

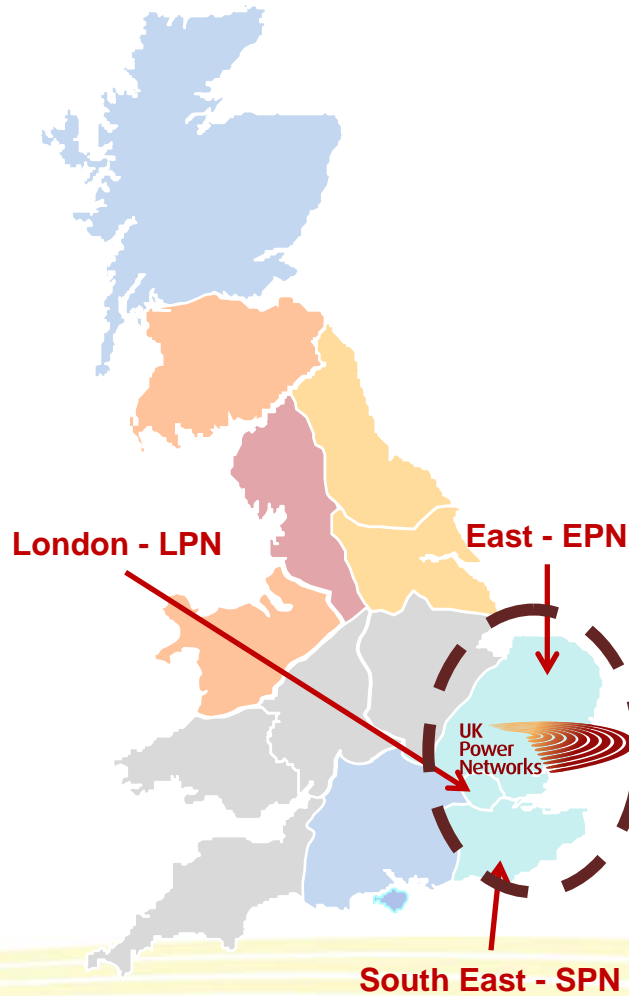
UK Power Networks

Basil Scarsella
CEO - UK Power Networks

22nd October 2012



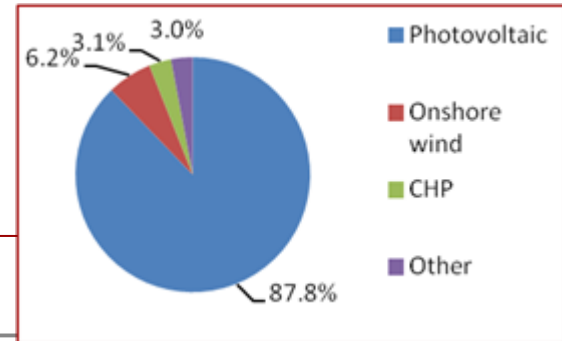
UK Power Networks overview



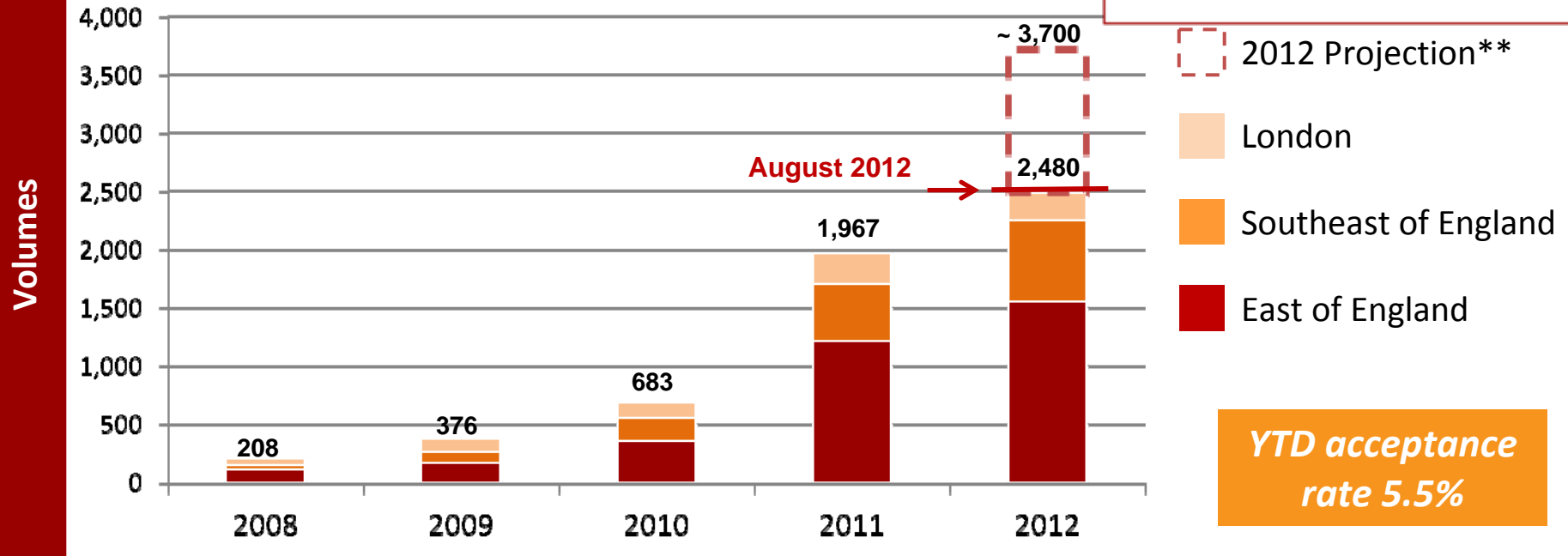
	Total
End Customers Millions	8.0
Service Area km ²	29,165
Underground Network km	98,000
Overhead Network km	65,300
Energy Distributed TWh	86.4
Peak Demand MW	16,229
New Connections	108,690

UK Power Networks are one of the UK's largest electricity distribution businesses, with eight million customers spread across London, the South East and the East of England.

Growth in Distributed Generation



UK Power Networks Distributed Generation Enquiries*



Performance metrics

- Average quotation turn-around time is **19 days**, ranging from small scale to large scale generation enquiries
- Our intention is to improve this going forward and to be more transparent with our performance measures

*Excludes G83 stage 1 enquiries

**Proportional to actual 2012 year-to-date figures

Responding to 2011 feedback and volume growth

Recruitment & Training	<ul style="list-style-type: none">• Refocused, trained and upskilled 20 staff to handle DG enquiries and assess applications
Website & Information	<ul style="list-style-type: none">• Updated the UK Power Networks DG website to be more flexible and user friendly• Provided more documentation to support the application process
Collaboration & Standardisation	<ul style="list-style-type: none">• Implemented a common DG Connections Guide and application form in collaboration with other DNOs
Innovation	<ul style="list-style-type: none">• Flexible Plug & Play: innovation project trialling new solutions to provide faster and cheaper connections for DG customers. UK Power Networks doubled its required investment
Customer Engagement for Service Improvement	<ul style="list-style-type: none">• Conducted a DG customer experience survey focused on service improvement• Conducted the first in a planned series of regular DG customer experience workshops focused on service improvement• Survey and workshop included representatives from Independent Connection Providers (ICPs)• Created the role of dedicated DG Development Manager

We have made a number of improvements to date in response to the rapid growth in Distributed Generation enquiries

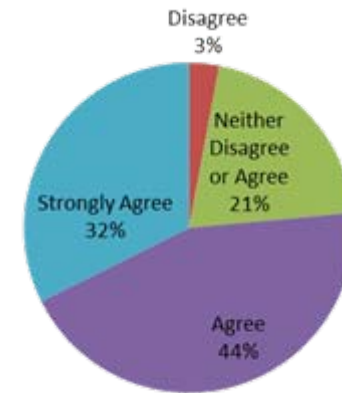
What our customers are telling us – DG survey 2012

“The website has massively improved in recent months”

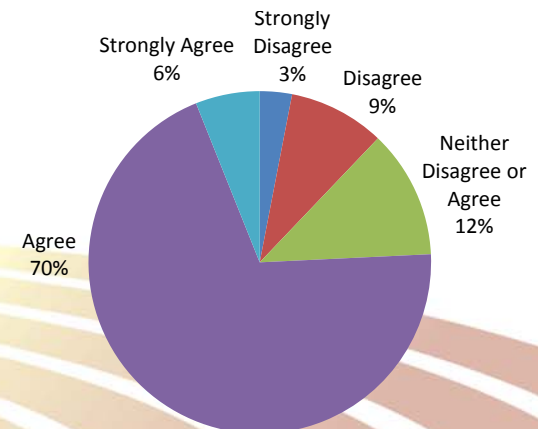
“Have more interaction workshops where people can meet and understand each other’s roles

“Nominate clear point of contact, respond promptly to emails, interact better with your customers ”

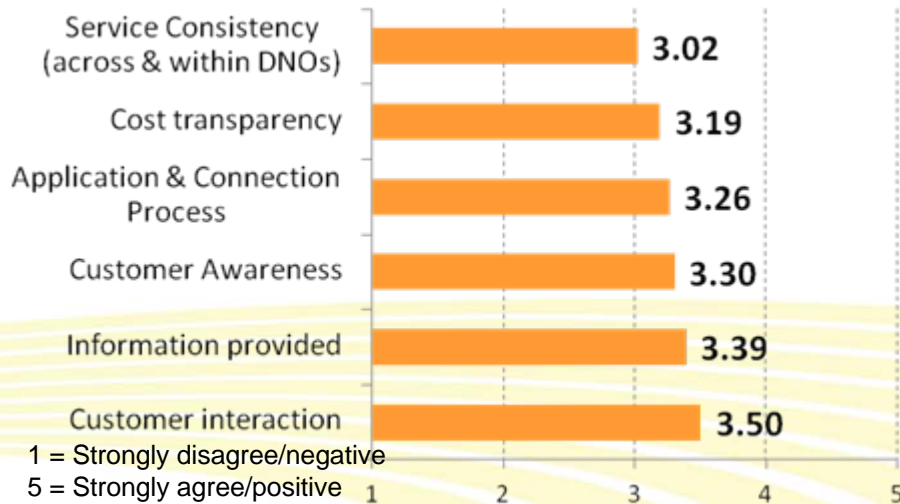
UK Power Networks staff are knowledgeable



It is easy to submit a quote request to UK Power Networks

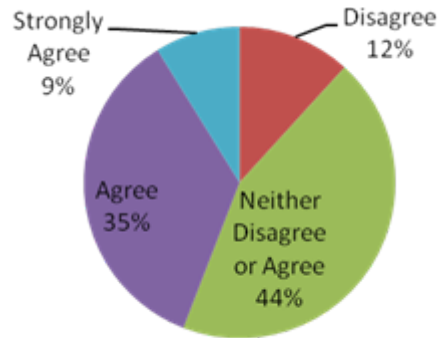


Summary Satisfaction Scores

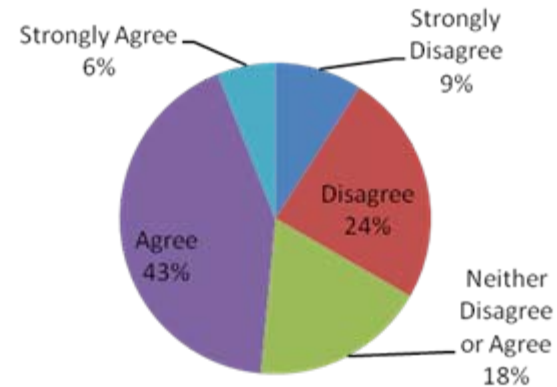


What our customers are telling us – DG survey 2012

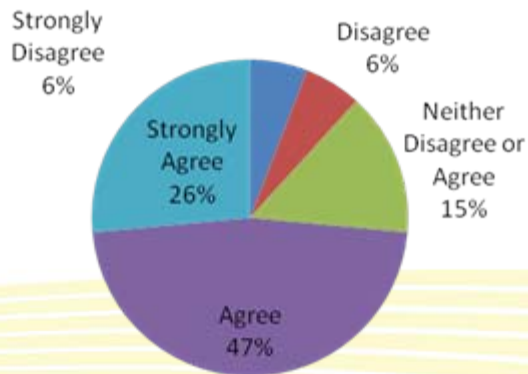
The information we provide on the UK Power Networks website is easy to understand



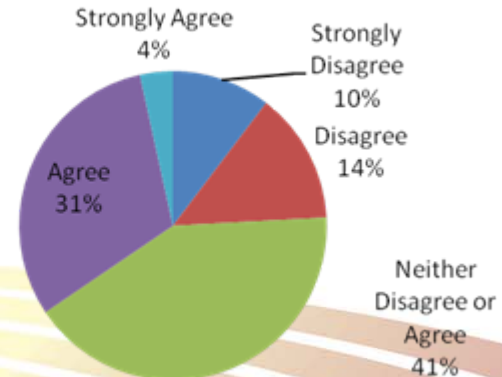
The time UK Power Networks takes to issue quotes meets my expectations



Initial contact with UK Power Networks is easily established



The time it takes UK Power Networks to deliver the connection work meets my expectations



Developing our 2012/13 service improvement action plan

Our plan is focused on the areas our customers have told us need improvement

Provision of information (LC25) - Further improve the provision of technical, process and performance information to enable our customers to understand the viability of schemes much earlier in the process

Quote provision and transparency - Commit additional specialist resources to the design and quotation service to shorten timescales, improve the transparency and clarity of our quotations and ensure our quotations are more straightforward and easier to understand

Improve the certainty of delivery timescales through earlier engagement and integrated planning with our customers

From January 2013 – we will undertake a monthly, independently operated, Broad Measure of Customer Satisfaction style survey of the DG community

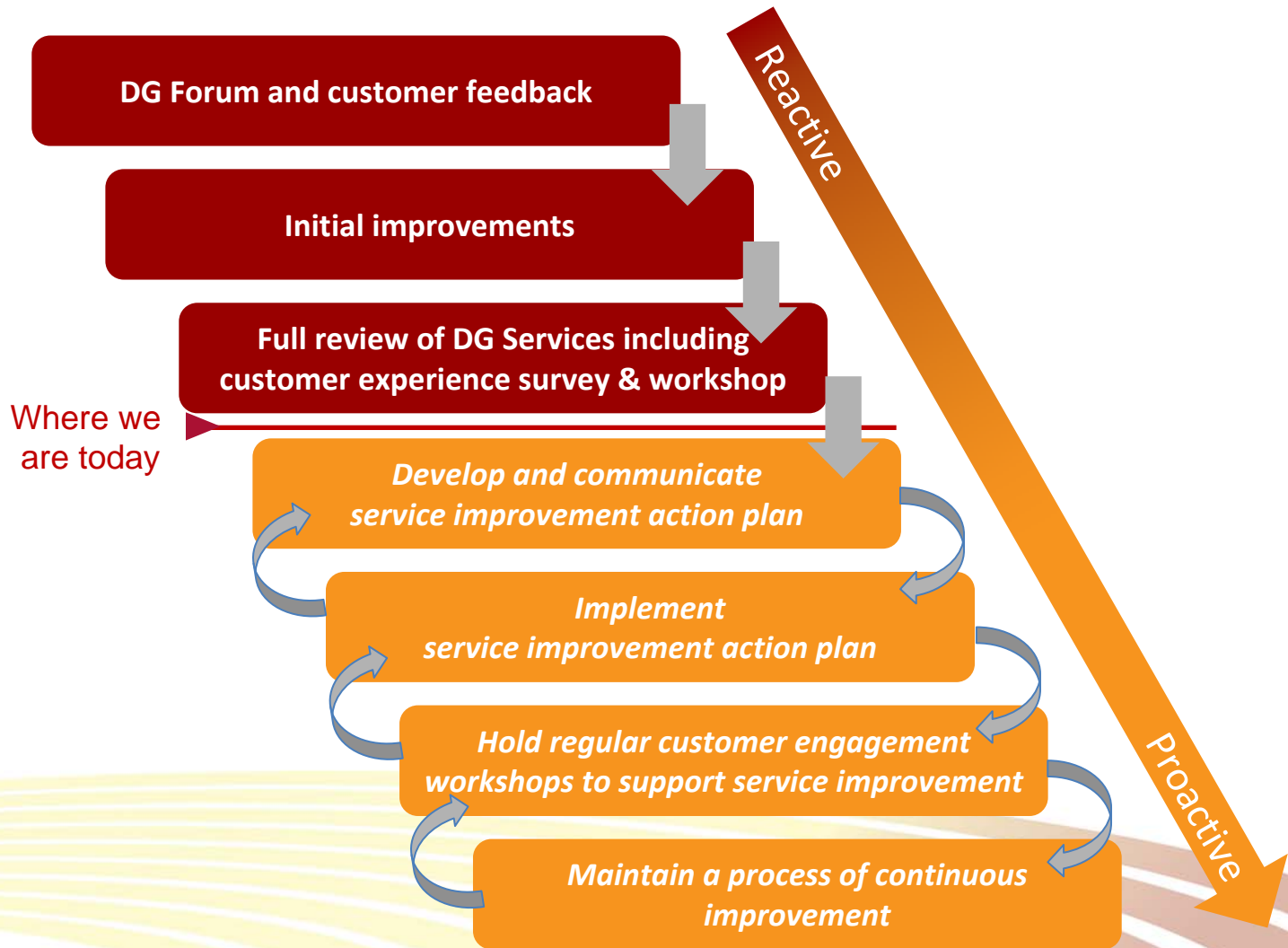
Implementation has already begun and will continue into 2013. We will undertake regular DG Open Forums to report on progress and further shape our plans

Developing our 2012/13 service improvement action plan

Actions underway include

<u>Provision of information</u>	
•Publication of quotation and delivery timescales on a monthly basis	Nov 12
•Commit to specific quotation timescales at the application stage	Q1 2013
•Improved technical specification data on EHV and 132kV networks	In progress
•Improved low voltage network information available to customers	Dec 2012
•Develop interactive network capacity maps (EHV/132kv)	Q3 2013
<u>Quote provision and transparency</u>	
•Appoint additional specialist staff to the DG team	In progress
•Improve clarity and detail of quotation cost breakdowns	
•Greater granularity in cost breakdown	Complete
•Undertake further consultation with customers for further refinement	Q1 2013
•Simplify our quotation and offer documentation	Q1 2013
<u>Certainty of delivery timescales</u>	
•Ensure early joint delivery programme is agreed with our customer	In progress
•Review and improve current resource levels to enable more timely witness testing	In progress

Where we are in our DG customer engagement and service improvement process



In summary

- DG customer enquiries have risen significantly
- We have responded to and managed this growth
- We have engaged and listened to our customers
- We have acted upon what we have heard
- We will continue to engage and respond to customer feedback

UK Power Networks is committed to providing a level of customer service that would be acknowledged as best in class by all of our stakeholders