

RIIO-ED1 regulatory instructions and guidance: Annex H – Customer Service

Guidance

Reference: [V65.0](#)

Publication date: Original Publication
18 June 2015
Revised publication
18 April 2019

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Overview:

RIIO-ED1 is the price control for electricity distribution network operators (DNOs) from 1 April 2015 to 31 March 2023.

This document is part of the regulatory instructions and guidance (RIGs) for RIIO-ED1.

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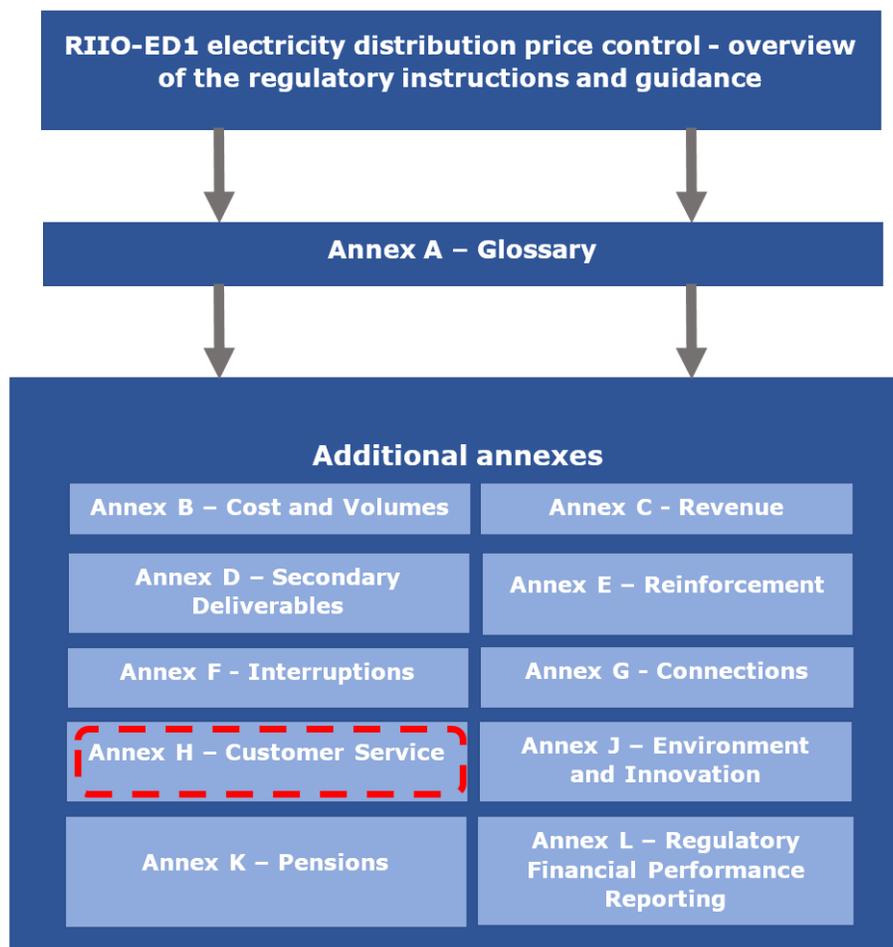
1. Introduction

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 electricity distribution network operators (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. It provides 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 the 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
- Annex A – Glossary for the regulatory instructions and guidance
- the associated Microsoft® Excel 2010 reporting pack named “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. This will 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 the changes log and revenue link table

1.5. The Customer Service Reporting Pack contains a:

- Changes Log
- Revenue Reporting Pack Link Table.

1.6. The Changes Log must be used by the DNOs to record any amendments (formulae or presentation) that are made to the reporting pack, including the date those changes were made. Ofgem will also record any changes made to the reporting pack in this worksheet.

1.7. The Revenue Reporting Pack Link Table 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 completing 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 service incentive. The information is also used in the calculation of allowed distribution network revenue. Ofgem 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. Ofgem requires DNOs to record and report Complaints which:

- relate to the regulated products and services of the DNO
- 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 Ofgem have extended the coverage to include other types of consumers, such as large business consumers.

2.6. Ofgem requires DNOs to report information on the number of Complaints according to the following categories:

- The number of Complaints concerning connection quotations or pre-quotations 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).

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

Repeat complaints

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

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 repaired, or replaced, piece of equipment that is faulty.

2.18. The following **must 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. If this complaint is then resolved on Day 60, then the date on which the Complaint is recorded as being resolved would be Day 25.

Deadlock Letters

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

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

2.21. 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.

2.22. 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

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

2.24. 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.
- d) Taking into account points (a) to (c) the day of receipt of the complaint should be counted as day Zero.

3. Instructions for the customer satisfaction survey worksheet

Introduction

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

3.2. 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 such surveys are to be conducted
- procedures to mitigate the risk of bias
- 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

3.3. DNOs are required to appoint an independent third party, such as a market research company, to undertake the electricity distribution customer satisfaction survey on their behalf. The same independent third party must be appointed by all DNOs.

3.4. The independent third party must use the questionnaire in Appendix 1 of this document. Any proposed changes to the questionnaire in Appendix 1 used by the independent third party (including adding additional questions after the questions set out 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.

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

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

Procedures to mitigate the risk of bias

3.7. The DNO must maintain systems, processes and procedures as are reasonably necessary to mitigate the risk of bias in the results of the Customer Satisfaction

Survey. These systems, processes and procedures must include, but not be limited to, systems, processes and procedures that meet the requirements specified below:

- The DNO must not gather or process customer data specified in paragraph 3.12 in a manner that could reasonably be expected to bias the results of the customer satisfaction survey.
- If a DNO wishes to contact customers to confirm whether or not they would like to participate in the Customer Satisfaction Survey, the DNO must attempt to contact the entirety of the Customer Satisfaction Survey population for the relevant service type in that respect prior to providing the required data to the independent third party. DNOs must not use such contacts selectively for certain service types (but not others) in a way that the DNO could reasonably judge might affect the results of the Customer Satisfaction Survey.
- The DNO must take reasonable steps to ensure it does not use unpublished telephone numbers or other contact channels in such a way that would result in customers not being included in the customer satisfaction survey population.
- The DNO (and the independent third party) must not use any financial or non-financial incentives to encourage customers to take part in the customer satisfaction survey.

Customer satisfaction survey population

3.8. Subject to 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.**

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 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 have spoken to a call operator or an agent.</p> <p>Outbound</p>

	<p>Within this category DNOs should also include all customers where the DNO or its agent has proactively contacted the customer during the power cut to inform them about an unplanned interruption and the customer has spoken to a call operator or an agent where no previous contact has been had with the customer in relation to that incident. Providing the DNO has the contact details and a one to one interaction has taken place with that customer.</p>
<p>Interruption-unplanned message</p>	<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 during the power cut to inform them about an unplanned interruption where no previous contact has been had with the customer in relation to that incident. Providing the DNO has the contact details and a one to one interaction has taken place with that customer.</p>
<p>Connections-quotation</p>	<p>Only customers who have received an alteration/connection quotation (including generation connections), who fall within the ambit of the quotation accuracy scheme and fall into the following categories:</p> <ul style="list-style-type: none"> • ECGS2A – Single LV Service Demand Quotation including service alterations • ECGS2B – Small Project Demand Quotation
<p>Connections-complete</p>	<p>Only customers who fall within the quotation accuracy scheme where all the work conducted by the DNO and its</p>

	<p>agents (rather than just the electrical work) associated with the new connection/alteration has been completed and the customer falls into the following category.</p> <p>ECGS6A – Complete works for a single LV service demand or a small project demand connection including service alterations.</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>

3.9. DNOs may exclude contacts from the customer satisfaction survey where the call was:

- from a person who did not intend to call the DNO or its agents
- energy supply-related
- from a withheld number
- from the police, ambulance service or fire brigade
- from a person performing their role as a meter operator
- from Citizens Advice, where Citizens Advice was acting as an intermediary on behalf of another person
- from the ombudsman, where the ombudsman was acting as an intermediary or on behalf of another person
- related to:
 - the theft of electricity, or
 - tampering with distribution assets or electricity meters
- related to any records where providing the customer details would be in breach of data protection law or section 105 of the Utilities Act 2000
- from another DNO (or IDNO), except where that call to connect a customer who had called had been routed to the incorrect DNO or IDNO
- customers who have stated that they do not want to participate in any form of market research.

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

Data administration

3.11. For inclusion in the Customer Satisfaction Survey:

- the contact details must be those of a customer; and
- the service provided to the customer by the DNO must be in respect of the relevant Distribution System

3.12. There is no requirement that the customer be acting in their capacity as a customer in relation to a particular supply of electricity. This means that any customer that required the DNO to provide any service in respect of any part of the relevant Distribution System is eligible for inclusion in the survey. 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/quotation/service completion
- a contact telephone number (where known)
- any additional telephone numbers (where known)
- the customer's name (where known).

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

3.14. 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.

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

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

3.17. The independent third party must undertake its interviews within ten working 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 remove those customers that have previously been surveyed as part of the customer satisfaction survey within the following timescales:

- For "Interruption – planned", "Interruption – unplanned agent", "Interruption – unplanned message" and "General Enquiries" - 6 months.
- For "Connections Quotation" and "Connections Complete" – 3 months.

3.20. In instances where the same customer appears in more than one service type in any given week, the independent third party should de-dupe the data and leave the customer in the service category with the smallest number of records. Except:

- If the customer appears in both the “Interruption – unplanned agent” and “Interruption – unplanned message” categories, then customer should be removed from the “Interruption – unplanned message” category and remain in the “Interruption – unplanned agent” category.
- If the customer appears in both the “outbound” and “inbound” categories of “Interruption – unplanned agent” or “Interruption – unplanned message”, the customer should remain in the category of whichever was the initial contact. If the independent third party does not know whether the “outbound” or “inbound” contact was made first, then they should leave the customer in the category with the smallest number of records.

3.21. The independent third party should then select the customers to interview at random. The independent third party should then target completing enough interviews to deliver a statistically robust sample of responses. Table 3.2 outlines the target error rate for the independent third party for each service type for each DNO. The independent third party should target an error rating as close to this as possible.

Table 3.2 – The target error rate for each DNO

Service type	Target error rate (annually)
Interruption – planned	3%
Interruption – unplanned agent	3%
Interruption – unplanned message	3%
Connection Quotation	3%
Connection Complete	3%
General Enquiries	3%

3.22. 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.

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

Calculating the results of the survey

3.24. 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.

3.25. 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, Ofgem considers that this question best captures customers' overall experience. Table 3.3 outlines which question in our questionnaire survey this relates to.

3.26. The annual scores will be based on the annual average customer satisfaction. The denominator should be the number of people who actually gave a score for the "killer" question (as shown in Table 3.3).

3.27. For the purposes of calculating the results, all completed surveys must be included in the sample. If a respondent terminates the interview before completing the survey, the interview will be kept in the sample if the respondent has terminated after they answered the "killer" question. If a respondent terminates the interview before the "killer" question has been answered, the interview will not be kept in the sample.

Table 3.3 –The "killer" questions in each category used to derive survey scores

Survey Category	Question used to derive survey score
Interruptions – planned	Q7
Interruptions – unplanned agent	Q17
Interruptions – unplanned message	Q27
Connection - quotation	Q36
Connection - complete	Q44
General Enquiries	Q52

3.28. For the purposes of reporting:

- to calculate the interruptions score, all of the data for the "Interruptions – planned", "Interruptions - unplanned agent" and "Interruptions - unplanned message" is put in one pot and a mean score calculated
- to calculate the connections score, all of the data for "Connections – quotations" and "Connections – complete" is put in one pot and a mean score calculated
- to calculate the general enquiries score all data for "General Enquiries" is put in a pot and a mean score calculated.

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. Ofgem will use this information as part of the broad measure of customer service 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. The Single Emergency Number (SEN) provides a routing only service for calls to DNOs. The SEN has no queue and therefore the key measures as set out in Table 4.1 are not affected in this respect.

4.5. The SEN's impacts on call reporting are as follows:

- **Unallocated calls** – this is where the SEN is unable to correctly ascertain which DNO the call should be routed to. In this case calls will be assigned to a DNO on a cyclic basis. The receiving DNO transfers the call to the correct DNO, both DNOs should report the call under the key measures.
- **Incorrect call assignment** – if the SEN assigns a call to an incorrect DNO and the receiving DNO transfers the call to the correct DNO, both DNOs should report the call under the key measures. This also applies to calls received directly from the customer to the wrong DNO.
- **Default routing (individual DNO failure)** – where there has been a failure of an individual DNO's system which has meant that the SEN has not been able to assign/transfer calls to a DNO then the SEN will play a prompt to customers providing the DNO's telephone number.

4.6. **SEN system failure** – this would result in routing of last resort which involves calls being assigned to a DNO on a cyclic basis. In such circumstances DNOs would declare to Ofgem an exceptional event for the duration of the incident. Each DNO would then be required to submit an exceptional event claim detailing the

impact and call data that will be excluded from the regulatory reporting. Start and end times of the event would be common across DNOs.

4.7. DNO’s are required to report performance on telephone response across a number of 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’ control b) Total calls terminated by the DNO during the IVR/group announcement c) Total calls not allowed into the queue or flushed from the queue d) Total calls abandoned by the customer in the queue e) Total calls abandoned by the DNO where a customer opted to be called back and the time to make that call back was greater than 60 minutes.
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).
- KM 3 - 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.

- **KM 4 - 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 the alternative 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. For example, if there is a fault on the public network that is outside of the DNO's control.

4.8. 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

Introduction

[IF NAME ON DATABASE] Hello can I speak to [Customer Name] please?
[IF NAME NOT ON DATABASE] Hello can I speak to the person in your household who dealt with [INSERT COMPANY NAME] recently in regards to a power cut/new connection/general electricity enquiry?

My name is...and I am calling from [INSERT SURVEY COMPANY NAME] on behalf of [INSERT COMPANY NAME], your electricity network operator.

I understand that you recently had contact with or from [INSERT COMPANY NAME], in relation to...

...[IF SAMPLE = "INTERRUPTION - PLANNED"] notification of a planned power cut

...[IF SAMPLE = "INTERRUPTION - UNPLANNED AGENT" OR "INTERRUPTION - UNPLANNED MESSAGE"] a power cut

...[IF SAMPLE = "CONNECTIONS QUOTATION"] a quotation for a new electricity connection

...[IF SAMPLE = "CONNECTIONS COMPLETE"] new electricity connection work

...[IF SAMPLE = "GENERAL ENQUIRIES"] an enquiry [IF ENQUIRY TYPE IS LISTED IN DATABASE SAY] "in regards to [INSERT ENQUIRY TYPE]. [PROMPT IF NEEDED "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"]

Is that correct?

Would you be able to spare a few minutes to briefly answer a few questions about your experiences of contact and service from [INSERT COMPANY NAME]?

Thank you. This study is very important, as the results will be used to ensure that [INSERT COMPANY NAME] provides its customers with a high standard of service.

Please note, this call is being recorded for quality, training and research purposes and will be conducted in line with Market Research Society guidelines.

Just so you're aware [INSERT COMPANY NAME] own and operate the wires and other assets that distribute electricity to your home/business. They have responsibility for dealing with power cuts, connecting the supply of electricity to your property and for other related aspects such as flickering lights and trimming trees that are growing near electricity cables. They are not the company you pay your bill to, that is your electricity supplier.

Section 1 – Background

“ROUTE AS FOLLOWS” (RQ1): 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 SAMPLE = “INTERRUPTION - PLANNED” GO TO SECTION 2**
- **IF SAMPLE = “INTERRUPTION - UNPLANNED AGENT” OR “INTERRUPTION - UNPLANNED MESSAGE” AND RQ1 = 1 GO TO SECTION 3**
- **IF SAMPLE = “INTERRUPTION - UNPLANNED AGENT” OR “INTERRUPTION - UNPLANNED MESSAGE” AND RQ1 = 2 GO TO SECTION 4**
- **IF SAMPLE = “CONNECTIONS QUOTATION” GO TO SECTION 5**
- **IF SAMPLE = “CONNECTIONS COMPLETE” GO TO SECTION 6**
- **IF SAMPLE = “GENERAL ENQUIRIES” GO TO SECTION 7**

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

[ASK IF Q1 = 1 TO 5 AND Q4 = 1 TO 5 AND Q5 = 1 TO 5 AND IF Q7 = 6 TO 10, ELSE GO TO Q9]

Q.8 It is interesting that you have given a score of between ["6 and 10" OR "1 and 5"] for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was? [THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

.....

Q.9 And thinking about all aspects of the service provided by [INSERT COMPANY NAME]'s on this occasion, what could they have done better?

.....

GO TO SECTION 8

Q.16 How satisfied were you with the politeness of the site staff dealing with the power cut?

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

Q.17 Overall, taking all aspects into account, how satisfied were you with the service provided by [INSERT COMPANY NAME] 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 Q14 = 6 TO 10, AND IF Q16 = 6 TO 10, AND Q17 <5, ELSE GO TO Q19]

[ASK IF Q10 = 1 TO 5, AND Q11 = 1 TO 5, AND Q12 = 1 TO 5, AND Q13 = 1 TO 5, AND IF Q14 = 1 TO 5, AND IF Q16 = 1 TO 5, AND Q17 = 6 TO 10, ELSE GO TO Q19]

Q.18 It is interesting that you have given a score of between ["6 and 10" OR "1 and 5"]for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was?[THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

.....

Q.19 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] 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 Q20. IF NOT GO TO Q22]

Q.20 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 [INSERT COMPANY NAME]?

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 Q21. IF NOT GO TO Q22]

Q.21 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.22 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 [INSERT COMPANY NAME]? [INTERVIEWER: IF THE RESPONDENT SAYS THEY CONTACTED THEM MORE THAN ONCE, OR WERE CONTACTED MORE THAN ONCE, ASK THEM TO PROVIDE THEIR OVERALL SATISFACTION WITH ALL THE MESSAGES RECEIVED.]

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

Q.23 How satisfied were you with the accuracy of the information that was provided in the message(s) from [INSERT COMPANY NAME]? [INTERVIEWER: IF THE RESPONDENT SAYS THEY CONTACTED THEM MORE THAN ONCE, OR WERE CONTACTED MORE THAN ONCE, ASK THEM TO PROVIDE THEIR OVERALL SATISFACTION WITH ALL THE MESSAGES RECEIVED.]

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

Q.24 How satisfied were you with the communication provided during the course of the power cut?

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

Q.25 Did you have any contact with the staff that were sent out to deal with the power cut?

1. yes 2. no

[ASK IF Q25 = YES, ELSE GO TO Q27]

Q.26 How satisfied were you with the politeness of the site staff?

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

Q.27 Overall, taking all aspects into account, how satisfied were you with the service provided by [INSERT COMPANY NAME] during this power cut?

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

[ASK IF, (IF ASKED) Q20 = 6 TO 10, AND (IF ASKED) Q21 = 6 TO 10, AND Q22 = 6 TO 10, AND Q23 = 6 TO 10, AND Q24 = 6 TO 10, AND (IF ASKED) Q26 = 6 TO 10 AND Q27 = <5, ELSE GO TO Q29]

[ASK IF, (IF ASKED) Q20 = 1 TO 5, AND (IF ASKED) Q21 = 1 TO 5, AND Q22 = 1 TO 5, AND Q23 = 1 TO 5, AND Q24 = 1 TO 5, AND (IF ASKED) Q26 = 1 TO 5 AND Q27 = 6 TO 10, ELSE GO TO Q29]

Q.28 It is interesting that you have given a score of between [“6 and 10” OR “1 and 5”] for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was?[THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

.....

Q.29 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] on this occasion into consideration, what could they have done better?



GO TO SECTION 8

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.30 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 [INSERT COMPANY NAME] to get a quotation?

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

Q.31 And using the same scale as before – ie where 1 is equal to very dissatisfied and 10 is 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.32 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.33 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.34 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.35 How satisfied were you with the communication and information provided by [INSERT COMPANY NAME] during the quotation process?

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

Q.36 Overall, thinking about the quotation and not any work that you may have subsequently had done, how satisfied were you with the service provided by [INSERT COMPANY NAME]?

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

[ASK IF 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 = 6 TO 10, AND Q36 <5, ELSE GO TO Q38]

[ASK IF Q30 = 1 TO 5, AND Q31 = 1 TO 5, AND Q32 = 1 TO 5, AND Q33 = 1 TO 5, AND Q34 = 1 TO 5, AND Q35 = 1 TO 5, AND Q36 = 6 TO 10, ELSE GO TO Q38]

Q.37 It is interesting that you have given a score of between ["6 and 10" OR "1 and 5"] for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was?[THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

.....

Q.38 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] on this occasion into consideration, what could they have done better?

.....

GO TO SECTION 8

Q.45 It is interesting that you have given a score of between ["6 and 10" OR "1 and 5"] for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was?[THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

.....

Q.46 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] 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.47 What was your enquiry about? [DO NOT READ OUT; RECORD AS APPROPRIATE]

- 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
- the need for [NAME OF COMPANY] to obtain permission to access to your property or land to get to their electrical cables other equipment on their network (wayleave enquiry)
- other **SPECIFY**

Q.48 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 [INSERT COMPANY NAME] about your enquiry?

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 VIA TELEPHONE, 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 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 Q50. IF NOT, GO TO Q51]

Q.50 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.51 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.52 Overall, taking all aspects into account, how satisfied were you with the service provided by [INSERT COMPANY NAME]?

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

[ASK IF Q48 = 6 TO 10, AND IF Q49 = 6 TO 10, AND IF Q50 = 6 TO 10, AND Q51 = 6 TO 10, AND IF Q52 <5 ELSE GO TO Q54]

[ASK IF Q47 = 1 TO 5, AND IF Q49 = 1 TO 5, AND IF Q50 = 1 TO 5, AND Q51 = 1 TO 5, AND IF Q52 = 6 TO 10, ELSE GO TO Q54]

Q.53 It is interesting that you have given a score of between 6 and 10 for all previous questions, then an overall satisfaction score of ["6 and 10" OR "1 and 5"] can you explain why this was?[THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

.....

Q.54 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] on this occasion into consideration, what could they have done better?

.....

GO TO SECTION 8

Section 8 – Thank & Close

Thank you for your answers. The information that you have provided will be shared with [INSERT COMPANY NAME] and with Ofgem (the energy industry regulator) only.

The answers you give will not be attributed to you personally unless you give us permission to do so. If you do not give us permission they will be presented in grouped form only for analysis purposes.

S8A: On that basis, would you be happy to have your name attached to your responses and to have your contact details passed on to [INSERT COMPANY NAME]? [IF RESPONDENT ASKS WHY: This allows [INSERT COMPANY NAME] to trace your responses back to your specific service experience]

S8B [ONLY IF S8A=YES] Would you be happy for [INSERT COMPANY NAME] to get in touch with you to follow up on any comments you have made?

S8B2 And would you be happy to be contacted again in the future to be invited to take part in other research for [INSERT COMPANY NAME]?

Thank you for your help in this research