



Utility Customer Service Management Ltd.

Submission to Ofgem
October 2019

Open Letter Consultation on approach to setting the next electricity distribution price control (RIIO-ED2)

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.

Submission by UCSM Ltd:

Out of the seventeen thousand words contained within the full report we note that “Customer service” is mentioned just five times.

The UK Customer satisfaction Index produced by the Institute of Customer Services appears to support our own thoughts that not only has Customer service standards reduced in the last year, utilities, as a sector, remain very close to the bottom of all sectors.

It is for this very simple reason that our only submission in relation to this consultation is the Customer service should enjoy a far higher focus than it currently does.