

# *LCN Fund Full Submission*

## *Supplementary Answer Form*

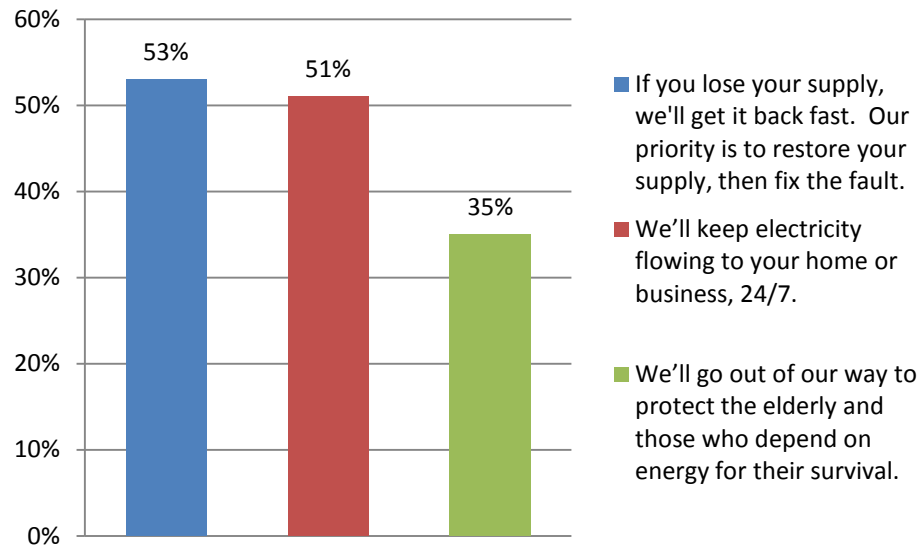
Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☐

Project code:	ENWLT2003	Question Number	5
Question date	25 August 2011	Answer date	31 August 2011
Submission section question relates to	Appendix 6		
Topic	Domestic Customers		
Question	What analysis have you done or are you planning to do to understand the customer's view of the trade-off between an increase in short-duration interruptions and shorter time for restoration?		
Notes on question	n/a		
Answer	<p>For the avoidance of doubt the C<sub>2</sub>C Project does not involve the active participation of domestic customers, although domestic customers in the C<sub>2</sub>C Project's trial areas will be affected.</p> <p>As part of our on-going stakeholder engagement we have created a panel of 200 engaged customers. We use the panel to seek customers' views on a number of aspects relating to the service Electricity North West provides, firstly to help us improve the service and secondly to understand what is important to customers. To establish the group 2,000 customers living in our distribution area were interviewed. We followed up this initial interview with a further survey targeting 200 of the most well-informed and interested customers. We asked a number of questions of the engaged customer panel that provide insight into customers' views on reducing the number of interruptions and reducing the duration of interruptions.</p> <p>Future survey work will be undertaken to explore how customers prioritise the potential increase in the number of short duration interruption and the reduced duration of interruption (for a fault). However our research so far has identified that quick restoration of supply is important to our customers, and that customers prioritise</p>		

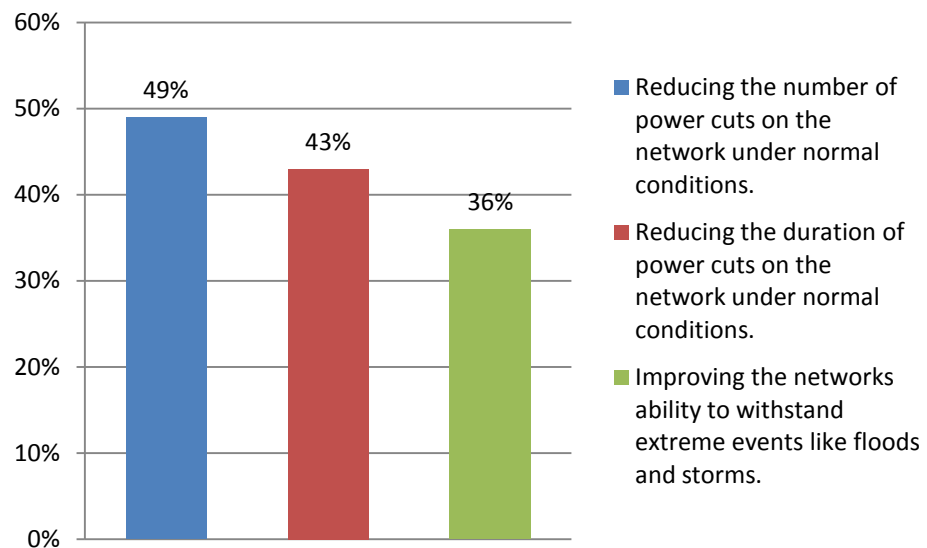
reduced numbers of interruptions and reduced duration of interruptions broadly equally, as shown by their answers to the questions below.

When asked “Which three of the following customer commitments from Electricity North West are most important to you?” customers identified their top 3 (from a list of 10) as:



Note, 53% of customers identified the characteristic ‘If you lose your supply, we'll get it back fast. Our priority is to restore your supply, then fix the fault.’ as one of their top 3.

In another question we asked customers to rate the top two most important areas of investment, with the results below:



Note, 49% of customers identified the characteristic ‘Reducing the number of power cuts on the network under normal conditions.’ as either the first or second most important area of investment.

Attachments	n/a
Verbal Clarifications (Consultants )	None.