

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: Central Networks Licensee(s): Central Networks East Central Networks West Address: Herald Way, Pegasus Business Park Castle Donington Derbyshire Postcode: DE74 2TU	Name: John Crackett Title: Managing Director, Central Networks Telephone: 02476182700 Email: john.crackett@central-networks.co.uk

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	1995
We have worked hard for many years to build and maintain relationships with Parish Councils, local community groups, charities and industry stakeholders. We use these relationships to provide information to customers and help them during power cuts.		
Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions	Yes	2002
During storms and major incidents priority customers are updated by phone and if necessary visited by our Customer Operations team and/or the WRVS. Customers with medical electrical dependency are given a dedicated freephone number to call us.		
Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions	Yes	2002
Our pioneering vehicles continue to prove extremely worthwhile. Customers are given progress reports, useful information and hot food and drinks. We were also the first to issue Winter Packs in 2005 and continue issuing them to this day.		
Active promotion of the priority services register	Yes	2004
As well as offering information via community events and parish council meetings for example, we promote the register via Talking Newspapers for the Blind, hospital radio stations, on our website and in hospital receptions and GP surgeries.		
Initiatives to ensure information on the priority register is up to date and accurate	Yes	2004
Once again we have written to all customers on our Priority Service Register (PSR) to ensure our register is accurate and up to date. This data cleansing exercise means we now have over 170,000 customers on our register.		
Undertaking customer research to better identify the needs of priority customers	Yes	1996
Along with our own Customer Panel, we have also followed up on last year's research with hard to reach customers and undertaken some vital research to gather the views of our PSR customers. This has led to several improvements to our service.		
Work with relevant organisations to ensure that staff are properly trained to help vulnerable customers		
We continue to work with Mencap, RNIB, RNID & various charities to provide front-line staff with relevant, bespoke training. Blind awareness training has proved crucial to enable field staff to help and support blind and partially sighted customers.	Yes	2003
Commitment and involvement of senior level staff		
Our MD and senior managers regularly visit sites to carry out safety & customer service reviews. At every level there is a high awareness of and commitment to ensuring the health, safety and welfare of our customers and staff.	Yes	1996
Partnerships with home oxygen equipment providers to raise awareness of the Priority Service Register among oxygen dependent customers and coordinate emergency care		
We have established a working partnership with Air Products, involving the sharing of customer information. We receive quarterly updates of any customers who received oxygen equipment in our region. So far this has added 16,000 new PSR customers.	Yes	2007

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: John Crackett, MD, Central
Networks

Date: 8 May 2009