

Company Profile

Ofgem Customer Service Reward Scheme 2011



CE Electric UK is a wholly owned subsidiary of MidAmerican Energy Holdings, which is part of the Berkshire Hathaway Group.

At CE Electric UK, we deliver power all day, every day to some of the UK's most diverse, beautiful, culturally interesting and operationally challenging areas.

We work everywhere from the rugged borders between England and Scotland to the windswept flatlands of northern Lincolnshire, and from the undulating Pennine landscape to the exposed North Sea coast.

Our footprint includes some of the most densely populated cities and some of the most rural landscapes in the UK. We employ approximately 2,000 staff, who continuously serve 3.8 million end users across 10,000 square miles.

CE Electric UK is at the forefront of developments towards a low carbon electricity network. Working in conjunction with British Gas, Durham University and EA Technology, CE Electric UK is leading the £54m "Customer-Led Network Revolution" project. This will involve 14,000 homes and businesses and is aimed at producing knowledge to help electricity customers across the country reduce both their energy costs and their carbon emissions.

We like to think of ourselves as a forward-

thinking organisation. In the end, though, our customers decide whether we are doing enough to exceed their expectations. Putting safety first; respecting our customers' time and property; doing a really good job; being there when customers need us; and caring for our local environment are the five simple promises that guide our efforts to satisfy our customers. We aim to bring these fundamentals to life every day and I am delighted that we can share some of our most recent efforts in our customer service reward submission. The need to continually improve our performance in line with stakeholder expectations is a primary focus for us and our stakeholder engagement submission highlights our proven track record and commitment to a more formalised approach in this area.

I am proud of what our team achieves and I hope that our entries give you a sense of the type of organisation we are and of the enthusiasm that our people have to improve the essential service that we are delighted to provide to our customers.



Phil Jones
President and Chief Operating Officer

