The fact we've trained over 2000 staff, including anyone working on CN's behalf, shows CN's commendable commitment to keeping their staff and customers safe and making life easier for visually impaired people.”

Mick Sullivan, OSISS

The course is just one example of our commitment to embed social policy into wider company processes. We take seriously our obligation to ensure the safety of anyone living and working where we are active. For this reason, **all internal Central Networks staff**, carrying out capital works, repairs and new connections, as well as **all External Service Providers working on our behalf** (e.g. Morgans, Balfour Beatty, IUS and ABB) have attended the course.

'There's No Such Thing As The Electricity Board' Campaign

Our doorstep crime prevention campaign has continued to go from strength to strength since its launch in 2007. We have a duty of care to protect the welfare of our customers from potential bogus callers, posing as utility workers. We're **active members of the Lincolnshire, Leicestershire, Derbyshire and Nottinghamshire Doorstep Crime Prevention Partnerships**, and our specific leaflet and doorsticker promoting safety awareness have proved to be of huge benefit, with nearly **20,000 requested and distributed** over the last year.

Joint Working To Minimise Disruption To Customers

Alongside 37 other gas, electricity, water and telecommunications distributors, we're part of National Joint Utilities Group (NJUG), a UK industry association representing utilities on street works issues. Membership of the group does not prove we care though; however, our actions do. In 2008, **a major collaboration between CN and several other utilities resulted in six individual sets of works taking place at the same time to reduce disruption to the local community** in Kinver, Staffordshire. Work involved the installation of a HV electricity line, a water and gas main replacement, street lighting replacement, tree felling and a sewer connection. If undertaken individually, work would have lasted over 20 weeks. The programme saw only seven weeks of co-ordinated works - significantly minimising the disruption caused to residents and road users. It also required a single

excavation and reinstatement for the whole works, avoiding the unnecessary wastage and disruption of multiple digs on the same site. The scheme has received accolades as a fantastic example of working together to benefit customers.

Education In Our Community

Educating our customers, in particular young people, about our network, and how to stay safe around electrical equipment, is the cornerstone of our community activities. We continue to operate our groundbreaking **Power Discovery Zone trucks, which visit over 220 schools, and approximately 20,000 children every year.**

[plugin2engineering](http://www.plugin2engineering.co.uk) - (<http://www.plugin2engineering.co.uk>)

Following its huge success when launched by CN in 2007, the plugin2engineering scheme was expanded and relaunched across the whole of E.ON UK in January 2009. **A state of the art web resource** was developed to supplement the **numerous classroom sessions CN host in schools throughout our region.** The programme aims to attract engineers of the future and has been designed to address industry estimates that by 2014, the electricity distribution industry alone will need to attract and train over 9,000 new workers.

plugin2engineering is generally aimed at 11 - 16 year olds interested in a practical, engineering-based career. It has strong links with the Key Stage 3 curriculum, GCSE Science and the new Engineering Diploma. The exciting new programme involves children entering the virtual world of Electronica, the world's largest artificial island. They take on the role of Project Manager, setting up the island's power infrastructure in time for the opening ceremony of the Electronica Games.

By providing young people with real insight into the industry, plugin2engineering aims to raise awareness of engineering as a career, equipping young people with the skills required for engineering roles and hopefully boosting recruitment not necessarily into Central Networks, but into the sector as a whole. The programme is currently being rolled out to around 5,500 schools across the UK. The tasks are supported by teachers' notes, curriculum links and activity and careers information.

“Our investment in programmes like this, aims at creating enthusiasm for engineering in a new generation, whilst providing exciting new learning opportunities and support for important career choices.” John Crackett, MD

We've created **strong links with 10 UK universities**, including the University of Manchester. We work closely with these universities, **providing students with practical and relevant engineering experience as well as mentoring and guidance.**

Supporting School Education

Using the strong relationships we have built with local schools, we participated in two new initiatives in 2008. Firstly, we provided sessions to **help school children develop their reading skills.** This saw some great results, with a large number of staff volunteering their time to help children in their local area. Secondly, we supported **events in local schools to help young people to develop their interview and presentation skills.** Staff offered their time to **hold mock interviews and CV appraisals** with children preparing to find work experience. This initiative is supported at all levels within CN, with a number of managers contributing at the events.

Taking The Environment Seriously

In September 2008, we became the UK's first DNO to switch on an innovative system designed to connect the country's growing number of wind farms without the need for new overhead power lines. The Ofgem-backed Registered Power Zone (RPZ) allows some renewable energy generators (e.g. onshore and offshore wind) to connect to the network between Boston and Skegness on the Lincolnshire coast at a much lower cost and without the need to build expensive new infrastructure. The scheme also allows CN to provide a quicker, timely connection, given that the potential build of new power lines would take years to construct. Using live information on air temperature, wind speed and power demand, we can make best use of existing power lines and send power where it is most needed. Rather than spend £5m on a new overhead line, we spent £500,000 developing the innovative technique to increase the capacity of an existing 132KV line by more than 30 percent. This further demonstrates our social policy of always delivering value to our customers - investing their money wisely to modernise our network, whilst mitigating any environmental impact when doing so.

All this demonstrates our commitment to act responsibly and place CSR at the heart of our business. We have established, and continue to maintain, effective, lasting relationships with a wide range of stakeholders and community partners. We believe the key to acting responsibly is to continually seek customer feedback and to use this to shape our decisions. This helps us to ensure our initiatives are of real and lasting benefit to our customers. We have firmly embedded CSR into our business ethos and it is supported at every level of our company. This clear focus continues to drive us to maximise our positive impact on the environment and society. We feel that our actions meet and exceed the inherent obligations of an electricity distribution company and are inherent to the way we behave.

Supporting Information

Thank you letter and colleague feedback received following Street Works visual awareness training



I am writing to thank you for inviting myself and Lay assessors to the enlightening Central Networks Training Day.

Your presentation in particular provided a unique insight for our volunteers into just how complex the nature of street works can be. I am sure those who attended will now pass on their knowledge to the other members of the Considerate Contractor Scheme.

Last summer we held a conference and Mick Sullivan and Guide Dogs did a small demonstration, however I was really impressed at how this has been developed by Central Networks to be far more relevant to street works operatives. It was a brilliant workshop for all who took part.

We very much appreciated your time and efforts in setting up such a worthwhile event, it is really encouraging to see how seriously customer care is being taken. Please forward our thanks to all those involved.

Yours Sincerely,

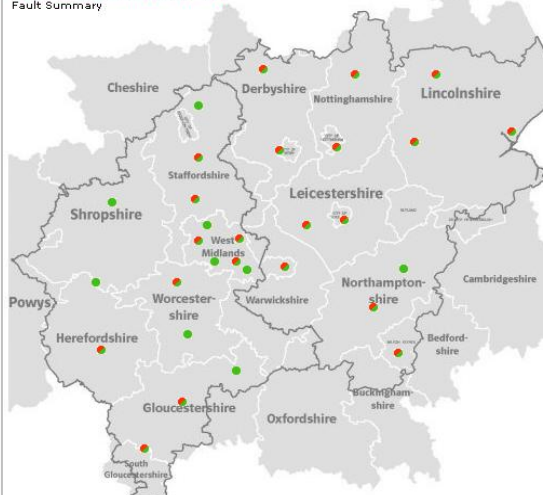
Nicola Esquilant

Considerate Contractor Officer

Screenshot of our Power Cut History Map

Power Cut History Map

Fault Summary



Total number of power cuts due to faults : 343

Total number of power cuts due to planned work : 111

Display: Last 7 days

- Derbyshire 1 month - 3 months
- Nottinghamshire 30 3
- Lincolnshire 39 10
- Leicestershire 26 6
- Northamptonshire 13 11
- Warwickshire 33 4
- West Midlands 66 9
- Staffordshire 36 14
- Shropshire 9 1
- Herefordshire 10 4
- Worcestershire 21 22
- Gloucestershire 30 22

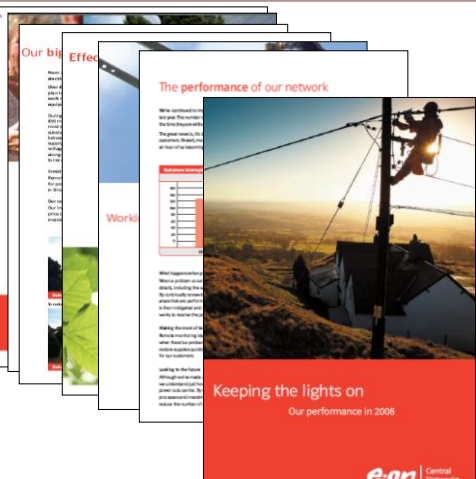
Screenshot of 'Electronica Island' - part of the state of the art plugin2engineering web-resource

Certification test	Big picture challenges	Engineering challenges	Go live
	Electricity generation	Turbine Technician	Locked
	Overhead lines	Linesperson	Locked
	Step-down substation	Fitter	Locked
	Underground cables	Jointer	Locked
	Electricity usage	Gas Service Engineer	Locked

Picture from the award-winning joint-working street works initiative, and the different utility companies involved



Our Network Performance report for customers



Picture from our first Customer Panel meeting and response feedback received

"I think it would be very useful to attend such a meeting twice a year and of course it would be a useful forum for an exchange of information of MEUC members issues and to report back to them."

Hugh Conway
Major Energy Users' Council
the utility consumer network & lobby



"I will be delighted to attend the Consumer Panel. Many thanks for the invitation."

John Wheeldon
Service Manager Housing and City.

"I am the Business Development Officer for RNIB East Midlands and East, I was present at one of the visual awareness training sessions we organised for Central Networks.

I would be very interested [in joining the Customer Panel]... I work with businesses and organisations across the East Midlands and East to provide a better level of service for Blind and partially sighted people, I'm also visually impaired myself."

Claire Lawrence
Business Development Officer
RNIB East Midlands

Pictures from our New Connections Developer Day

