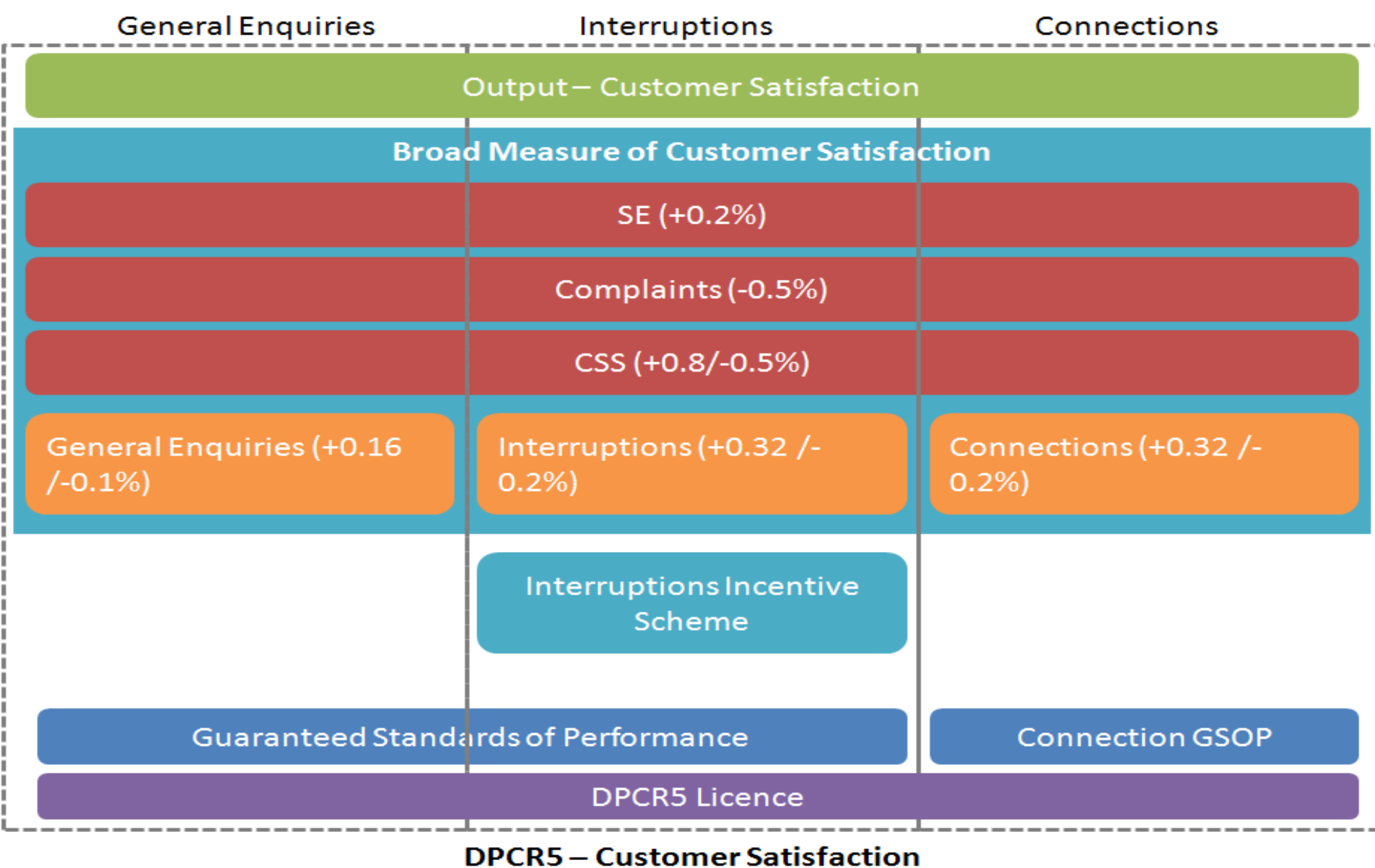


The background features a collage of images: a large white arrow pointing right, a field of solar panels under a bright sun, a close-up of a white ceramic flower, and a close-up of a blue ceramic flower. The text is overlaid on this collage.

Ofgem questions for DNOs

18th June 2012



Broad Measure and Social Issues

Issue/opportunity	Questions
Development of RII0-ED1 broad measure	<ul style="list-style-type: none"> •What is appropriate Broad Measure exposure? How should this be split?
Do DNOs have a social role? What is the scope of this social role(vulnerable, fuel poor customers, community partnerships)?	<ul style="list-style-type: none"> •Is this an incentive or licence condition? •Should this incentive sit outside of Broad Measure? Or should it be linked to SE? •Output measure or Incentive? •Proportionate reward size? <p>Consistent w/ DRS?</p>

Issue/opportunity	Questions
<p>The connection quotation acceptance rate is low for some connection types.</p>	<ul style="list-style-type: none"> •What is causing this? Is it in DNOs control to reduce this figure? •Should we incentivise DNOs to improve this figure? •Should reasons be captured within Broad Measure? •Should we design a specific output linked to access to information/cost transparency?
<p>Major connections have different concerns to minor connections</p>	<ul style="list-style-type: none"> •Are the views of major connection customers underrepresented in CSAT? •Should we develop a new survey for major connection customers? ? Eg Qualitative survey. •Should major connections be part of the Broad Measure? •What financial incentive should we attach to minor and major connections?
<p>Average time of connection remains an issue for minor and major users .</p>	<ul style="list-style-type: none"> •Is this incentivised as part of the Broad Measure through CSAT? •Should it be output driven and outside BM? •If this sits outside, is their potential for the DNOs to receive rewards/penalties twice?

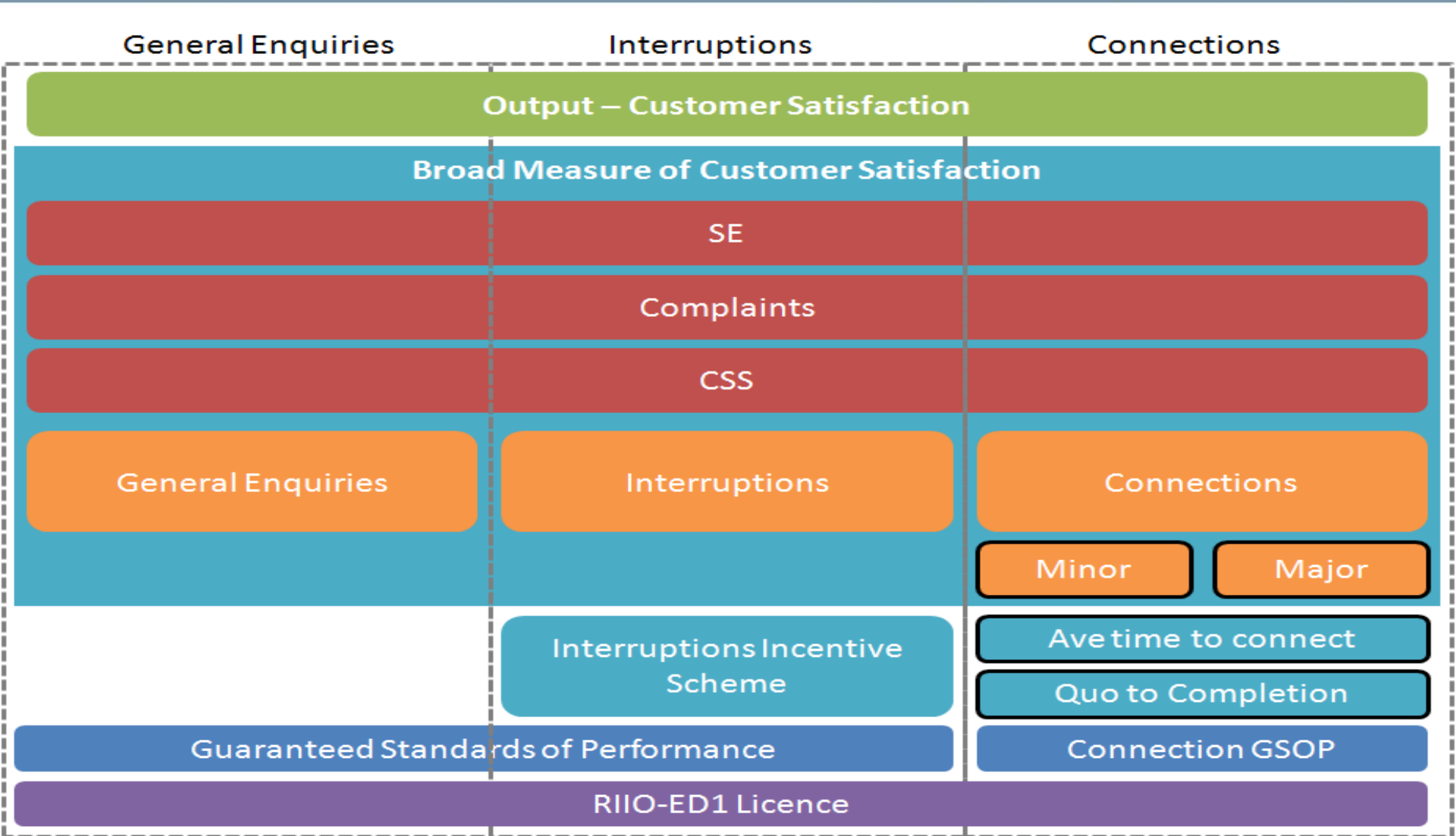
Stakeholder Engagement and complaints metric

Issue/opportunity	Questions
<p>Stakeholder Engagement - scope and design of the incentive in view of linkage to Social Incentive and Major users service issues</p>	<ul style="list-style-type: none"> •Can we target specific groups to encourage engagement throughout price control? Eg large users, DG customers, vulnerable customers, fuel poor . •Should the financial reward be increased?
<p>Complaints metric design to be reviewed</p>	<ul style="list-style-type: none"> •Are the current weightings driving improvement in the complaints service provided by DNOs? •Is Ombudsman component weighted to high? •Is the minimum level of penalty set too low?



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Potential RIIO-ED1 customer satisfaction design



RIIO-ED1 – Customer Satisfaction (potential design)

The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

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