

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)

Company: Scottish & Southern Energy
 Licensee(s): Southern Electric Power Distribution
 Scottish Hydro Electric Power
 Distribution
 Address: Inveralmond House
 200 Dunkeld Road
 Perth
 Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

Name: Rob McDonald
 Title: Director of Regulation
 Telephone: 01738 456400
 Email: rob.mcdonald@scottish-southern.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

2005

We have contracts with voluntary agencies and work with local authority care in the community partners, and have established relationships with community councils to allow us to provide enhanced support during interruptions, especially storms.

Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions

Yes

2005

During unplanned interruptions, we contact our priority customers, providing reassurance and regular updates. Upon registering, we discuss priority customers' needs and support them in meeting these, with additional support in exceptional events.

Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions

Yes

2005

During interruptions, our vehicles provide assistance to all our customers, in particular our priority customers. We supply hot water, blankets, torches and even hot food during long outages, supported by the Woman's Royal Voluntary Service.

Active promotion of the priority services register

Yes

2007

We actively promote our Priority Services Register through the Power2Serve initiative, and by our established relationships with agencies & charities, and also by using media and a donation incentive to encourage charity engagement.

Initiatives to ensure information on the priority register is up to date and accurate

Yes

2007

By embedding awareness through Power2Serve, our staff update the register during normal business, with both call centre and field staff trained to identify vulnerable customers, continually improving the accuracy of our priority register information.

Undertaking customer research to better identify the needs of priority customers

Yes

2007

We continually undertake customer research by actively listening to our customers. The Power2Promise initiative aims to improve our service to all, especially vulnerable customers, with sensitivity and awareness of their particular needs.

Work with relevant organisations to ensure that staff are properly trained to help vulnerable customers

We work with charities and agencies to ensure we train our staff to treat vulnerable customers with sensitivity to their needs, and provide appropriate help.

Yes

2005

Commitment and involvement of senior level staff

Our staff, at every level, are committed and involved in providing priority customer care.

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 use our established relationships with charities and agencies to raise awareness of our Priority Register with all vulnerable customers.

Yes

2005

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:

A handwritten signature in black ink, consisting of several stylized, overlapping loops and curves.

Date:

8 / 05 / 09