



Annex H – Customer service DRAFT

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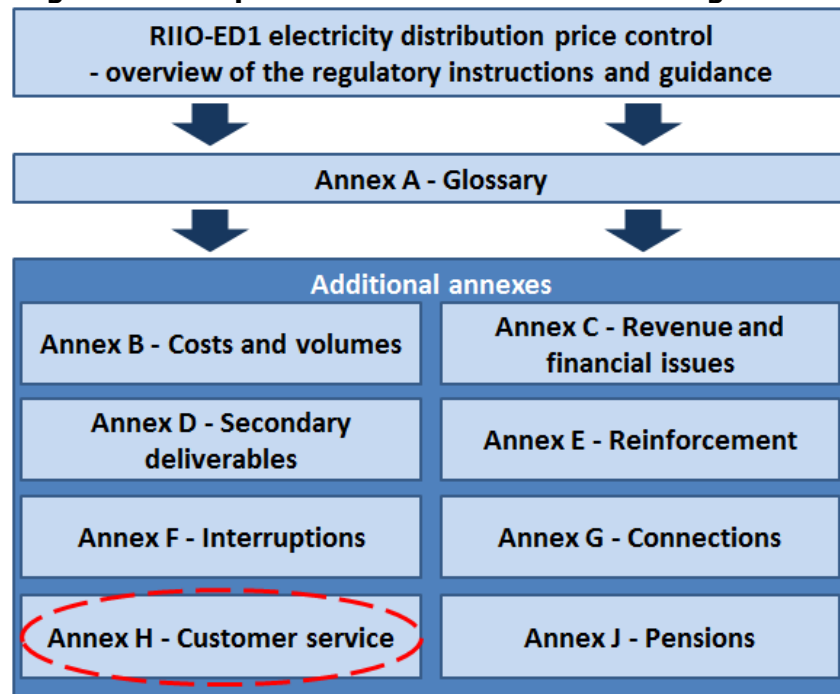
1. Introduction

Scope of this document

1.1. This document is part of the regulatory instructions and guidance (RIGs) for RIIO-ED1. The term RIGs refers to a collection of documents – our instructions and guidance, and the reporting packs and commentaries the DNOs have to fill out.

1.2. Figure 1.1 shows all the instructions and guidance documents for the RIIO-ED1 RIGs. This document, circled in Figure 1.1, is one of a series of annexes containing instructions and guidance. They provide electricity distribution network operators (DNOs) with information on how to fill in the Customer Service Reporting Pack that they are required to submit to us.


Figure 1.1: Map of RIIO-ED1 instructions and guidance



1.3. This document should be read in conjunction with:

- the RIIO-ED1 electricity distribution price control – overview of the regulatory instructions and guidance document
- the associated Microsoft Excel[®] reporting pack named the "Customer Service Reporting Pack"

1.4. The purpose of this document is to provide instructions for reporting on the broad measure of customer service and telephony reporting. The purpose of this document is to provide a framework to allow Ofgem to collect accurate and consistent customer service performance data from the DNOs and to provide



guidance to the DNOs on how to report on their standards of performance. DNOs are also required to provide Ofgem with information on complaints handling in accordance with the Consumers, Estate Agents and Redress (CEAR) Act 2007.


Instructions for completing common worksheets

1.5. The Customer Service Reporting Pack template contains a:

- Changes log worksheet
- Revenue reporting pack information worksheet.

1.6. DNOs should complete the changes log worksheet by logging any changes that are made to the reporting pack template before submission, eg correcting an identified error.

1.7. The revenue reporting pack information worksheet does not require any input from DNOs. This worksheet links to other worksheets in the reporting pack. The information in this table should be used to complete the relevant cells in the R5a – Links worksheet in the Revenue Reporting Pack.



2. Instructions for the complaints handling worksheet

Introduction

2.1. The purpose of the complaints handling worksheet is to provide a framework for the collection and provision of accurate and consistent complaints data by DNOs.

2.2. Complaints information will be used to monitor performance during the RIIO-ED1 price control period and will form part of the broad measure of customer satisfaction incentive. The information is also used to in the calculation of allowed distribution network revenue. We may also use information on a DNO's performance in complaints handling to inform forthcoming price control reviews

2.3. This section sets out instructions and guidance for the reporting of:

- the number of complaints
- the number of resolved complaints
- the number of repeated complaints
- the number of deadlock letters
- the number of Energy Ombudsman referrals
- the number of Energy Ombudsman decisions in favour of the complainant
- the number of Ofgem determinations.

Instructions and guidance for reporting on complaints handling


2.4. DNOs must report all complaints falling within the scope of the definition of complaint and consumer complaint specified in the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 ("the Standards") subject to the definitions and guidance contained in these RIGs. For the reporting requirement contained in these RIGs, the definition of Relevant Consumer in the Standards has been expanded¹ to enable reporting across all types of consumer.

Instructions

2.5. We require DNOs to record and report Complaints which:

- relate to the regulated products and services of the DNO, and
- may be substantially covered by other, established, forms of redress, and which must be passed on to the relevant party for resolution by the redress scheme.

¹ The Consumer Complaints Handling Standards only cover domestic consumers and micro business consumers. For the broad measure we have extended the coverage to include other types of consumers, such as large business consumers.



2.6. We require DNOs to report information on the number of Complaints according to the following categories:

- The number of Complaints concerning connection quotations or pre-quotation enquiries (including supply upgrades and service alterations). The number of Complaints concerning the delivery of connections services (including supply upgrades and service alterations). This category should also include reinstatement and excavation complaints related to connections jobs.
- The number of Complaints concerning loss of supply (planned and unplanned) and emergency situations.
- The number of Complaints concerning other issues not relating to loss of supply or connections and including (but not limited to) reinstatement and excavation (except where it relates to a connections activity), communication, engineering work, substation maintenance and vegetation management.

2.7. DNOs' systems do not need to be able to extract complaints from separate categories of relevant consumers (ie, from domestic and micro business consumers).

2.8. In addition to the general scenarios provided in these RIGs, DNOs **must** record and report the following scenarios as Complaints:

- where a customer reports a loss of supply and expressly complains about there being an ongoing problem with the quality of their supply, the ongoing issue must be recorded as a complaint
- during a planned interruption a customer complains that the interruption started on a different day than the one they had been notified for
- a customer complains about equipment damage as a result of a power surge and intends to pursue the matter in the small claims court
- a customer's equipment has been damaged because of a power surge and the customer complains and seeks compensation from the company
- complaints from MPs, Independent Connections Providers (ICPs), Independent Distribution Network Operators (IDNOs) and other customer representatives
- complaints from landowners concerning the DNO's product and/or service
- complaints to the DNO concerning contractors working on the DNO's behalf.

2.9. The following scenarios **must not** be recorded as a complaint:

- where a customer makes contact to report an unplanned loss of supply (including a voltage issue)
- where, during a planned interruption, the customer makes contact to report a loss of supply
- where the matter arises as the result of a road traffic accident
- where the matter concerns a utility, telecommunications company or local authority in respect of damage caused to the assets of that utility, telecommunications company or local authority
- where the matter relates to contractual disputes with commercial/industrial customers

- where the customer makes contact to pursue a claim under the Guaranteed Standards of Performance (unless expressly complaining at the same time)
- wayleave disputes and landowner negotiations.²

2.10. If a claim for compensation is received and is accompanied by an expression of dissatisfaction then it must be recorded as a complaint. However, if it is not accompanied by an expression of dissatisfaction then it must not be recorded as a complaint.

Resolved complaints

2.11. The DNOs must record the number of Resolved Complaints.

2.12. A Complaint must not be treated as resolved until the customer is satisfied, or is reasonably believed to be satisfied, with the outcome of any actions taken by the DNO. This will include awaiting the results of any monitoring process undertaken and subsequent actions (such as system reinforcement) before closing the Complaint concerned.

2.13. DNOs must not record and report the following scenarios as Resolved Complaints:

- where a course of action has been agreed with the customer but not yet completed, or
- where further information or contact from the customer is pending.

2.14. Where a DNO carries out the action(s) that it had stated it would do in order to resolve a complaint, then the time at which all of those actions had been completed must be taken as the time that the complaint is resolved (ie, it must not be backdated to the date of agreement of the resolution but must be kept at the date of the completion of the actions). DNOs must keep records of their activities to enable verification.

2.15. An example of the operation of the requirements in this subsection is:

- A customer complains about frequent short interruptions. The DNO visits the customer the same day and agrees to send out a contractor to carry out tree cutting. The customer is due to be away on a business trip and requests the work to be carried out in six weeks' time. The DNO closes the complaint as resolved as at the date of the works are carried out (ie, six weeks hence).

Repeat complaints

2.16. The DNOs must record the number of Repeat Complaints.

² Complaints about the DNO's service during landowner negotiations must be captured as a complaint.



2.17. The following must be recorded as Repeat Complaints:

- A customer Complaint regarding the unacceptable quality of reinstatement carried out. The DNO carries out further works to the satisfaction of the customer and resolves the Complaint. The reinstatement fails, within 12 months of the resolution date, and the customer complains.
- An MP complains about the number of interruptions a certain constituent has received and the DNO duly informs the MP that it has identified the issue and rectified the fault, thus resolving the Complaint. The MP contacts the DNO, within 12 months, to raise the same issue and it is the repaired, or replaced, piece of equipment that is faulty.

2.18. The following are not to be recorded as Repeat Complaints:

- Where the previously resolved complaint was resolved more than 12 months before the DNO receives a similar or substantially the same Complaint from the customer.
- Where the DNO receives a similar or substantially the same Complaint from the customer relating to a matter that has been the subject of an Energy Ombudsman finding in favour of the DNO in the last 12 months.
- Where the DNO requests information from the customer and no information is received within 28 days of the request, so the DNO closes the Complaint. If the customer subsequently provides the information, then the original complaint should be reopened, rather than identified as a Repeat Complaint. The DNO should continue counting the time taken to resolve this complaint from date that the original complaint was closed.
 - For example, if the DNO despatches its substantive response on Day 10 and the customer does not make contact by Day 38, then the DNO should identify the resolved complaint date as Day 10. If the customer then responds on Day 45, then the original complaint should be reopened and the count continued from Day 10.

Deadlock Letters


2.19. A DNO must record the number of Deadlock Letters issued.

2.20. A DNO must record all those letters it has issued where its stance could reasonably be interpreted as being at odds with that of the customer.

Energy Ombudsman Findings Against the Licensee

2.21. The DNOs must record the number of Energy Ombudsman Findings Against the Licensee.

2.22. A Mutually Agreed Settlement (MAS) and a Pre Investigation Case Closure (PICC) are not decisions by the Energy Ombudsman and should only be included in the count of cases referred to the Energy Ombudsman.



2.23. A DNO must not record as Energy Ombudsman Findings Against the Licensee instances where the decision is as favourable (or less) to the customer as the offer previously made by the DNO to the customer.

When to start counting the number of days to resolve a complaint

2.24. The DNOs must record the time taken from Complaint received to Complaint Resolved.

2.25. A DNO must start counting the number of days to resolve the Complaint using the following rules:

- a) Where the Complaint or subsequent contact is made orally (by telephone or in person at the DNO's business premises), the clock must start at the time at which it is received by the DNO.
- b) Where the Complaint or subsequent contact is made in writing (including by email) and it is received before 1700 hours on a working day, on the working day that it is received by the DNO.
- c) Where the Complaint or subsequent contact is made in writing (including by email) and it is received by the DNO after 1700 hours on a working day or at any time on a day that is not a working day, on the first working day immediately following the day upon which it is received by the DNO.



3. Instructions for the customer satisfaction survey worksheet

Introduction

3.1. The purpose of the customer satisfaction survey worksheet is to provide a framework for the collection and provision of accurate and consistent complaints data by DNOs. This is part of the broad measure of customer satisfaction incentive. The information is also used to in the calculation of allowed distribution network revenue.

3.2. The electricity distribution customer satisfaction survey is intended to capture customers' experience of the interruption, connection and general enquiry services delivered by DNO licensees.

3.3. This chapter sets out the instructions and guidance for submitting data for the electricity distribution customer satisfaction survey. Specifically this chapter details:

- the form of the customer satisfaction survey questionnaire and the manner in which surveys are to be conducted
- the provision of survey population data to the appointed independent third party and exclusions
- sample selection and timing of the surveys
- the method for calculating the results of the survey
- the arrangements for reporting the survey results.

Form of the customer satisfaction survey

3.4. A DNO is required to appoint an independent third party, such as a market research company, to undertake the electricity distribution customer satisfaction survey on its behalf. The same independent third party should be appointed by all DNOs.

3.5. The independent third party must use the questionnaire in Appendix 1 of this document. Any proposed changes to the questionnaire in Appendix 1 must be agreed with Ofgem and all other DNOs. Amendments to the questionnaire in Appendix 1 do not constitute a modification to the RIGs.

3.6. DNOs are not permitted to include additional questions in the survey.

3.7. Each DNO must satisfy itself that it is undertaking the customer satisfaction surveys in compliance with relevant data protection and other information legislation.

3.8. DNOs (and their appointed third party) must not use financial or non-financial incentives to encourage customers to take part in the telephony survey.

Customer satisfaction survey population

3.9. To avoid any bias, the data provided by the DNO to the independent third party must contain the contact details of **all customers who have experienced an activity specified in Table 3.1.**

3.10. Each DNO must submit the specified customer data to an independent third party on a weekly basis. For this purpose the 'week' begins on a Monday, and data should be submitted to the independent third party by 4pm on Tuesday following the week concerned.

3.11. The contact details of any customer who has experienced a planned interruption, connection service or general enquiry service should be sent to the independent third party the week after the completion of work or delivery of quotation. The contact details of any customers who have contacted the DNO about an unplanned interruption should be sent to the third party the week after initial contact was made by the customer.

Table 3.1: Customer survey population

Service type	Population
Interruption-planned	All customers where work necessitating a planned supply interruption has been completed following prior notification of the interruption by the DNO.
Interruption-unplanned agent	<p>Inbound</p> <p>All customers who have made initial contact to notify an unplanned loss of supply by means of a published telephone number as follows:</p> <ul style="list-style-type: none">the power outage telephone number (or its equivalent), orthe safety and security of supplies enquiry service telephone number (if different from above), <p>operated by the DNO or its appointed agents and who have spoken to a call operator or an agent.</p> <p>Outbound</p> <p>Within this category DNOs should also include customers where the DNO or its agent has proactively contacted the customer to inform them about an unplanned interruption and the customer has spoken to a call operator or an agent. Providing the customer has supplied a contact phone number and a one to one interaction has taken place with that customer.</p>
Interruption-unplanned message	<p>Inbound</p> <p>All customers who have made initial contact notifying an unplanned loss of supply by means of a published telephone number as follows:</p>

	<ul style="list-style-type: none"> the power outage telephone number (or its equivalent), or the safety and security of supplies enquiry service telephone number (if different from above), <p>operated by the DNO or its appointed agents and who listened to a message but did not speak to an agent or call operator (at that time).</p> <p>Within this category DNOs should also include customers who have made contact by any of the following means provided and publicised for the purpose of notifying and/or enquiring about an unplanned loss of supply:</p> <ul style="list-style-type: none"> any SMS ("text")-based system, any internet ("web")-based system, or any other technology. <p>Providing the customer has supplied a contact phone number.</p> <p>Outbound</p> <p>Within this category DNOs should also include customers where the DNO or its agent has proactively contacted the customer to inform them about an unplanned interruption. Providing the customer has supplied a contact phone number and a one to one interaction has taken place with that customer.</p>
Connections-quotation	<p>All customers who have received an alteration/connection quotation and who fall within the ambit of the quotation accuracy scheme.</p> <p>ECGS2A – Single LV Service Demand Quotation including service alterations</p> <p>ECGS2B – Small Project Demand Quotation</p>
Connections-complete	<p>All customers who fall within the quotation accuracy scheme where all the work conducted by the DNO and its agents (rather than just the electrical work) associated with the new connection/alteration has been completed.</p> <p>ECGS6A – Complete works for a single LV service demand or a small project demand connection</p>
General enquiry	<p>All customer enquiries to the DNO's published contact channel(s), excluding new/modified connections or supply interruptions, where a service has been provided and/or a job has been completed. The service provided should also not fall into one of the other categories of this survey.</p>

3.12. DNOs may exclude contacts from the data if they involved:

- wrong numbers
- energy supply-related calls

- withheld numbers
- the connection of a customer following the disconnection of that customer resulting from the identification of theft of electricity
- customers who have stated that they do not want to participate in any form of market research, or
- any records where providing the customer details may be in breach of the Data Protection Act or section 105 of the Utilities Act 2000.

3.13. In these cases the DNO does not need to provide the relevant customer's details to the independent third party.

Data administration

3.14. For each customer included in the sample, the DNO must provide the independent third party with:

- the DNO name that the customer will recognise
- the type of service undertaken
- the date of contact/quote/service completion
- a contact telephone number (where known).

3.15. Other information such as customer name, customer address, additional contact telephone number and job identification number are optional.

3.16. In addition, where possible the sample data should indicate whether the record is "business" or "domestic", however it is recognised that defining whether the record is business or domestic will not always be possible.

3.17. The independent third party must interview all customers within ten days of contact being made or service being experienced.

3.18. Once the ten day timeframe for contact has expired, the sample data will be provided back to the DNO highlighting the details of those customers who have been contacted, and those who have asked not to be re-contacted for DNO customer surveying activities.

Sample selection and the frequency of the surveys

3.19. From the data provided by the DNO, the appointed independent third party is required to select the customers to interview at random. The number of customers interviewed should be sufficient to deliver a statistically robust sample of responses. Table 3.2 outlines the target number of surveys to be completed by the independent third party for each service type.

Table 3.2 – The target number of surveys completed by each DNO licensee
 [The DNOs are currently re-tendering the market research company for the customer satisfaction survey. The new company will advise on the target number of surveys to be completed.]

Service type	Target number of surveys annually	Target number of surveys quarterly
Interruption – planned	900	225
Interruption – unplanned agent	900	225
Interruption – unplanned message	900	225
Connection Quotation	300	75
Connection Complete	100	25
General Enquiries	450	112

3.20. For the “Interruption – unplanned agent” and “Interruption – unplanned message” service categories, the number of outbound customers surveyed will be in proportion to the percentage of outbound customers within the sample provided to the market research company, up to a cap of 45 per cent. This will ensure that the majority of customers surveyed in the “Interruption – unplanned agent” and “Interruption – unplanned message” will be inbound customers.

3.21. Results should be calculated based on the number of interviews achieved.

Calculating the results of the survey

3.22. For each of the survey categories the survey has several screening questions and a series of detailed questions asking customers to score their customer service experience on a scale of one to ten. A score of one indicates that the customer is very dissatisfied and a score of ten indicates that the customer is very satisfied.

3.23. The questionnaire leads up to a question for each service category asking, ‘Overall, on a scale of one to ten, how satisfied were you with the service provided by your distributor?’. Whilst all the questions are relevant to customers’ quality of service, for the purposes of the broad measure, we considered that this question best captures customers’ overall experience. Table 3.3 outlines which question in our questionnaire survey this relates to.

Table 3.3 –The questions in each category used to derive survey scores [The DNOs are currently re-tendering the market research company for the customer satisfaction survey. The new market research company intends to review the questions. This may therefore need amending.]

Survey Category	Question used to derive survey score
Interruptions – planned	Q7
Interruptions – unplanned agent	Q16
Interruptions – unplanned message	Q21



Survey Category	Question used to derive survey score
Connection - quotation	Q30
Connection - complete	Q38
General Enquiries	Q45

4. Instructions for the telephony worksheet

Introduction

4.1. The purpose of the telephony worksheet is to provide a framework for the collection and provision of accurate and consistent telephony data by the DNOs. We will use this information as part of the broad measure of customer satisfaction incentive. The information is also used to in the calculation of allowed distribution network revenue.

4.2. This chapter outlines instructions and guidance to be used for the reporting of the speed of telephone response and other related information.

Speed of telephone response

4.3. All telephone calls received to the Specified Lines are relevant for measuring the speed of telephone response.

4.4. DNOs are required to report performance on the speed of telephone response by an agent once a customer has decided to speak to an agent. They are also required to report performance under a number of supporting key measures. These are listed in Table 4.1.

Table 4.1: Explanation of key measures

Key Measure	Definition
KM1	Total calls on the specified lines
KM2	Total calls answered by an automated message providing fault details (excluding an IVR/group announcement providing details of alternative contact telephone numbers if the call is not a power-loss call)
KM3	Total calls answered by an agent
KM4	Mean time taken for response by an agent
KM5	Total number of unsuccessful calls, comprising: <ul style="list-style-type: none">a) Total calls not reaching the specified lines where these are inside the DNOs' controlb) Total calls terminated by the DNO during the IVR/group announcementc) Total calls not allowed into the queue or flushed from the queued) Total calls abandoned by the customer in the queue
KM6	Total number of calls not reaching the DNO



Guidance

- **KM1 - total calls on the specified lines.** This includes those calls to the specified contact lines that do not enter those lines (for example calls receiving an engaged tone). KM1 is not a total of KM2 and KM3 as it includes other calls to the specified line such as those for suppliers where the customer has rung the specified line in error. The same call can be counted in both KM2 and KM3 but should only be counted once under KM1.

DNOs must obtain the necessary information from their agents or contractors on the total calls received on the specified lines.
- **KM2 - total calls answered by an automated message.** Defined as all calls routed to and answered by an automated fault message (excluding an Interactive Voice Response (IVR) or group announcement providing details of alternative contact telephone numbers if the call is not a power-loss call).
- **KM3 - total calls answered by an agent.** Defined as all calls that reach and are answered by an agent. This will include those customers that speak to an agent either by holding for an agent or by redialling on an alternative number. An agent is a human operator rather than a virtual agent.
- **KM4 - mean time taken for response by an agent.** Defined as the total time of all calls received by agents counted from the time they either:
 - Left the fault IVR
 - Left the company IVR if no fault IVR is present
 - Or if no fault or company IVR is used, from the time the call is presented to the DNO

In all cases the end time is when the call is first answered by an agent and the mean time is calculated by dividing the total time by the total number of calls answered by an agent.


For those DNOs' telephone systems that require customers to wait for an agent following an automated message, the mean time taken is the time from when the customer chooses to speak to an agent after the message has finished to when the call is first answered by an agent.

For those DNOs' telephone systems that, in certain circumstances, automatically direct customers to an agent, the mean time taken from the time when the customer leaves the fault IVR, left the company IVR (if no fault IVR is present) or from the time the call is presented to the DNO (if not fault or company IVR is used).

For those DNOs' telephone systems where customers are required to dial an alternative number to speak to an agent, the mean time taken is from when the customer hears the ringing tone of this line to when the call is first answered by an agent, irrespective of whether the DNO has an additional IVR or group announcement on the alternative number.

Where the DNO has an additional IVR/group announcement on the alternative number, the length of this message and its content must be reported as part of the additional narrative accompanying the reported statistics.

Where a DNO calls back the customer (whether the customer chooses such a service or the DNO forces the customer to use such a service), the time the



customer is waiting for the call back should be included in the total time of all calls. The time is deemed to have ended at the point the call back is made to the customer irrespective of whether the customer answers the call.

Where a call is counted under KM5 as it has taken longer than the specified time under KM5 for a call back, it should not be included in the calculation of KM4.

- **KM5 – total number of unsuccessful calls.** Defined as calls that are terminated by the DNO (either by call flushing or call blocking or other similar method) once the customer has called the specified line.

This includes all calls that do not reach the DNO specified line where they are in the control of the DNO, all calls that are terminated by the DNO in the IVR/group announcement and the total number of calls abandoned by customers in the queue.

Where a customer has heard a message and is given the option to be called back by an agent, rather than waiting to speak to an agent, then those customers who opt for a call-back must not be counted under KM5 unless the time taken to make that call back is greater than 60 minutes.

If the DNO terminated the call or forced the customer to an answerphone message and then called the customer back, such calls must be included in KM5 irrespective of the time take to make that call back.

Where a customer ends the call without opting into a request for a call back, and the DNO then calls them back, such calls must be included in KM5 even if the customer has confirmed they were happy with the service.

A call is deemed to be unsuccessful if the customer hangs up in the queue. If the customer hangs up whilst listening to the fault message (or within three seconds of the end of the message) this is not an unsuccessful call and should be treated as a KM2.

- **KM6 – total number of calls not reaching the DNO.** Defined as calls that do not reach the DNO's systems and are outside the DNO's control.

4.5. Where DNOs are unable to provide information on the key measures identified above, they must use the accompanying narrative to explain why this is the case and when they will be able to provide the relevant information.

Appendix 1: Customer Satisfaction Survey Questionnaires

[The DNOs are currently re-tendering the market research company for the customer satisfaction survey. The new market research company intends to review the questions. The questionnaire may therefore need amending.]

Introduction

Good morning/afternoon/evening. My name is from **[AGENCY NAME]** and we are carrying out a research study on behalf of your electricity network company, into satisfaction with the services that they provide to you. Please can I speak to **[IF CONTACT NAME IS GIVEN INSERT CONTACT NAME; IF CONTACT NAME IS NOT GIVEN AND DOMESTIC SAY "whoever would be responsible for contacting your electricity network company if you had a power cut, or wanted a new connection or other queries related to electrical work."; IF CONTACT NAME IS NOT GIVEN AND BUSINESS SAY "whoever is responsible for matters relating to your electricity network company"]?**

IF PASSED ON TO SOMEONE ELSE REPEAT: Good morning/afternoon/evening. My name is from **[AGENCY NAME]** and we are carrying out a research study on behalf of **[INSERT COMPANY NAME]**, your electricity network company, into satisfaction with the services that they provide to you.

ASK ALL I understand that you recently had contact with, or from, **[INSERT COMPANY NAME]**. Would you be able to spare 5 minutes to briefly answer a few questions about your experiences of contact or service from your network company?

Code up appointment, refusal, or enter into interview

Main Interview Introduction

ASK ALL Thank you. This study is very important, as the results will be used to ensure that the network company provides its customers with a high standard of service.

RQ1: Can I confirm that you recently had contact with, or from, **[INSERT COMPANY NAME]** related to

- 1. IF SAMPLE = PLANNED SAY** "notification of a planned power cut"
- 2. IF SAMPLE = UNPLANNED AGENT OR UNPLANNED MESSAGE SAY** "a power cut"
- 3. IF SAMPLE = CONNECTIONS QUOTATION** "a quotation for a new connection"
- 4. IF SAMPLE = CONNECTIONS COMPLETED SAY** "new connections work"
- 5. IF SAMPLE = GENERAL ENQUIRIES SAY** "an enquiry, for example a job such as covering an overhead power line so you could safely do work on your property, maintaining their substation or trimming trees close to overhead"



power lines” **INTERVIEWER: IF NEED BE REFER TO DETAILED LIST OF WHAT MIGHT BE COVERED UNDER GENERAL ENQUIRIES**

Is that correct?

1. Yes **GO TO INVITE**
2. No **THANK AND CLOSE**

Invite

Distribution Electricity network companies own and operate the wires and other assets that distribute electricity **[IF DOMESTIC SAY “to your home” IF BUSINESS SAY “to your business”; LEAVE BLANK IF SAMPLE IS BLANK]**. They have responsibility for dealing with power cuts, connecting the supply of electricity to your property (although not for the meter) and for other related aspects such as flickering lights and trimming trees that are growing near electricity wires. This survey is **not** about your energy supplier, that is, it is not about the company that you pay your energy bills to.

Section 1 – Background

RQ2. Let me begin by confirming that any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society. This call will be recorded for training and monitoring purposes.

“ROUTE AS FOLLOWS”: When your contact took place, did you speak to a telephone advisor at all?

1. Yes
2. No, other (eg telephone message, text message, website, social media message or email).

ROUTE AS FOLLOWS:

- **IF RQ1 = 1 GO TO SECTION 2**
- **IF RQ1 = 2 AND Q2 = 1 GO TO SECTION 3**
- **IF RQ1 = 2 AND Q2 = 2 GO TO SECTION 4**
- **IF RQ1 = 3 AND SAMPLE CONTACT CODE = CONNECTIONS QUOTATIONS GO TO SECTION 5**
- **IF RQ1 = 4 AND SAMPLE CONTACT CODE = CONNECTIONS COMPLETED GO TO SECTION 6**
- **IF RQ1 = 5 GO TO SECTION 7**

1001

The questionnaire will take about 5 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

Q.1 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied please can you tell me how satisfied you were with the advance notice you received about the planned power cut?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.2 Do you feel that you were you given sufficient notice?

1. yes 2. no 3. no advance notice given

[IF Q2 = 3 GO TO Q7, ELSE ASK]

Q.3 How many days' notice were you given?

.....

Q.4 Using the same scale as before, ie a scale of 1 to 10, where 1 is equal to very dissatisfied and 10 is equal to very satisfied, how satisfied were you with the accuracy of the start and finish times that you were given for the shutdown?

Very dissatisfied								Very satisfied		DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.5 And how satisfied were you with the information provided on the reason for the shutdown?

Very dissatisfied								Very satisfied		DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.6 Do you feel that you were given sufficient information on the reason for the shutdown?

1. yes 2. no 3. no information given

Q.7 Overall, taking into account all the aspects we have just discussed, how satisfied were you with your network company's handling of this planned power cut?

Very dissatisfied									Very satisfied		DK/NA
1	2	3	4	5	6	7	8	9	10		

```
[ASK IF Q1 = 6 TO 10 AND Q4 = 6 TO 10 AND Q5 = 6 TO 10 AND IF Q7 <5, ELSE  
GO TO Q9]
```



Q.8 You have given scores of between 6 & 10 for all previous questions, but an overall satisfaction score of less than 5. Could you please explain why your rating for overall satisfaction is lower than for all other aspects that you have rated?

.....

Q.9 And thinking about all aspects of the service provided by your network company's on this occasion, what could they have done better?

.....

GO TO SECTION 8

Section 3 – Unplanned Power Cuts – Calls Answered by Agent/Calls from an Agent

The questionnaire will take about 5 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

[ASK Q10 IF INBOUND CALL, GO DIRECT TO Q11 IF OUTBOUND/ PROACTIVE CALL]

Q.10 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; please can you tell me how satisfied you were with how easy it was to contact your network company?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.11 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; can you please tell me how satisfied you were with the politeness of the member of staff who handled the call?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.12 How satisfied were you with the usefulness of the information that you were given at the time of the call?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.13 How satisfied were you with the communication provided during the course of the power cut?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.14 Did you have any contact with the staff that were sent out to deal with the power cut?

1. yes 2. no

[ASK IF Q14 = YES, ELSE GO TO Q16]

Q.15 How satisfied were you with the politeness of the site staff?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.16 Taking all of the above into consideration, overall how satisfied were you with the service provided by your network company during this power cut?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		



[ASK IF Q10 = 6 TO 10, AND Q11 = 6 TO 10, AND Q12 = 6 TO 10, AND Q13 = 6 TO 10, AND IF Q15 = 6 TO 10, AND Q16 <5, ELSE GO TO Q18]

Q.17 You have given scores of between 6 & 10 for all previous questions, but an overall satisfaction score of less than 5. Could you please explain why your rating for overall satisfaction is lower than for all other aspects that you have rated?

.....

Q.18 Again, taking all aspects of the service provided by your network company on this occasion into consideration, what could they have done better?

.....

GO TO SECTION 8

Section 4 – Unplanned Power Cuts – Contact answered by a Message/Message Received from network company (includes IVR, text message, email, website, social media, push notification etc)

The questionnaire will take about 5 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

[IF THE CONTACT DATA STATES THAT THE CONTACT WAS INBOUND (IE THE CUSTOMER CONTACTED THE DNO) ASK Q19. IF NOT GO TO Q21]

Q.19 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; please can you tell me how satisfied you were with how easy it was to contact your network company?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

[IF INBOUND CONTACT WAS MADE ONLINE (WEBSITE OR SOCIAL MEDIA), ASK Q20. IF NOT GO TO Q21]

Q.20 Using the same scale as previously – ie where 1 is equal to very dissatisfied and 10 is equal to very satisfied – can you please tell me how satisfied you were with the online service?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.21 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; can you please tell me how satisfied you were with the usefulness of the information provided within the message, or messages from your network company?

[INTERVIEWER: IF THE RESPONDENT SAYS THEY CONTACTED THEM MORE THAN ONCE, OR WERE CONTACTED MORE THAN ONCE, ASK THEM TO PROVIDE THEIR SATISFACTION WITH THE FIRST MESSAGE THAT THEY RECEIVED.]

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.22 How satisfied were you with the accuracy of the information that was provided in the message(s) from your network company? [INTERVIEWER: IF THE RESPONDENT SAYS THEY CONTACTED THEM MORE THAN ONCE, OR WERE CONTACTED MORE THAN ONCE, ASK THEM TO PROVIDE THEIR SATISFACTION WITH THE FIRST MESSAGE THAT THEY RECEIVED.]

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Section 5 – Connections Quotations

The questionnaire will take about 5 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

Q.29 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; can you please tell me how satisfied you were with how easy it was to make initial contact with your network company to get a quotation?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.30 And using the same scale as before – ie where 1 is equal to very dissatisfied and 10 is to equal to very satisfied – how satisfied were you with the time it took to receive your quotation?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.31 How satisfied were you that they had understood your requirements?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.32 How satisfied were you with how clearly the connections process was explained?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.33 And how satisfied were you with how clearly they explained the likely charge within the quotation?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.34 How satisfied were you with the communication and information provided by your network company during the quotation process?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.35 Taking all of the above into consideration, and taking only the quotation into consideration, not any work you may subsequently have had done, overall how satisfied were you with the service provided by your network company?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	



[ASK IF Q29 = 6 TO 10, AND Q30 = 6 TO 10, AND Q31 = 6 TO 10, AND Q32 = 6 TO 10, AND Q33 = 6 TO 10, AND Q34 = 6 TO 10, AND Q35 <5, ELSE GO TO Q37]

Q.36 You have given scores of between 6 & 10 for all previous questions, but an overall satisfaction score of less than 5. Could you please explain why your rating for overall satisfaction is lower than for all other aspects that you have rated?

.....

Q.37 Again, taking all aspects of the service provided by your network company on this occasion into consideration, what could they have done better?

.....

GO TO SECTION 8

Section 6 – Connections Completed

The questionnaire will take about 5 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

Q.38 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; can you please tell me how satisfied you were with the promptness with which they contacted you regarding dates for the work to be done?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.39 And using the same scale of 1 to 10, where 1 is equal to very dissatisfied and 10 is equal to very satisfied, can you please tell me how satisfied you were with the arrangements that were made with you before the work started on site?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.40 How satisfied were you with the overall professionalism of the workforce?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.41 And how satisfied were you with the time in which the work was completed?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.42 Were the dates that you were given met?

1. yes 2. no

Q.43 Taking all of the above into consideration, overall how satisfied were you with the service provided by your network company?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

[ASK IF Q38 = 6 TO 10, AND Q39 = 6 TO 10, AND Q40 = 6 TO 10, AND Q41 = 6 TO 10 AND Q43 <5 ELSE GO TO Q45]

Q.44 You have given scores of between 6 & 10 for all previous questions, but an overall satisfaction score of less than 5. Could you please explain why your rating for overall satisfaction is lower than for all other aspects that you have rated?

.....

Q.45 Again, taking all aspects of the service provided by your network company on this occasion into consideration, what could they have done better?



.....

GO TO SECTION 8

Section 7 – General Enquiries

The questionnaire will take about 5 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

Q.46 Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied; can you please tell me how satisfied you were with how easy it was to contact your network company about your enquiry by telephone or their internet service or website?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		

Q.47 What was your enquiry about? [DO NOT READ OUT; RECORD AS APPROPRIATE]

- tree trimming trees close to overhead power lines
- reinstatement enquiry
- shrouding request to cover overhead power lines so you could safely do work on your property
- general maintenance /substation maintenance (eg weeding, cleaning, graffiti etc)
- cablesafe & proximity enquiries
- diversions (moving an existing power line or substation)
- Electric and Magnetic Fields (EMF) information request
- feasibility studies
- electrical safety isolations
- electrical capacity enquiry
- meter box door repair
- physical disconnections (disconnecting a premises from the power network)
- plant enquiry (such as a cable plan request/map)
- site visit request (not connections)
- small and multiple SSEG (small scale embedded generation) work (non-quotable) for existing connections (eg installation of solar panels etc.)
- street lighting enquiry
- voltage complaint/flickering lights
- wayleave enquiries
- other **SPECIFY**

[IF THE CONTACT DATA STATES THAT THE CONTACT WAS VIA TELEPHONE, ASK Q48. IF NOT, GO TO Q49]

Q.48 Using the same scale as previously – ie where 1 is equal to very dissatisfied and 10 is equal to very satisfied – can you please tell me how satisfied you were with the politeness of the member of staff who handled your call?

Very dissatisfied										Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10		



[IF THE CONTACT DATA STATES THAT THE CONTACT WAS AN INTERNET SERVICE OR WEBSITE, ASK Q49. IF NOT, GO TO Q50]

Q.49 Using the same scale as previously – ie where 1 is equal to very dissatisfied and 10 is equal to very satisfied – can you please tell me how satisfied you were with the online service?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.50 How satisfied were you with the response to your requirements?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

Q.51 Taking all of the above into consideration, overall how satisfied were you with the service provided by your network company?

Very dissatisfied									Very satisfied	DK/NA
1	2	3	4	5	6	7	8	9	10	

[ASK IF Q46 = 6 TO 10, AND IF Q48 = 6 TO 10, AND IF Q49 = 6 TO 10, AND Q50 = 6 TO 10, AND IF Q51 <5 ELSE GO TO Q53]

Q.52 You have given scores of between 6 & 10 for all previous questions, but an overall satisfaction score of less than 5. Could you please explain why your rating for overall satisfaction is lower than for all other aspects that you have rated?

.....

Q.53 Again, taking all aspects of the service provided by your network company on this occasion into consideration, what could they have done better?

.....

GO TO SECTION 8

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Thank you for your help in this research

Please rest assured that the answers that you give will not be attributed to you personally, but will be presented in grouped form only for analysis purposes, unless you give your express permission for us to attribute your responses to you. The information that you have provided will be shared by your network company with Ofgem (the energy industry regulator) only, but no other third party, and – together with your name and address – will remain entirely confidential.

If, however, you would be happy to have your comments attributed to you and passed on to your network company for their attention, they would welcome the opportunity to be able to trace your responses to your specific contact, enquiry or service experience.

S8A: Would you be happy to have your responses attributed to you and to have your contact details passed on to your network company?

1. yes 2. no

S8B: Would you be happy for your network company to get in touch with you to follow up on any issues you have raised?

1. yes 2. no

S8B2: And would you be happy to be contacted again in the future to be invited to take part in other research?

1. yes 2. no

S8C: Finally, please can I take a note of your name and where we can contact you for quality control purposes?

Respondent name:
Telephone: home: work:

Thank you