Minutes of RIIO-ED1 Customer and Social Issues (CSI) and Connections Data Collection Working Group

Minutes of RIIO-ED1 CSIWG/Connections Data Collection working group on 21 February 2013	From Date and time of Meeting Location	Stephen Perry 21th February 2013 10:00 to 13:00 9 Millbank, London	21st February 2013

1. Present

Ofgem
James Veaney
Stephen Perry
Olivia Powis

DNOs
Alison Sleightholm (WPD)
Phil Wilson (NPG) (by telecon)
Ian Cobley (NPG)
Brian Hoy (ENWL)
Paul Helmsley (SSE)
Jenny Smith (SSE) (by telecon)
Graham Campbell (SP)
Kendal Adams (SP)
Keith Hutton (UKPN)
Hannah Ngoma (UKPN)
Steve Wood (UKPN)

2. Introduction

2.1.   James Veaney (JV) noted that the purpose of the meeting was to highlight the key areas where Ofgem wanted feedback from the DNOs ahead of the next RIIO-ED1 CSI/Connections Working Group.

3. Ofgem presentation

3.1.   Olivia Powis (OP) noted that the there are several elements of the RIIO-ED1 incentive framework that will require further work following publication of our strategy decision (eg target values). OP noted that for some of these areas, we may need to start collecting additional data soon.

3.2.   OP wanted the DNOs to consider the approach used to set target score for the customer satisfaction survey. OP asked the DNOs to present options with associated justification at the next working group.

3.3.   OP noted that unsuccessful calls will be factored into performance in the interruptions component of the customer satisfaction survey. OP stated that we need to ensure that DNOs are reporting unsuccessful calls consistently.

3.4.   OP noted that we also need to decide the level of influence that unsuccessful calls should have on the interruption's customer satisfaction score. OP asked the DNOs to present their views on this at the next meeting.

3.5.   JV stated that Ofgem supported widening the breadth of the customer satisfaction survey incentive to include interruption and general enquiries customers where contact had by means other than phone. To ensure RIIO-ED1 targets and performance are set on a 'like for like' basis, JV noted that we may need to start collecting additional data alongside the DPCR5 arrangements. There was some disagreement about whether it was necessary to collect this information. JV asked the DNOs to put forward their views at the next working group session.

3.6.   JV noted that the survey will remain telephone based, until we can be certain that the methodology used to survey customers (eg telephone survey, internet survey) will not influence the DNOs' customer satisfaction score.

3.7.   Major connections will not form part of the customer satisfaction survey for RIIO-ED1, as they being incentivised separately as part of the Incentive on Connection Engagement. Based on the current projected sample size/number of interviews for minor connections only, SP noted that Accent confirmed that we are already conducting enough interviews to calculate a robust target for RIIO-ED1 based on the existing confidence levels.

3.8.   Kendal Adams (KA) was keen to explore the benefits of increasing the number of connections interviews completed for the RIIO-ED1 target setting process and agreed to report back to the group at the next meeting.

3.9.   SP noted that for the Time to Connect incentive we have consistent, historic data set for 'connection quotation', 'connection acceptance' and 'connection completion'. For 'application received', SP noted that we may have consistent, historic data from three DNOs and that this could be used to set targets. SP was keen for feedback about whether DNOs would be comfortable with using this data to set target values. If not then the DNOs need to agree a definition for application received and make necessary changes to the IT systems so that they can start collecting this data as soon as possible.

3.10.   SP noted that the DNOs will at need to demonstrate that historic Time to Connect data has been collected on a consistent basis.

Actions
- DNOs to provide feedback on the approach used to calculate the customer satisfaction survey target/max reward/max penalty score.
- DNOs to provide feedback on level of influence that unsuccessful calls should have on the interruption customer satisfaction survey score.
- DNOs to provide their views on whether additional data is needed to set the customer satisfaction survey target/max reward/max penalty score for general enquiries and interruptions components.
- DNOs to ensure that they are reporting unsuccessful calls consistently.
- DNOs to provide feedback about whether existing DNO data could be used to set target/max reward score for the Time to Connect incentive. If not, then DNOs to agree a definition for 'application received'.
- DNOs to demonstrate that they are reporting Time to Connect data consistently.
- DNO feedback on the approach to calculate the Time to Connect target/max reward score.