

The background features a large, stylized white arrow pointing right, overlaid on a collage of images including solar panels, a gas burner, and a lightbulb. The text is centered over this background.

Customer and Social Issues Working Group

21 September 2010

Item 1 – Introductions

- Since the last meeting stakeholders have been invited to join the CSIWG.
- Some will join after 12.30 to discuss connections and CO issues.
- It is crucial that we have both industry and stakeholders working together on customer satisfaction issues so that we can debate the issues and inform the content of the December issues paper.
- The purpose of this meeting is to discuss issues arising from previous meeting and develop a strategy and process for the development of policies under the three broad measures.

Item 2 – Issues from CSIWG meeting of 16 August 2010

- A number of documents have been circulated. Three strands to the broad measure. Feedback has been received on CSS and complaints from GDNs (for later discussion).
- We agreed to examine willingness to pay survey from GDPCR1 and what to do for GDPCR2, review of GDN views on CSS, review feedback on complaints, review feedback on network extensions and further discuss CO initiatives.

Item 3 – Review of Customer Satisfaction Survey

- Review of comments from GDNs
 - How successful is the survey?
 - Are the questions appropriate?
- Should we adopt a similar approach to the electricity strawman CSS?
- What distributional methods can be used to improve survey?

Item 4 – GDN feedback on complaints

- What constitutes a complaint?
- Different categories of complaint
- What is not classed as a complaint?
- When is a complaint resolved?

Item 5 - Stakeholder engagement cont.

- GDNs to provide update on progress on stakeholder engagement for GDPCR2 business plans
- Discussion on discretionary reward scheme as an incentive
 - What should be rewarded?
 - How should rewards be structured?
 - Does a reward provide sufficient incentive for good stakeholder engagement or should other measures be adopted?

Item 6 - Connections

- It has been raised that connections should be excluded from guaranteed service standards of performance because, unlike electricity, the market is competitive and customers have choice.
- While on face value this may have some merit we will need to determine:
 - The level of competition and its impact on improved service standards
 - The regional dynamic of competition – consumers may have more choice in some areas over others
 - There may be competitive and non competitive elements of the connection process. GDNs to provide a view.
 - How do we take this matter forward e.g. NGG to prepare a short paper with Ofgem.

Item 7 – General discussion of issues for the three broad measures

- What further issues should we consider for the CSS, complaints metric and stakeholder engagement e.g.
 - Assessment of the historical performance of industry in the three key areas
 - What changes should be made to the current CSS?
 - How do we include elements from the electricity CSS and is it necessary?
 - What are the key issues to include in the complaint metric and should we draw on experience with electricity?
 - Are there examples of customer satisfaction best practice in other sectors and other jurisdictions
 - What are the key elements of stakeholder engagement and what do you think constitutes successful stakeholder engagement – including incentives and penalties.

Item 8 - Process between now and December Strategy Paper

- Need to provide initial position to PCRFB by late October
- Establish industry/stakeholder/Ofgem working groups (max. 3 people) for each of the three broad measures.
- Develop ToR and prepare papers in four weeks
- Papers considered at next CSIWG then proceed to PCRFB
 - How practical is this process?
 - Do you have sufficient time and resources to devote to the working groups?
 - Are there other individuals you wish to involve from your organisation?
 - Initial nominations for each of the three broad measures
 - Ofgem to coordinate and provide secretarial and policy support.

Item 9 – Willingness to pay survey

- GDNs to review and provide feedback on GDPCR1 survey (oral discussion)
- Should we conduct a willingness to pay survey for GDPCR2?
- What have been the outcomes for GDNs to date?
- If so, should Ofgem coordinate a consistent survey on behalf of all GDNs?
- Should we use a similar process to the electricity CSS? – Ofgem to prepare ITT for consultants to develop consistent survey for industry.
- Is it better for GDNs to have individual surveys?

Item 10 – Network extensions

Item 11 - CO Poisoning