

Anna Rossington  
R110-ED1  
Ofgem  
9 Millbank  
London SW1 3GE

7th January 2014

Dear Anna

Fast Track Draft Determination for Western Power Distribution

I am writing in support of WPD's business plan as a suitable basis of its R110-ED1 price control settlement as published by Ofgem on 22nd November 2013

On behalf of British Red Cross I have had the opportunity to contribute to the development of WPD's business plan and can confirm it fully reflects the views of WPD's stakeholders.

I am particularly pleased that WPD have the opportunity for their plan to be fast tracked, in order that they can begin to deliver their extensive social obligations commitments as a matter of priority.

WPD's social obligations strategy is comprehensive and I believe it will deliver significant value to their customers. It will have particular value to the voluntary sector as it is apparent that due to the economic climate fuel poverty and safeguarding vulnerable people are major issues where meaningful partnership working is needed.

I have attended all of WPD's customer panel meetings and can report that WPD have given stakeholders significant opportunities to influence their plans. WPD have listened to all suggestions from the panel, for example the reduction in the target time to repair faults by six hours from eighteen hours to twelve hours. Performance is measured and presented at every stakeholder meeting.

WPD continue to work with other agencies in order to maximise the support to their customers. Service level agreements are arranged with voluntary agencies who now have a greater understanding of the level of support required due to the knowledge gained from the stakeholder meetings. It is unlikely that agencies would have been aware of the priorities and challenges that WPD are addressing before the customer panel meetings and follow up information from the staff.

The agencies and stakeholders representatives attending these meetings have a greater understanding of the processes relating to faults restoration, connection improvement targets and other technical issues that impact on customer service. As a result, the voluntary sector (British Red Cross) has been able to review their service delivery to ensure their plans are adequate to support the customers needs.

WPD is very driven to maintain the highest performance level in all target areas and in addition has already commenced delivery of their social obligations strategy, arranging for staff to contact every customer on the priority service register to update records and advise customers of support available if needed.

A key benefit for stakeholders has been the opportunity to engage directly with WPD management, including their Chief Executive Robert Symons. I believe this engagement has shaped the WPD business plan and I am sure all customer panel participants can confirm WPD positive attitude towards addressing community concerns,

Yours Sincerely

Pauline Mahon