



Electricity Distributors and other interested parties

Promoting choice and value for all customers

Our Ref: 22/12
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Date: 29 February 2012

Notice under Part D of standard condition 49 of the distribution licence – to Distribution Services Providers to modify the Customer Service Reporting RIGs (Reference: 22/12)

Proposal to modify existing Regulatory Instructions and Guidance (RIGs)

The purpose of this Notice is to set out the modifications Ofgem is proposing to the existing Customer Service Reporting RIGs (CSR RIGs). These modifications are intended to update and improve the reporting arrangements for the DPCR5 price control period that began on 1 April 2010. We propose to modify and issue the revised (version 2) CSR RIGs by 30 March 2012¹ to take effect from 1 April 2012.

The CSR RIGs are part of Quality of Service arrangements in the DPCR5 price control. These RIGs cover instructions for completing the following -

1. The broad measure of community satisfaction reporting
2. Telephony reporting
3. Guidance on the revised existing guaranteed standards of service.

Reasons for proposing modifications to the existing RIGs

RIGs provide a framework which enables Ofgem to collect data from distribution network operators (DNOs). We collect data to enable us to monitor DNO performance against price control incentives, to monitor compliance with their price control obligations and to allow analysis between price controls and at the subsequent price control review.

The RIGs are kept under review to allow, for example, for the accommodation of clarifications and the outcome of pilot schemes that test run price control arrangements.

The proposed text of version 2 CSR RIGs have been published alongside this Notice. This proposal refines the RIGs:

- to incorporate in the RIGs DPCR5 final price control proposals on the broad measure of community satisfaction survey. The effect of this is to embed the survey into RIGs following the pilot survey which was set out version 1 of the CSR RIGs
- to update the definition of a resolved complaint in the complaints metric element of the broad measure of community satisfaction. The effect of this is to clarify when a complaint has been resolved

¹ Version 1 of the RIGs can be found on our website, 'Electricity Distribution Price Control Customer Service Reporting – Regulatory Instructions and Guidance: Version 2', reference 66a/10, May 2010.

- to update the telephony incentive to remove reference to a one-off survey which has now been carried out and to make minor changes to clarify the text
- to update the guaranteed standards of performance guidance and improve the associated workbook following the amendment to the guaranteed standards of performance (SI 2010 no.698), through Statutory Instrument 2010 no.2131. The effect of this amendment to the SI was to revoke regulation 13 "estimate of charges for connection" and to make certain other minor adjustments to reflect this revocation. Other changes made to the guaranteed standards of performance guidance are to enhance the best practice guidance and clarify certain regulations under these standards, the effect of which is to ensure greater consistency of reporting between DNOs.

Date within which representations or objections to the proposals may be made

Any representations or objections to the proposed RIGs must be made in writing by 28 March 2012. They should be sent to Stephen Perry at the Office of Gas and Electricity Markets, 9 Millbank, London SW1P 3GE or preferably by email to stephen.perry@ofgem.gov.uk.



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For and on behalf of the Authority