

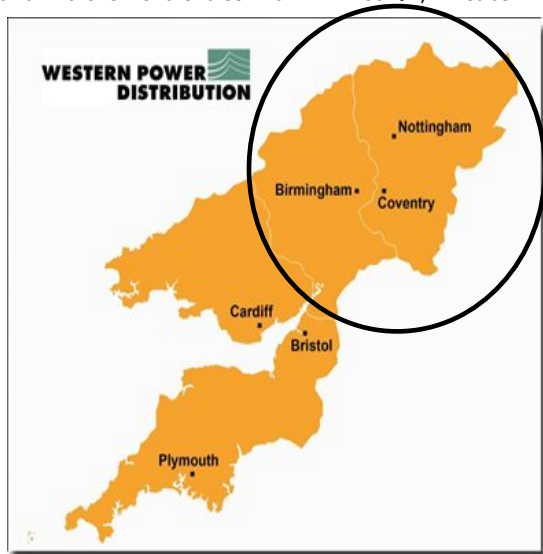
Customer Service Reward Scheme 2010/11

Central Networks is now part of PPL WEM Holdings plc after being sold by E.ON on 1st April 2011. PPL also owns Western Power Distribution, which is the electricity distribution company that covers the South West of England and the South and West Wales area. Therefore, Central Networks is now known as Western Power Distribution.

Western Power Distribution is now the electricity distribution network operator for the Midlands, South Wales and the South West. In total, we deliver electricity to over 7.6 million customers over a 55,300 sq kms service area. We have around 6,000 employees.

This submission refers to the two licences we hold for Western Power Distribution (East Midlands) plc and Western Power Distribution (West Midlands) plc. Previously these Distribution Network Operators were collectively known as Central Networks.

In 2010/11 we managed 216,000 kms of overhead lines and underground cables, and 184,000 substations, with responsibility for the delivery of electricity to almost five million customers, through 132,000km of underground and overhead cables and via almost 97,000 substations.



Customer service is at the heart of everything we do in Western Power Distribution. We recognise we have an important job with customers depending on us for connecting and keeping their lights on. Our customers have a right to expect a high standard of service at the lowest cost we can manage.

Following our success at the National Customer Service awards in 2010, we were delighted to be nominated in several categories and then crowned **winners at the prestigious 2011 Institute of Customer Service Awards** collecting the 'Customer Satisfaction Innovation of the Year' accolade!



The safety of the public and our employees is paramount. We do not compromise on safety and our recent initiatives in this arena strive to meet the wider societal needs of our communities. We've reached up to 60,000 children with our safety messages, teaching them about electricity in the home and the danger of substations. We've also worked with the HSE to develop safety information for contractors in our area and shared the best practice with local councils and the ENA.

We believe communication with our wide variety of stakeholders is key to improving customer service, and so in 2010/11 we continued holding our unique customer panel meetings which included stakeholders from the British Red Cross, the WRVS, the Major Energy Users Council and East Midlands Development Agency. The panel provided their views and input on a large number of issues this past year including network performance, customer communications and network investment.

We are also keen to use the latest technology to help us communicate with our customers and stakeholders in easy, quick ways, to give them the choice and make it easier for them to find out about power cuts in their area. We feel it's important to offer choice and flexibility to customers and the next generation of house-holders who are keen to use blogs, twitter, facebook and iPhone applications to source information they need.

Our Customer Charter (below), for employees, sets out our commitment to customers. Their expectations drive everything we do, because we want to make a real positive difference. We know it's important to invest in initiatives that will make a real difference to the lives of our customers. In 2010/11 we invested in a range of initiatives that we think have made a valuable and long lasting difference to their lives.

Our Customer Charter

- Putting ourselves in the customers' 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.

