

**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.**

<b>DNO DETAILS:</b> (please complete)	<b>CONTACT DETAILS:</b> (please complete)
Company: EDF Energy plc Licensee(s): EDF Energy Networks (EPN) plc EDF Energy Networks (LPN) plc EDF Energy Networks (SPN) plc Address: 40 Grosvenor Place Victoria London Postcode: SW1X 7EN	Name: Laurent Ferrari Title: Managing Director Telephone: 0207 089 0057 Email: Laurent.Ferrari@edfenergy.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](mailto: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**

<b>Please indicate by checking the appropriate boxes whether your company has met the minimum criteria for each reward.</b>	<b>Yes</b>	<b>No</b>	<b>Relevant legislation</b>
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 <sup>1</sup> 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 <sup>2</sup>
DNOs seek feedback from their priority customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DDA

<sup>1</sup> Standard licence condition of the Electricity Distribution Licence

<sup>2</sup> The Disability Discrimination Act, 1995

<b>BEST PRACTICE FROM PREVIOUS SCHEMES</b>		
<b>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)</b>	<b>Initiative adopted</b> (select from drop down list)	<b>Year first implemented</b> (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	2005
Following on from our work with WRVS we have developed a partnership with the British Red Cross (BRC) to provide support to any customer in need during a power cut, across all 3 licence areas. Heater hire complements this service.		
Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions	Yes	2008
A BRC visit is offered to all priority customers requiring support. Information is fed to the BRC and our customers by our dedicated call back team. From June we will be able to identify PSR customers in fault areas and provide proactive contact.		
Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions	Yes	2007
We support the BRC fleet of 4x4 vehicles which can be called out in all conditions. We stock BRC vehicles with torches, batteries, plug in phones and hot drinks. Customers also benefit from our Heater Hire scheme.		
Active promotion of the priority services register	Yes	2006
We deliver Our Statement, which includes a PSR form, with planned shutdown letters in some areas. Our PSR is also promoted through BRC, Talking Newspapers, Hospital Radio, our website, being added to the HomeShield form and through local partnerships.		
Initiatives to ensure information on the priority register is up to date and accurate	Yes	2007
We have undertaken mail campaigns, begun a project to flag up PSR information to call agents, schedulers and field staff through the computer systems and work with Oxygen providers to regularly update PSR data.		
Undertaking customer research to better identify the needs of priority customers	Yes	2009
We have produced a feedback card for BRC staff to distribute on site, have engaged with local authorities and charity organisations and made visits to care homes, vulnerable households and sheltered housing to better understand their needs.		
Work with relevant organisations to ensure that staff are properly trained to help vulnerable customers		
Over 23000 people are affected by Autism in Suffolk and Essex alone so our staff have attended workshops run by The Essex Autistic Society to learn to identify and speak to callers who display signs of the disorder. RNID provided TypeTalk training.	Yes	2008
Commitment and involvement of senior level staff		
The business recognises the importance of this work and support is provided at all levels. Senior managers have championed our work to improve PSR data flows and a senior manager is speaking at the Talking Newspaper's Eastern AGM to promote our PSR.	Yes	2006
Partnerships with home oxygen equipment providers to raise awareness of the Priority Service Register among oxygen dependent customers and coordinate emergency care		
Over 10,000 oxygen dependent customers have been added to our PSR as a result of our work with home oxygen providers. Every 6 months we receive an updated list of home oxygen users and our Priority Services Coordinator amends the PSR accordingly.	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: Laurent Ferrari

Date: 08/05/09