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| **WWU Final Determination** | | |
| **FDQ Query** | | |
| **Reference number** | WWU\_FDQ\_09 | |
| **Document Name** | GD Sector FD | |
| **Topic/Activity:** | Customer satisfaction | |
| **Question:** | We have two queries on the table at the top of Page 23 relating to the Customer satisfaction survey     1. Will GDNs get a reward based upon the actual score down to the 0.01 increment or only on each 0.1 increment. For the emergency survey there would be 22 increments if 0.01 but only three if 0.1 2. The value of each 0.1 increment are not correct. We believe that Ofgem have take each survey to be worth 0.5% of base revenue whereas they all have equal weighting and are worth 0.5/3 = 0.16666% | |
| **Confidential** | No | |
| **FDQ raised by** | Nigel Winnan, WWU | |
| **Date Sent** | 29/12/2020 | |
| **Ofgem Response** | Thank you for raising this error. The figures will be readjusted to account for each survey being worth 0.16666667%. This will mean each 0.1 performance deviation from the deadband is worth ±0.41%, ±0.26% and ± 0.09% of Base Revenue on connections, planned and unplanned work surveys respectively. However, companies will be rewarded based on the actual score down to the 0.01 increment. | |