



Utility Customer Service Management Ltd.

Submission to Ofgem
March 2019

Electricity Time to Connect Incentive Targets consultation
for regulatory Years 2019/20, 2020/21, 2021/22 and
2022/23.

UCSM Ltd acts as a Utilities consultancy spanning all utilities predominantly across the south of England and targeted towards small to medium sizes Customers hence, over 85% of our works is in the area of domestic supplies.

We are not a third-party intermediary but do interreact on behalf of our Customers with suppliers and it is based upon this background, this submission is made.

1. Do you agree with the methodology we propose to use to set the new targets?

No.

Each DNO appears to measure this in different ways and whilst we suspect there is no clear intent to mislead nevertheless, it throws into dispute the value of the measure across DNO's.

An accurate measure would be meeting a Customers reasonable expectation i.e. time between when service requested and completed.

We have in the past had DNO's quote "Ofgem rules" for behaving in a certain way which is not in the best interests of Customers.

In short, the way this measure is interpreted appears to be inconsistent which in turns prevents Customers from understanding and as such, reduces their confidence.

2. Do you agree that it is beneficial to maintain a good range between the minimum and maximum reward scores to ensure the incentive is effective?

Yes – subject to the measurement being meaningful and consistent.

3. Do you agree with our minded-to position in setting these targets?

No because of the points made in 1 above.