

**Electricity Distribution Broad
Measure of Customer Service –
Complaints Metric results 2012-13**

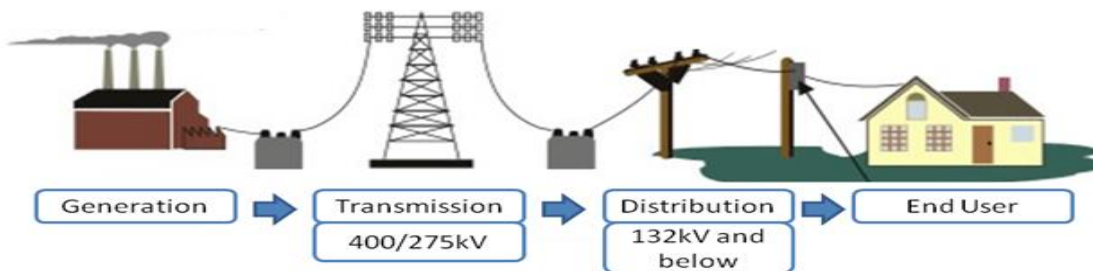
ofgem

Distribution Companies

Electricity distribution networks carry electricity from the high voltage transmission grid to industrial, commercial and domestic users.

There are 14 licensed distribution network operators (DNOs) in Britain and each is responsible for a regional distribution services area. The 14 DNOs are owned by six different groups.

For the current price control (DPCR5) we introduced a new customer service incentive, the Broad Measure of Customer Satisfaction (BMCS), to drive the network companies to deliver good customer service.



*In Scotland, 132kV is part of the transmission system



Complaints Metric

DNOs interact with a range of customers. Sometimes a customer may be dissatisfied with the service that it has received and they have the right to raise a complaint. The Complaints Metric is designed to incentivise DNOs to resolve complaints quickly and effectively, and to avoid customers having to repeatedly complain about an issue.

We measure performance against four key indicators to calculate an overall Complaints Metric score. A high Complaints Metric score indicates poor performance.

Key measure	Weighting (%)
Percentage of complaints unresolved by the end of the first working day after which the complaint was first received (day +1)	10
Percentage of complaints unresolved after the end of 31 calendar days from the end of the first working day after which the complaint was first received (day +31)	20
Percentage of repeat complaints	50
Percentage of Ombudsman findings against the DNO	20

Any DNO that scores below the upper quartile level will incur a financial penalty. The maximum penalty is -0.5 per cent of annual base demand revenue.

Further information on the governance arrangements for the Complaints Metric can be found in Chapter 2 of this document:
<https://www.ofgem.gov.uk/ofgem-publications/46557/customer-service-reporting-rigs-v2-final.pdf>

Complaints Metric

	UK Power Networks - South Eastern	UK Power Networks - Eastern	UK Power Networks - London	Southern Electricity Power Distribution	Scottish Hydro Electric Power Distribution	Electricity North West Limited	Scottish Power - Manweb	Scottish Power - Distribution	Northern Powergrid - Northern	Northern Powergrid - Yorkshire	Western Power Distribution - South West	Western Power Distribution - South Wales	Western Power Distribution - East Midlands	Western Power Distribution - West Midlands
Percentage of complaints unresolved at day +1	58%	59%	60%	62%	58%	65%	71%	79%	61%	59%	33%	36%	22%	24%
Percentage of complaints unresolved at day +31	12%	10%	13%	18%	19%	9%	10%	23%	8%	6%	3%	4%	2%	3%
Percentage of repeat complaints	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ombudsman findings against the DNO	0%	0%	33%	20%	0%	33%	0%	17%	0%	0%	0%	0%	0%	0%
Combined complaints metric	8.32	7.87	15.23	13.82	9.53	15.01	9.11	15.88	7.65	7.07	3.87	4.42	2.63	2.93

Ofgem is the Office of Gas and Electricity Markets.

Our priority is to protect and to make a positive difference for all energy consumers. We work to promote value for money, security of supply and sustainability for present and future generations. We do this through the supervision and development of markets, regulation and the delivery of government schemes.

We work effectively with, but independently of, government, the energy industry and other stakeholders. We do so within a legal framework determined by the UK government and the European Union.