

Stephen Perry
Ofgem
London
SW1P 3GE

31 January 2012

Dear Stephen,

Consultation letter on the customer satisfaction survey incentive rate term in Part D of electricity distribution Special Condition CRC8

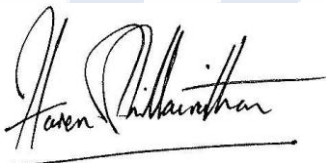
Thank you for the opportunity to comment on the above consultation. The main point of interest for NGN is that the DNO broad measure of customer satisfaction appears to be Ofgem's starting point for the structure of the equivalent GDN incentives in RIIO-GD1. This raises a number of important issues with respect to the broad measure that are still to be clarified including.

- the structure of the GDN customer satisfaction survey (CSS) incentive:
- the weightings of the individual component of the CSS and complaints incentives
- which scores or metrics will be incentivised
- the trial data that will be used and what parameters they feed into; and
- Ofgem's approach to assessing GDNs' stakeholder engagement.

For example we would assume that the GDN CSS incentive will simply comprise the three current surveys (planned works, unplanned works and connections) each un-weighted (weighted equally) this would clearly be different from the DNO CSS incentive. It would be helpful to clarify this and the other related issues therefore we suggest that Ofgem reconvene the relevant working group meetings to take this forward. Given the RIIO-GD1 and T1 timelines we would anticipate these discussions need to begin fairly soon.

Please let me know if you would like any clarification of any aspect of this letter. .

Yours sincerely



Haren Thillainathan
Regulation Manager