

## RIIO-ED2 Customer Service, Vulnerability and Connections (CSV) Working Group – Session 5

From: Ofgem

Date: 19 March 2020  
Time: 10:00- 12:00

Location: Conference Call

### 1. Present

Ofgem  
UK Power Networks (UKPN)  
Western Power Distribution (WPD)  
Northern Powergrid (NPG)  
Scottish Power Energy Networks (SPEN)  
Electricity North West (ENWL)  
Scottish and Southern Energy Networks (SSEN)  
National Energy Action (NEA)  
Utility Customer Service Management Limited (UCSM Ltd)  
Agility Eco  
Sustainability First  
Citizens Advice  
Robyn Hood Energy

### 2. Introduction and Update on Vulnerability Actions

- 2.1. Maxine Frerk (representing Sustainability First, also SGN CEG chair) provided the group with an update on a meeting of the GDNs and DNOs to discuss how to align SROI methodologies and some of the key observations. Some key points were that agreeing values for use within the methodology are going to be difficult therefore beginning with a small set of common values is the most feasible approach; the companies need to be transparent about the approach and triangulate where possible and consistent language must be used.
- 2.2. SPEN provided an update on work done by Sia Partners, for SPEN and WPD, outlining a possible approach for developing a common methodology. SPEN wanted to understand the appetite from Ofgem, and the wider group, on this approach, and whether this should be just DNOs or if it should be with GDNs.
- 2.3. The group considered it best for DNOs to progress this on their own to enable the methodology to be progressed at speed in order to feed into business plan submissions, but that GDNs and TOs should be kept in the loop to ensure that learnings are shared. All DNOs were happy with this approach, however would like to consider it within individual companies. SPEN agreed to provide the timeline of the work after the

meeting for DNOs to consider and will then set up a group of relevant DNO reps to consider this. It was agreed Ofgem should be kept in the loop, but did not need to attend this group.

- 2.4. ENWL set out thinking on how SROI could be used for assessing business plans and for example setting a use-it-or-lose-it allowance and as a within-period incentive. The group considered this to be an option with potential but due to time constraints were asked to reflect on the pros and cons of this options and to feed this back to Ofgem and ENWL, who will consider feedback when developing further.
- 2.5. Ofgem provided a brief update on a strawman assessment criteria for assessing potential options for the vulnerability package in ED2. Due to time constraints, Ofgem proposed to share the assessment criteria with the group alongside the minutes and for the group to provide feedback via email.

### 3. Update on Customer Service actions

- 3.1. ENWL provided an update on the progress being made on customer segmentation work. UKPN and ENWL will continue to drive this forward with input from other DNOs ahead of the 9th April session.
- 3.2. SSEN provided an update on customer service actions. Due to the volume of material and the time left during the call, the group decided that SSE should run through the proposals for a balanced scorecard method and the complaints metric and allow the group time for clarifications. The group would then have time to reflect on the items before having a further discussion on them. SSE will arrange a call with the DNOs to discuss the complaints metric proposal and other options considered ahead of the whole group discussion on the item.
- 3.3. The vulnerability items [update on Touchpoints work and strawman for the social CMZ] were not covered due to time constraints and will be picked up again at a future session. In the meantime, the group should feedback any views to SSE and Ofgem.

### 4. Next Steps

- 4.1. Ofgem to circulate the material for feedback and clarify when the group will return to the complaints metric proposals for discussion.

Action	Allocated to	Due date
Customer Service – SSE to arrange call with DNOs to discuss the complaints metric proposal and other options considered ahead of the 9 <sup>th</sup> April WG	SSE	Before 9 <sup>th</sup> April

Action	Allocated to	Due date
Group to reflect on SSE material ahead of further discussion of balanced scorecard and complaints metric proposals at 9 <sup>th</sup> April WG	All	9 <sup>th</sup> April
Group to feedback views on strawman assessment criteria	All	By 9 <sup>th</sup> April
Group to feedback to Ofgem and ENWL on pros and cons of using SROI as a means for setting a use-it-or-lose-it allowance and/or as a within-period incentive.  Ofgem and ENWL to reflect on feedback and consider need for further discussion on this in future session.	All	Group to provide feedback by 30 <sup>th</sup> March  Ofgem and ENWL to determine if additional agenda item needed for this by Thursday 2 <sup>nd</sup> April
SROI methodology – SPEN to coordinate a group of DNO reps to consider the commencement of the work according to Sia's costings and timelines. SPEN to circulate these costings and timings.	SPEN	Update to be provided by 30 <sup>th</sup> April on the status of the work