

The background of the slide features a large, semi-transparent white arrow pointing from the left towards the right. Behind the arrow, there is a blurred image of a modern building with a glass facade on the left and a close-up of a gas burner with a blue flame on the right.

# **ED1 Customer and Social Issues Working Group**

AM 26 March 2013

## RIIO-ED1 Timetable

Phase	Year	Month	Milestone
Strategy Development	2012	February	Open letter consultation published
		September	Strategy consultation published
	2013	March	Strategy decision published
July		DNOs submit & publish business plans	
October		Initial assessment of business plans and Fast-track Draft Determination published	
Business Plan Assessment and Fast-Track Decision	2014	February	Fast-track Final Determination published
Non Fast-Track Draft and Final Determination		March	Non-fast-track DNOs resubmit & publish business plans
		July	Non-fast-track Draft Determination published
		November	Non-fast-track Final Determination published
		December	Statutory Consultation on licence modifications
		2015	April

Ongoing engagement with the working group

## Strategy Decision – Customer Service

### Outputs

- Deliver good customer service
- Engage with stakeholders and take into account during business planning

### Incentives

- Retain Broad Measure of Customer Satisfaction (BCMS)
  - Customer satisfaction survey
  - Complaints metric
  - Stakeholder engagement activities

## Outstanding Issues

- Customer Satisfaction Survey:
  - Targets
  - Definition of unsuccessful calls
  - Methods of communication used to survey customers
  - Complaints metric – max penalty score

## Customer Satisfaction Survey

We have agreed to widen the scope of the survey to capture:

- i) All general enquiries where work completed, regardless of the chosen communication channel
- ii) Interruption customers that have had an interruption and received targeted information from the DNOs (incl. via new communication channels)

### To be decided:

- The target and max penalty/reward scores
  - The data that will be used to calculate the target/max penalty/max reward score
  - The methodology used to calculate the target/max penalty/max reward score
  - Whether we will ratchet target/max penalty/ max reward score across the period
  - Whether targets/max penalty/max reward score are set per licensee or industry wide
- The incentive rate

- If ED1 targets are derived from DP5 data, we consider that target setting and annual performance should be calculated on a “like for like” basis
- If we are changing scope of ED1 incentive, this should be taken into account during target setting

## Customer Satisfaction Survey

CSS interruption element will take into account the number of unsuccessful calls that the DNO receives

### To be decided:

- Agree revised definition for unsuccessful calls (KM1) and total calls received (KM5)
- Ensure DNOs collecting data consistently
- Agree level of influence of unsuccessful calls on interruption customer satisfaction score

## Approach to surveying customers

The CSS is currently a telephone survey

### To be decided:

- Whilst we have agreed to widen the scope of the customer satisfaction survey to include new methods of communication for DNOs to contact customers, we are still to decide whether alternative methods of communication can be used to survey customers (eg postal, internet, text surveys etc).
- We are open to new methods of communication for the purpose of surveying customers, but we will need evidence that the method of survey does not impact scores.
- Agree revised survey questions and revised number of surveys completed

## Complaints Metric

- Max Penalty 0.5 per cent of base revenue
- Committed to reviewing max penalty score
- Amended Energy Ombudsman indicator and made some adjustments to relative weighting of key indicators

### To be decided:

- Which years of historic data will be used to calculate the target/max penalty score
- The methodology used to calculate the target/max penalty score
- Whether we will ratchet target/max penalty score across the period
- The incentive rate



## Strategy Decision – Social Objectives

### Outputs

- Improve the information that they hold on people attached to their network
- Develop relationships with partner organisations to identify opportunities to address consumer vulnerability

### Incentives

- Utilise existing framework (efficiency incentive and Innovation Funding) where applicable
- Widen scope of the stakeholder engagement incentive

## Stakeholder Engagement

Widen scope to specifically incentivise engagement with social objectives.

### **To be decided:**

- Revise minimum criteria (to take into account social objectives)

## Next working groups

Date	Location
AM 05 June 2013	Ofgem HQ, London
AM 16 July 2013	Ofgem HQ, London



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