

To the Company Secretary of:

SP Distribution (Reg Company SC189125)
1 Atlantic Quay
Robertson Street
Glasgow
G2 8SP

SP Manweb Plc (Reg Company 2366937)
3 Prenton Way
Prenton
CH43 3ET

Electricity North West Ltd (Reg Company 2366949)
304 Bridgewater Place
Birchwood Park
Birchwood
Warrington
WA3 6XG

Scottish Hydro Electric Power Distribution Plc (Reg Company SC213460)
Inveralmond House
200 Dunkeld Road
Perth Scotland
PH1 3AQ

Southern Electric Power Distribution Plc (Reg Company 4094290)
55 Vastern Road
Reading
Berkshire
RG1 8BU

Northern Power Grid (Northeast) Ltd (Registered Company 2906593)
Northern Power Grid (Yorkshire) Plc (Registered Company 4112320)
Lloyds Court
78 Grey Street
Newcastle upon Tyne
NE1 6AF

London Power Networks Plc (Reg Company 3929195)
South Eastern Power Networks Plc (Reg Company 3929195)
Eastern Power Networks Plc (Reg Company 2366906)
Newington House
237 Southwark Bridge Road
London SE1 6NP

WPD (South Wales) (Reg Company 2366985)
WPD (South West) (Reg Company 2366894)
WPD (East Midlands) (Reg Company 2366985)
WPD (West Midlands) (Reg Company 3600574)
Avonbank
Feeder Road
Bristol
Avon BS2 0TB

**DIRECTION ISSUED PURSUANT TO CONDITION 49.6 OF THE STANDARD
CONDITIONS OF THE ELECTRICITY DISTRIBUTION LICENCE, MODIFYING ALL
ELECTRICITY DISTRIBUTION LICENCES GRANTED OR TREATED AS GRANTED
UNDER SECTION 6(1)(C) OF THE ELECTRICITY ACT 1989**

WHEREAS:

1. The following companies hold electricity distribution licences ("Licences") granted or treated as granted by the Gas and Electricity Markets Authority (the "Authority") under section 6(1)(c) of the Electricity Act 1989 (the "Act"):
 - a. Eastern Power Networks Plc (Company No. 2366906);
 - b. London Power Networks Plc (Company No. 3929195);
 - c. South Eastern Power Networks Plc (Company No. 3043097);
 - d. Electricity North West Limited (Company No. 2366949);
 - e. Northern Electric Distribution Limited (Company No. 2906593);
 - f. Yorkshire Electricity Distribution Plc (Company No. 4112320);
 - g. Scottish Hydro Electric Power Distribution Plc (Company No. SC213460);
 - h. Southern Electric Power Distribution Plc (Company No. 4094290);
 - i. SP Distribution Limited (Company No. SC189125);
 - j. SP Manweb Plc (Company No. 2366937);
 - k. Western Power Distribution (South Wales) Plc (Company No. 2366985);
 - l. Western Power Distribution (South West) Plc (Company No. 2366894);
 - m. Western Power Distribution (East Midlands) Plc (Company No. 2366923); and
 - n. Western Power Distribution (West Midlands) Plc (Company No. 3600574),

(together the "Licensees").
2. The Licence includes the establishment and operation of a Quality of Service Scheme to improve the licensee's quality of service performance under Condition 45 of the Standard Conditions of the Electricity Distribution Licence ("the SLCs");
3. The licensee is obligated to have and maintain appropriate systems, process and procedures to enable it to measure and record information set out in the Schedule of Specified Information at Appendix 1 of Condition 45;
4. The fulfilment of the obligations under Condition 45 require that the licensee must act in accordance with any Regulatory Instructions and Guidance issued by the Authority for the purposes of Condition 45 (Quality of Service RIGs);
5. The RIGs have been broadly categorised into 3 separate categories, the Quality of Service RIGs are incorporated into the Customer Service Reporting RIGs (CSR RIGs);
6. Condition 49 sets out the procedure in which the RIGs in force under Chapters 4 and 12 of the Licence may be modified by the Authority by issuing a direction in accordance with paragraph 49.6 of Condition 49;
7. In accordance with Condition 49.12 of the said Licences, the Authority gave notice on 29 February 2012 in writing and on its website that it proposed to make

a number of modifications to the existing CSR RIGs published by the Authority on 26 May 2010 and issued to Licensees by the Authority under the SLCs. The modifications proposed were as follows:

- embed the broad measure of community satisfaction in the CSR RIGs;
 - update the definition of a resolved complaint as part of the broad measure of community satisfaction;
 - update the telephony incentive to remove references to a one-off survey which has been carried out;
 - update the guaranteed standards of performance guidance to remove references to Regulation 13 "Estimate of charges for connection";
 - improvements to the guaranteed standards of performance workbook; and
 - enhancement to and clarification of guidance on the guaranteed standards of performance to seek greater consistency in reporting by licensees.
8. The notice of 29 February 2012 and associated documents can be found at: <http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=632&refer=Networks/ElecDist/PriceCtrls/DPCR5>;
9. The Authority has considered all representations and objections made by the Licensees on the proposed modifications that were outlined in paragraph 7. The inclusion of paragraphs 5.61 and 5.72 of the proposed CSR RIGs in the statutory consultation were objected to, and as a result these paragraphs have been removed. Having considered the representations, we have also made several minor corrections to chapter three, and appendix two, of the CSR RIGs to improve clarity.

DIRECTION

NOW THEREFORE

The Authority hereby directs the modifications to the CSR RIGs as set out in paragraph 7 and 9 above to be made, such modifications being effected in accordance with the provisions of Standard Condition 49.6 of the SLCs. A copy of the CSR RIGs is annexed hereto. The effective date for the revised CSR RIGs is 1 April 2012.

This direction constitutes notice of reasons for the Authority's decision pursuant to section 49A of the Act.



Andy Burgess
Associate Partner, Transmission and Distribution Policy
For and on behalf of the Authority
30 March 2012