



Electricity Distributors, and other
interested parties

*Promoting choice and value for
all gas and electricity customers*

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**Direction letter issued pursuant to standard condition 49 of the distribution licence
to modify the Customer Service Reporting Regulatory Instructions and Guidance**

On 29 February 2012 we published a notice outlining our proposed modifications to the existing Customer Service Reporting Regulatory Instructions and Guidance ("CSR RIGs")¹². The proposed modifications were to update and improve the reporting arrangements set out in version 1 of the CSR RIGs. In accordance with the requirements of Condition 49.12 of the SLCs, the notice of 29 February 2012 set out the reasons for the modifications and specified that any representations or objections had to be made within 28 days (ie on or before 28 March 2012).

Representations or objections and our decision

Six responses were received from the electricity distribution licensees within the 28 day period. Whilst a number of objections and representations were made on the changes proposed in this statutory consultation, other comments received were outside the scope of the proposed changes being consulted on and as such are not addressed here.

Five objections were made in relation to our proposed insertion of paragraph 5.61 in the statutory consultation on the CSR RIGs. One objection was received in relation to our proposed insertion of paragraph 5.72 in the statutory consultation on the CSR RIGs. After considering the objections received, we have decided not to effect the inclusion of paragraphs 5.61 and 5.72 in their entirety, as proposed in the statutory consultation, on the basis that they would have introduced a new obligation on the licensees and a new exemption respectively, beyond those present under Statutory Instrument 698/2010. The removal of these two paragraphs has had consequential changes to the referencing and paragraph numbering in chapter five.

Having considered the representations arising from the statutory consultation, we are making several minor corrections to the CSR RIGs that were published in the notice on the basis that these are clarifications. These changes are outlined below-

- To clarify that we require the same market research company to be used by all DNOs, we are substituting "A single..." with "The same..." at the beginning of the last sentence in paragraph 3.3.

¹ 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)

<http://www.ofgem.gov.uk/Networks/ElecDist/PriceCtrls/DPCR5/Documents1/RIGs%20letter%20final.pdf>

² DPCR5 Electricity Distribution Price Control Customer Service Reporting RIGs – version 1 (Reference: 66a/10)

[http://www.ofgem.gov.uk/Networks/ElecDist/PriceCtrls/DPCR5/Documents1/Quality%20of%20service%20reporting%20\(current%20version\)%20j4.pdf](http://www.ofgem.gov.uk/Networks/ElecDist/PriceCtrls/DPCR5/Documents1/Quality%20of%20service%20reporting%20(current%20version)%20j4.pdf)

- We are adding “through the RIGs modification process” at the end of paragraph 3.4, to clarify how the process for changing the survey questionnaire would operate. Performance in the customer satisfaction survey directly affects a licensee’s allowed revenue; we therefore consider that the questionnaire should sit as an appendix to the CSR RIGs.
- In paragraph 3.7 of the CSR RIGs we are replacing “return completed surveys” with “take part in the telephony survey”; to ensure that readers are aware it is a telephone based survey.
- We have corrected the question numbers in Table 3.3 of the CSR RIGs to refer to the appropriate questions in Appendix 2 of the CSR RIGs.
- We have corrected the question numbers in Question 3 and 14 and in Appendix 2 of the CSR RIGs to refer to the appropriate questions in the survey.
- For the relevant questions in Appendix 2 of the CSR RIGs, we have removed the coding for “DK/NA” responses (ie we have removed the number “11”).
- The proposed Guaranteed Standards reporting template related to Chapter 5 of the CSR RIGs had an extra row included in it as part of the “EGS4 (Regulation 14) - Notice of Supply Interruption” section. This row has been removed.

One licensee suggested that we remove “meter box door repair” from the list of general enquiries services that a customer may specify in Question 37 of the Appendix 2, as the DNOs are not obliged to provide this service. Although we recognise that DNOs are not obliged to provide this service, several DNOs have stated that they do so when there is a health and safety risk to the customer. As an enquiry has been raised and a service has been provided, it falls within the current definition of a general enquiry as agreed with the DNOs. We are therefore not making the suggested amendment.

One licensee suggested amending the introductory script of the customer satisfaction survey in Appendix 2 of the CSR RIGs. We consider that the proposed amendments could undermine the applicability and conciseness of the introductory script. We are therefore not making the suggested amendment.

One licensee noted that customers who contact the DNO via the internet are not included within the “general enquiry” category as defined in Table 3.1. The definitions in Table 3.1 reflect the wording that was agreed with the DNOs. We may consider extending the definition of a general enquiry to incorporate internet customers in the future.

Several licensees suggested changes to the CSR RIGs that were outside the scope of the notice that we provided on 29 February 2012 (eg amend guidance on reporting periods or exemptions as part of the complaint metric, alter the weightings of the customer satisfaction survey, provide descriptive explanations for cells in the Guaranteed Standards template which reference the Regulations in Statutory Instrument 698, and remove the guidance on internal and external audits of the processes used for reporting guaranteed standard). We will not be making these suggested amendments.

Direction

Please find attached a direction issued under electricity distribution standard licence condition 49 bringing into effect the modifications to the Customer Service Reporting RIGs set out above.

The effective date for the Version 2 of the Customer Service Reporting RIGs is 1 April 2012. For more information regarding this direction please contact Stephen Perry (Stephen.Perry@ofgem.gov.uk).

Yours faithfully



Andy Burgess
Associate Partner, Transmission and Distribution Policy