

Central Networks

Electricity Distribution Customer Service Reward



Welcome

We have a great job to do at Central Networks (CN), indeed it's an essential customer service. Ultimately, our customers pay for everything we do so I feel they have an absolute right to expect a high standard of customer service at the lowest possible cost. That's why putting the customer at the heart of everything we do is an integral part of our strategy - whether that's considering their immediate needs when we're restoring a power cut, or thinking about their long-term interests when we're designing and planning the future of networks.

It's vital we get our core activities right and that's why we're always looking at new ways to proactively engage with our customers and stakeholders, to allow them the opportunity to shape our decisions. Our customers' needs and expectations are broad and varied, so we have a range of initiatives, as outlined in these submissions, that are specifically designed to engage with customers to seek their views.

At the same time, I also feel we have a responsibility to look beyond our core business activities and play an active role in the communities we serve. For example, climate change is at the top of the agenda for many of us. So we're looking at how we can make it easier for our customers to deliver low energy schemes, and how we can minimise the environmental impact of our network, and its maintenance.



John Crackett, Managing Director, Central Networks

Our Corporate Structure

Central Networks is a company of E.ON, which means we are part of one of the world's largest investor owned power and gas companies, headed by E.ON AG in Germany. We own and operate the electricity network in central England. We cover the East and West Midlands, serving customers across an area totaling some 27,000 km² from the Derbyshire Peak District in the north to Bristol in the south, and from the Welsh borders in the west to the Lincolnshire coast in the east, and including Birmingham. We are responsible for delivering a reliable supply of electricity to 5.1 million connected customers and around 10 million users, through 133,000km of underground and overhead cables and via almost 94,000 substations. Our central offices are located near Derby and Tipton and they are supported by seven local Delivery Centres. We have around 3,400 employees.

What we stand for

At Central Networks our Customer Charter is:

- **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.**

I feel it's vital that everyone working at CN - at every level - knows what our customers expect, and that they're working to make these expectations a reality.

A key part of this is leading by example and I ask everyone at Central Networks to be an advocate for our customers. Members of my leadership team personally get involved in a selection of customer activities each year. They have also been spending time listening to customer calls in our Contact Centre - something that I regularly do

myself - to get a closer understanding of what it means to 'put ourselves in our customers' shoes'.

Within our submissions you will find a range of innovations and initiatives that we've introduced to help make life easier for our customers and ensure we're taking our responsibilities seriously. I'm keen to ensure none of these are simply a "one-off". For example, over the last few years we've been working to address vandalism and doorstep crime through our 'There's no such thing as the Electricity Board' campaign. Our schools education programme does a vital job in the local community educating our children about the dangers of electricity. Our industry-leading Customer Support Vehicles and Winter Warmer Packs continue to offer the vital help customers need if the lights go out. As you will see, in the last year, we have sought to enhance all of these existing projects whilst complementing these with new schemes that will deliver sustainable benefits to our customers. And we're constantly asking ourselves what we need to do next.

I'm very proud of what we've been doing over the last year. But ultimately it doesn't matter what I, or my colleagues think - the best judges we can ever have are our customers themselves. The feedback I have received directly from our stakeholders on our Customer Panel - which I am proud to lead - tells me that our efforts are having a real benefit. That's why you'll see that throughout our submissions we have included feedback from real CN customers who we've asked to tell us whether our efforts are making a difference.