

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: Western Power Distribution Licensee(s): Western Power Distribution (South Wales) plc Western Power Distribution (South West) plc Address: Avonbank, Feeder Road Bristoll Postcode: BS2 0TB	Name: Alison Sleightholm Title: Regulatory & Government Affairs Manager Telephone: 0117 9332175 Email: asleightholm@westernpower.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 WRVS, Oxygen Companies.	Yes	2005
Initiatives to ensure priority customers are kept informed of progress or offered assistance during unplanned interruptions See application.	Yes	2005
Use of customer support vehicles and winter packs to provide assistance to priority customers during interruptions See application. We provide helpful information on what to do during power cuts.	Yes	2007
Active promotion of the priority services register See application.	Yes	2005
Initiatives to ensure information on the priority register is up to date and accurate See application.	Yes	2005
Undertaking customer research to better identify the needs of priority customers See application.	Yes	2008
Work with relevant organisations to ensure that staff are properly trained to help vulnerable customers See application.	Yes	2007
Commitment and involvement of senior level staff	Yes	2005
Partnerships with home oxygen equipment providers to raise awareness of the Priority Service Register among oxygen dependent customers and coordinate emergency care WPD led this initiative	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:	Date: 01-05-2009	