

LCN Fund Full Submission

Supplementary Answer Form

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	ENWLT2003	Question Number	Additional Answer 1
Question date	7 September 2011	Answer date	13 September 2011
Submission section question relates to	Consultants Review session		
Topic	Customer Engagement		
Question	How will you check that the technology works and what the customers' experiences are of the operation of the C ₂ C Method?		
Notes on question	<p>At the Consultants Review session the bid team answered that the operation of the C₂C Method will be closely monitored by the technology and the engagement with the customer is detailed in the Customer Engagement Plan.</p> <p>The second part of the answer provided by the bid team does not fully answer the question.</p>		
Answer	<p>The consultants raised an important point on engagement with the customer following an operation of the C₂C Method and with hindsight we recognise that the Customer Engagement Plan does fully specify how Electricity North West will discuss with customers their experiences.</p> <p>Our proposal is to amend the Customer Engagement Plan to specify that we will proactively survey the customers on managed contracts to obtain their experience of the provision of a demand response, after provided. This survey could be combined with the provision of a payment, if applicable or undertaken separately.</p>		
Attachments	None.		
Verbal Clarifications	None.		

(Consultants)	
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