

2015-2023

Western Power Distribution

RIO-ED1 Business Plan Commitments Report

Year Two - 2016/17

31 October 2017

Customer Satisfaction

Customer satisfaction

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7 Customer satisfaction

- 7.1** The provision of excellent customer service for WPD's 7.8 million customers is a core business objective.
- 7.2** WPD has committed to a range of outputs to improve customer satisfaction.
- 7.3** The Customer Satisfaction outputs are in six themes.
- Customer service
 - Telephone response
 - Communication with customers
 - Stakeholder engagement
 - Complaints
 - Guaranteed Standards of Performance awareness

Regulatory framework:

- 7.4** Ofgem assesses customer service using the Broad Measure of Customer Satisfaction (BMCS). BMCS is an incentive mechanism that provides rewards or penalties in three areas of customer service – customer satisfaction, complaints and stakeholder engagement.
- 7.5** Customer satisfaction is assessed through a survey and deals separately with three types of interaction.
- Customers requesting a connection (minor connections only).
 - Customers experiencing a supply interruption.
 - Customers making a general enquiry.
- 7.6** The complaints element of the BMCS results in penalties where DNOs do not meet specified target performance. The measure is subdivided into four components with greater weighting applied to repeat complaints and complaints that take longer than 31 days to resolve.
- 7.7** The final part of the BMCS considers stakeholder engagement with rewards available for DNOs that engage well and use the information obtained to improve the service provided to customers. This incentive has been strengthened to encourage DNOs to focus more on issues relating to vulnerable customers.

Overview of customer satisfaction outputs

Customer service		
44	Continue to be the top-performing DNO group across all elements of the Broad Measure of Customer Satisfaction.**	We achieved the top four scores for overall customer satisfaction across all of the DNOs. This overall rating combines results of the three surveys for supply interruptions, connections and general enquiries.
45	Maintain certification to show that we meet the Customer Service Excellence standard.**	We were awarded 'Compliance Plus' status for 38 of the 57 standards. This meant that, for the second year running, we were the highest-scoring organisation out of all those accredited.

Telephone response		
46	Respond to phone calls quickly, answering them within two seconds.**	Our average response time for customer calls was 1.66 seconds.
47	Limit the number of calls that are abandoned before we can answer them to less than 1%.**	Only 0.19% of calls were abandoned.
48	Always provide customers with the option to talk to a member of staff when they call our contact centre.	Our systems allow us to make sure that customers are always provided with the option to talk to a member of staff.

Communication with customers		
49	Provide a restoration time for every power cut.**	All power cuts have an estimated restoration time which is updated as further information is provided by field teams.
50	Call back all customers who have been in contact about a fault.**	We called back 99.8% of customers who contacted us about a fault.
51	Contact customers within two days of receiving an enquiry which was not about a fault.**	We contacted 99.7% of customers who contacted us with an enquiry which was not about a fault within two days.
52	Provide 'on-demand' messaging through text and social media for customers who want to be kept informed in other ways, rather than a phone call.	We provided on-demand messaging through text and social media and we added LinkedIn to our communication methods in 2016/17. We sent 658,107 text messages during high voltage power cuts.
53	Develop 'self-service' options for customers to find information online.	We hosted 24,537 webchat conversations, our app for reporting power cuts was downloaded 4,823 times and we introduced new storm bulletins for customers who registered for updates.

Stakeholder engagement		
54	Continue to host a customer panel where our CEO will meet with our expert stakeholders four times a year.	Our CEO met with the customer panel four times during the year.
55	Continue to host at least six stakeholder workshops each year.	We hosted six general sessions, attended by 270 stakeholders across our licence areas.
56	Continue to produce a stakeholder report every year providing an update on the actions we have taken as a result of stakeholder involvement.	This yearly Business Plan Commitments report and the separate summary report replace the stakeholder report.

Complaints		
57	Resolve at least 70% of complaints within one day.**	We resolved 84% of complaints within one day.
58	Continue to have a target of no complaints where the Ombudsman has to get involved.**	One complaint was referred to the Ombudsman. Following an investigation, the Ombudsman found in our favour.

Guaranteed Standards of Performance awareness		
59	Continue to send the 'Power for Life' publication to all 7.8 million customers and make sure it promotes the GSOPs.**	We issued 'Power for Life' to all 7.8 million customers in September 2016. It included information on the GSOPs.

* Targets are for the full eight year RIIO-ED1 period, not for a discrete year

** Target to be achieved each year of RIIO-ED1

Customer service

Output (44) Continue to be the top-performing DNO group across all elements of the Broad Measure of Customer Satisfaction



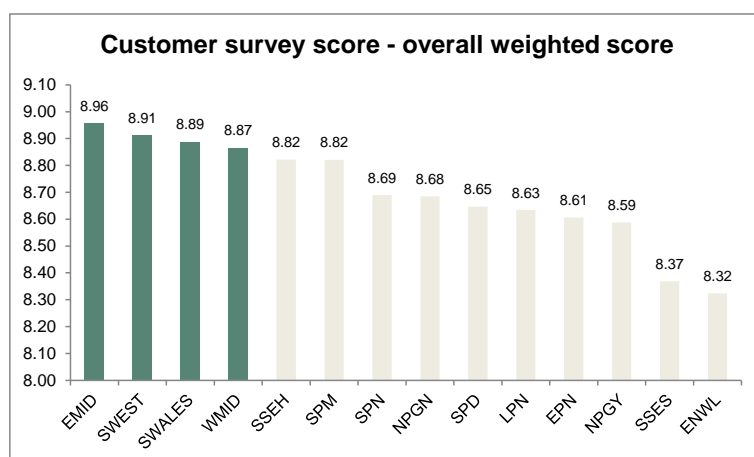
- 7.8** WPD is committed to remaining the top performer in the customer satisfaction survey part of Ofgem's Broad Measure of Customer Satisfaction.
- 7.9** There are three separate customer satisfaction surveys that are carried out covering connections, supply interruptions and general enquiries.
- 7.10** Performance in each component is subject to separate assessment, leading to rewards or penalties based upon comparison against a target score of 8.2 out of 10. In RIIO-ED1, Ofgem has placed a greater emphasis on connections within incentive reward and penalty mechanisms. The relative weighting for the three categories is shown below.

Relative weighting of customer satisfaction survey	
Connections	50%
Supply interruptions	30%
General enquiries	20%

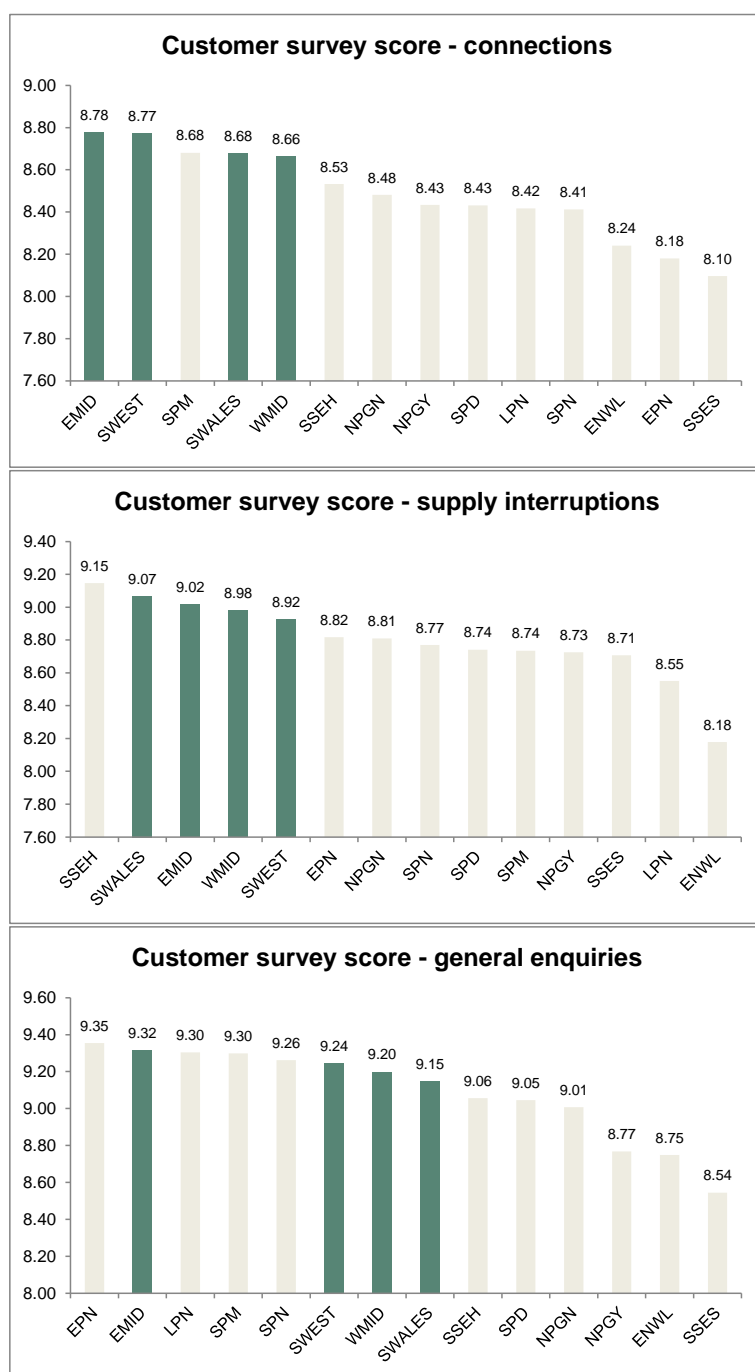
- 7.11** This relative weighting can be used to combine the scores from the three components into an overall customer satisfaction score.

Overall customer satisfaction

- 7.12** WPD achieved the top four scores in 2016/17 for overall customer satisfaction (amalgamating results for the three surveys for supply interruptions, connections and general enquiries) when compared with the other DNOs, as shown below.



7.13 The 2016/17 performance in the three separate components is shown below.



7.14 Improvements to customer service have been implemented by acting on the feedback customers provide during the surveys. This involves senior managers reviewing individual comments to identify specific business changes that will lead to maintaining industry leading performance.

Output (45) Maintain certification to show that we meet the Customer Service Excellence standard.



7.15 In order to gain an independent view of customer service WPD committed to continuing to maintain the Customer Service Excellence standard. The Customer Service Excellence standard is a Government scheme which recognises organisations that provide effective and excellent customer service.

7.16 WPD has been certified to the standard since 1992 (when it was known as the Charter Mark).

7.17 Every year Customer Service Excellence assessors review customer service against five criteria.

- Customer insight
- Culture of the organisation
- Information and access
- Delivery
- Timeliness and quality of service

7.18 In 2016/17 WPD increased the number of 'Compliance Plus' ratings from 36 to 38, out of a total of 57 standards (receiving a compliance rating for all others). For the second year running WPD was the highest scoring organisation out of the 237 that were audited.

Telephone response

Output (46) Respond to phone calls quickly, answering them within two seconds.



- 7.19** Allowing customers to speak to someone is an essential part of good customer service. We continue to operate in-house Contact Centres that are adequately staffed to provide a fast response.
- 7.20** Where circumstances lead to exceptionally high call volumes we expand the number of call takers by using trained staff across our business to maintain service levels and provide customers with information. We also provide facilities for contact centre and other trained staff to take calls at home, should bad weather prompt this need.
- 7.21** We recognise that customers can be frustrated when their calls are not answered quickly. WPD has a track record of answering calls quickly and we will continue to do so.
- 7.22** During RIIO-ED1 we have committed to target answering calls within two seconds.
- 7.23** For 2016/17 average response times were as follows.

Average response time for customer calls					
	West Midlands	East Midlands	South Wales	South West	WPD total
Average time taken for response by an agent (seconds)	1.81	1.89	1.45	1.51	1.66

Output (47) Limit the number of calls that are abandoned before we can answer them to less than 1%.



- 7.24** Abandoned calls arise when customers decide to hang up before they speak to a call taker. This typically arises when customers are being kept on hold for a long time. WPD's approach of answering calls quickly results in very few abandoned calls. During RIIO-ED1 we have committed to a target of having less than 1% of our inbound calls being abandoned. Within 2016/17 only 0.19% of calls were abandoned.

Output (48) Always provide customers with the option to talk to a member of staff when they call our contact centre.



- 7.25** When a customer calls about a fault, WPD uses recorded messages to provide information relating to the area where the incoming call is placed. These messages are updated as more information about supply interruptions becomes known.
- 7.26** Whilst providing recorded messaging is adequate for some customers, many prefer to speak to a call taker to find out further information or to get reassurance about when supplies will be restored. The telephony systems used by WPD always provide customers with the option to talk to a call taker.

Communication with customers

7.27 Keeping customers informed and updated about enquiries and services is important.

7.28 WPD uses a variety of methods to ensure that communication remains effective and appropriate for our broad customer base. During RIIO-ED1, we have committed to developing new channels of communication beyond the traditional telephone and written methods – including online, e-mail, text, smart phone and social networks.

Output (49) Provide a restoration time for every power cut.



7.29 When supplies are interrupted, customers require information about when they will be back on supply. In the RIIO-ED1 Business Plan, we stated that we would be obtaining regular progress updates from field staff in order to be able to provide a restoration time for every outage.

7.30 In May 2016 we introduced a process whereby an estimated restoration time (ETR) is automatically populated into our systems. ETR estimates are based on an analysis of the details of the fault – i.e. whether it affects the high or low voltage network, and typically how long it takes for specific fault types to be resolved.

7.31 The ETR is populated against the incident within the control system so that all contact centre staff have access to the data and can ensure that customers are kept well informed in relation to the likely timeframes for restoration of supply.

7.32 During the course of a fault, dispatch teams gather information from field staff at regular intervals. The control system automatically reviews the ETR status of each fault every five minutes and uses an algorithm to prompt members of the dispatch team to update these in advance of the ETR expiring.

7.33 The data about ETRs is linked to the WPD website and to our Power Cut app which provides automatic alerts to customers. This enables customers to keep track of the ETR without having to contact WPD directly.

Output (50) Call back all customers who have been in contact about a fault.



7.34 When customers contact WPD because they are off supply the main thing they want to know is when the power will be restored. Although we provide an estimated time of restoration for every fault, as the fault progresses it can become necessary to revise the estimate. For these situations WPD has implemented a process of proactively contacting customers to keep them updated.

7.35 During RIIO-ED1, we committed to calling back *all* customers who contact WPD about a fault. As well as providing progress updates to customers, this also provides the opportunity to identify any customer service related issues.

7.36 When a customer calls about a power outage their details are logged and automatically added to a call back list. When not taking inbound calls, Contact Centre staff progressively work through the call back list during the course of the fault. Customers who are medically dependent on electricity are given priority.

7.37 The call back process can have a number of outcomes including: a contact centre team member speaking to the customer; leaving a message or sending a text message. Where there is no reply or an engaged tone the customer's details will be returned to the call back queue.

7.38 A small proportion of customers refuse a call back or do not provide contact details and on occasion we also receive calls from third parties who are not able to provide the customer's contact details.

7.39 During 2016/17 call backs (or another form of contact) were made to 99.85% of customers who were in contact about a fault; this figure reflects the number of customers that we attempted to call including those who did not answer.

Output (51) Contact customers within two days of receiving an enquiry which was not about a fault.



7.40 When customers make any non-fault related general enquiry, their details are logged by central administrative staff and a prompt is created for local teams to contact the customer.

7.41 During RIIO-ED1 WPD has committed to contacting customers with non-fault enquiries within two working days. During 2016/17 the percentage of customers contacted within two working days of a non-fault enquiry are as follows.

Customers contacted within two days of a non-fault enquiry (%)					
	West Midlands	East Midlands	South Wales	South West	WPD Total
Number of enquiries	52,017	52,710	26,308	52,290	183,325
Percentage contacted within 2 working days	99.86%	99.67%	99.87%	99.69%	99.76%

7.42 In order to achieve these levels of performance WPD uses a more challenging internal target of contacting customers within one day. Where contact has not been made within one working day of the enquiry, an automated email is sent to the local manager, which is repeated daily until the contact is made.

7.43 There are occasions where the customer does not respond to telephone contact and in these circumstances an email or letter is sent to identify next steps so that the enquiry can be either progressed or closed.

Output (52) Provide 'on-demand' messaging through text and social media for customers who want to be kept informed in other ways, rather than a phone call.



7.44 During RIIO-ED1 WPD has committed to providing network information for customers through on demand messaging via text and social media – sending information to customers who wish to be kept informed.

Twitter

7.45 WPD introduced a WPD twitter handle in July 2013. Customer comments via twitter are monitored and used as a prompt to proactively provide information and updates. In 2016/17 WPD achieved 17,776 followers and posted 13,273 tweets providing customer updates on outages but also promoting a range of WPD information campaigns such as public safety. The WPD Twitter page can be found at www.twitter.com/wpduk.

7.46 We seek to use Twitter innovatively to raise awareness of the business and to interact with our customer base – often reaching customers who might be less likely to engage via more traditional methods.



Facebook

7.47 WPD launched a profile on Facebook in February 2015, using it as a mechanism to provide customers with information on outages but also to raise awareness on key matters such as landowner safety, child safety, our apprenticeship scheme and our annual customer awareness campaign 'Power for Life'.

7.48 We look to post on Facebook once a day, on average, providing engaging content with regular features, latest news updates, business/industry information and key messages promoting who we are and what we do. Our Facebook Page can be found at www.facebook.com/wpduk.

LinkedIn

7.49 In February 2017 we launched a WPD LinkedIn page and by the end of March 2017 we had established over 900 followers. LinkedIn will be used to provide business news and to promote general campaigns as well as information on careers within WPD. We will use the page as a forum to generate discussion on our business and the wider industry.

Text messaging

7.50 During 2015/16 we developed a system to send proactive text message updates to customers affected by power cuts on the HV network. We incorporated 2.9 million mobile phone records and rolled out a new process to capture additional records via all inbound calls. During 2016/17 we sent 658,107 proactive text messages to update customers during HV outages. We are also looking at developing processes to extend our use of text messaging to LV faults where it is more difficult to remotely identify the specific customers affected.

7.51 In November 2015, a text service was launched to allow deaf/hard of hearing customers to contact us for any power cut queries; the number is available via the company's accessibility page on the WPD website. In 2016/17, we further expanded our facilities for deaf/hard of hearing customers by introducing Next Generation Text Lite – an application which allows deaf/hard of hearing customers to communicate directly with us via a smartphone, tablet or computer. Details about the introduction of this new system will be sent to all of our deaf/hard of hearing customers.

Output (53) Develop 'self-service' options for customers to find information online.



- 7.52** In February 2016 WPD's website was redeveloped so that information is quick to find and in a format that is easier to use. This redevelopment included the company's mobile site so that those using smart mobile devices are provided with a user friendly interface of the same standard as the main website.
- 7.53** The redevelopment ensures that the website is accessible to all customers, supporting individuals with a range of needs such as impaired vision, dyslexia or customers for whom English is a second language. A dedicated 'accessibility' page is clearly signposted on every page of the website. The page provides guidance on a range of options including adjusting font size, altering background colour and the availability of free software which allows the website to be read aloud or translated depending on customer need.
- 7.54** We have worked with the Royal National Institute of Blind People (RNIB) to develop our website. An initial audit in March 2016 provided us with some areas that require system development. We expect to undergo a further audit during 2017/18 with the aim of achieving the RNIB accessibility accreditation.
- 7.55** During 2016/17 we added a power cut advice film by the Royal Association for Deaf people onto our website, the video was developed via an industry working group and includes signing and subtitles. A sign language pop up feature has also been added to six of our most commonly viewed videos.
- 7.56** There are a number of 'self-service' options made available on the WPD website including the following.
- Webchat functionality (introduced in December 2014) which allows visitors to the website to communicate online in real time with a WPD advisor. Webchat is available 365 days a year, 7 days a week between 8am and 8pm. Usage of the functionality has remained high, with 24,537 'chats' taking place in 2016/17 with 94.7% satisfaction indicated by users.
 - A map-based online information system that enables customers to access up to date incident information. The map shows an overview of current power cuts for all areas and provides the user the option of drilling down to more detailed local information specific to postcodes. The user is provided with information on estimated restoration times together with contact information should they wish to speak to a member of WPD staff directly.
 - A Power Cut app (introduced in February 2016) that can be downloaded for free, which enables individuals to register a post code so that they will receive an automatic alert if a power cut occurs. There is no limit to the number of post codes that can be registered. The app also allows customers to report power cuts, register for the Priority Service Register and self-diagnose problems such as a fuse box trip or a pre-payment meter issue. During 2016/17 the app was downloaded 4,823 times.
 - The ability for customers to check either their supplier or distribution company, and find contact details, by entering their post code.
 - A notification system where customers can register to be informed of any website changes such as amendments to content or the addition of new functionality. This removes the need to visit the website regularly to check for changes.
 - A Connections Portal (launched in June 2015) built on the existing online applications service that enables customers to access details of their connection offer and to accept and pay for connections work.
 - Registering to join our Priority Service Register online.

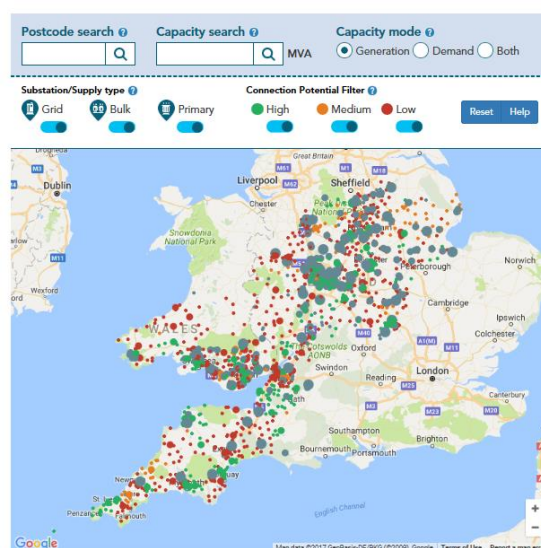
7.57 Usage of our self service options has grown in most areas since 2014/15.

Growth in use of 'self-service' online information			
Self-service option	2014/15	2015/16	2016/17
Power cut map	323,837 hits	666,323 hits	918,083 hits
Post code search	575,533 hits	916,960 hits	1,302,210 hits
Online connection applications	2,811 applications received	3,399 applications received	4,390 applications received
Find your distributor	85,150 hits	68,378 hits**	78,523 hits
Who is my supplier (*went live in Jan '15)	*31,803 enquiries	602,713 enquiries	738,040 enquiries
Priority Service Register applications (online)	1,555	2,489	6,747

**The number of hits for 'Find your distributor' in 2015/16 was incorrectly stated in our 2015/16 Business Plan Commitments Report and has been corrected here.

7.58 We introduced some new 'self-service' options in 2016/17, as detailed below.

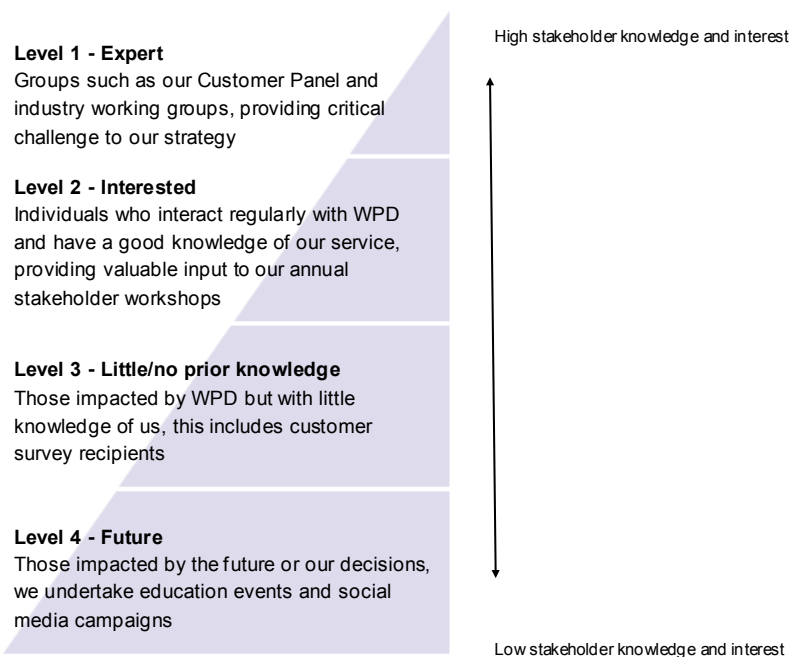
- Customers can now register to receive storm bulletins via email – there are three categories of bulletin, one sent in advance of a predicted event, one during a storm and one post event. We inform customers of the latest weather conditions, areas affected, the number of customers off supply and key steps we are taking to restore power. The bulletins were first used for Storm Angus in January 2017 and as of 31 March 2017 3,559 customers had registered their email addresses.
- We have launched an online form 'Help us to help you' which encourages customers to provide their contact details so that we can contact them if required during a power cut. The form was introduced in February 2017 and by the end of March 2017 had been completed by 20 customers.
- A network capacity map has been developed to give an indication of the network's capability to connect large scale developments to major substations – both load and generation enquiries. The map allows users to quickly view the capacity status at each of our substation sites. Customers can search by postcode or target area and identify areas where a connection may be possible without the need for reinforcement. The map was launched in March 2017 and was viewed 370 times in the month.



Involving stakeholders

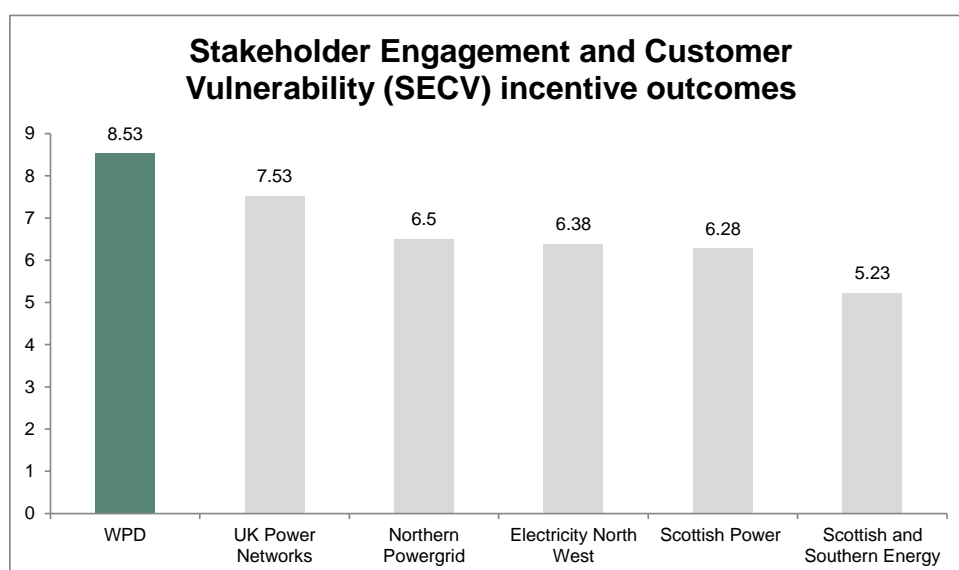
7.59 Regular stakeholder engagement is used to improve day to day operations and inform business priorities. WPD has a database of approximately 5,500 stakeholder contacts, categorised into customer segments, allowing targeted engagement on specific issues.

7.60 We engage with stakeholders on a variety of levels, dependent upon their knowledge and level of interest as demonstrated in the diagram below.



7.61 Part of the Broad Measure of Customer Satisfaction relates to stakeholder engagement. For ED1, Ofgem has placed a greater emphasis on service for vulnerable customers as part of the assessment of DNO performance.

7.62 Under Ofgem's Stakeholder Engagement and Consumer Vulnerability (SECV) incentive all DNOs provide information to an Ofgem expert panel about their stakeholder engagement activities and the panel score each company's performance. The results of the assessment in 2016/17 are shown in the chart below, with WPD scoring the highest.



Output (54) Continue to host a customer panel where our CEO will meet with our expert stakeholders four times a year.



7.63 Every quarter, WPD's CEO meets with an expert Customer Panel to shape our thinking and future priorities.

7.64 The objective of the panel is to bring together expert representatives from every major stakeholder group to critically evaluate our performance, make informed decisions about our activities and to provide a strategic steer.

7.65 Each meeting of the Customer Panel includes a session focusing on a different strategic priority. The topics covered during 2016/17 included the following:

- Resilience
- Customer Awareness
- Stakeholder engagement
- The role of the Distribution System Operator

7.66 The Customer Panel provides independent challenge with the aim of improving service delivery for all customers. The Customer Panel has produced a report which explains the role of the panel and some of the key highlights of their work with WPD during 2016/17. This report can be found on our webpage for the Customer Panel.

www.westernpower.co.uk/About-us/Stakeholder-information/Customer-Panel.aspx

Output (55) Continue to host at least six stakeholder workshops each year.



7.67 In addition to the Customer Panel, WPD engages with a wider audience through an annual round of six generic stakeholder workshops. These have been carried out each year for the last 8 years and we have proposed to continue these workshops during RIIO-ED1.

7.68 In January 2017 we hosted six sessions in locations across the WPD licence areas. 270 stakeholders attended from a range of backgrounds, covering all customer segments. Each workshop included four sessions.

- WPD's Business Plan and reporting progress – stakeholders were asked to review our approach to reporting in 2015/16.
- Review of WPD's long-term priorities – asking stakeholders to measure the value for money of our proposed actions.
- Spotlight on 'Future Networks' and smart meters – asking customers to review our proposed data privacy plan.
- A review of our approach to environment and sustainability and our efforts to reduce our business carbon footprint.

7.69 A summary report detailing the output of these sessions can be found on our website. We also published proposed actions from the stakeholder workshops. To view these documents please use the following weblink.

www.westernpower.co.uk/About-us/Stakeholder-information.aspx

Output (56) Continue to produce a stakeholder report every year providing an update on the actions we have taken as a result of stakeholder involvement.



7.70 A detailed and summary report will continue to be produced every year providing a summary update of progress toward delivering RIIO-ED1 output measures.

7.71 The summary report will be produced concurrently with this detailed report and will focus on the key areas of interest selected by stakeholders. The 2016/17 summary report is published on WPD's website; this can be found at the following link.

www.westernpower.co.uk/Summary-Business-Plan-Commitments-Report-2016-17



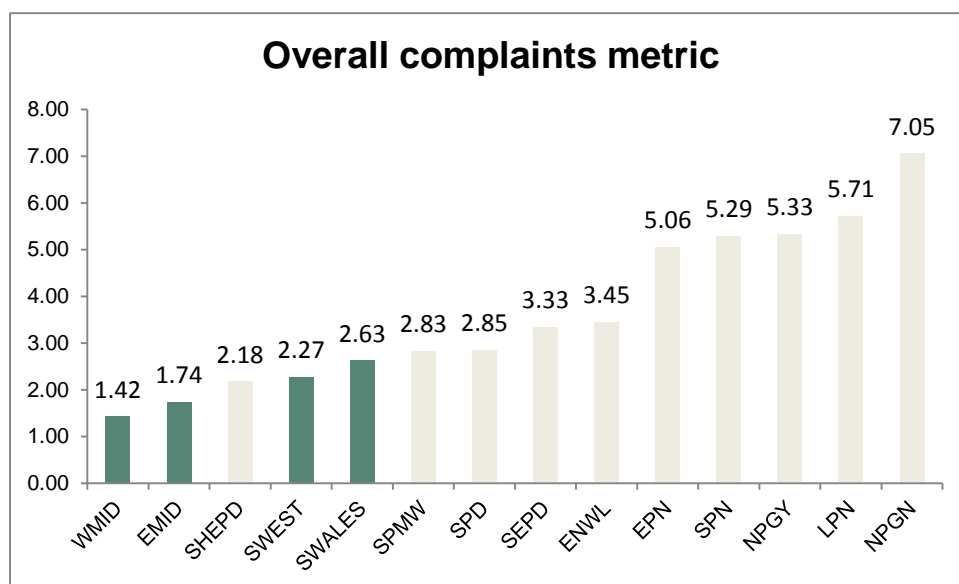
Complaints

7.72 WPD endeavours to get things right first time but sometimes things can go wrong. When complaints are received they are treated with urgency and with an aim to resolve them to the customer's satisfaction quickly. Local team managers are responsible for dealing with complaints; actively visiting customers where necessary to understand what can be done to put things right.

7.73 Performance in relation to complaints is measured within Ofgem's Broad Measure of Customer Satisfaction (BMCS) in four categories.

- Complaints resolved in day 1
- Complaints remaining unresolved after 31 days
- Repeat complaints
- The number of Energy Ombudsman decisions that go against the DNO

7.74 WPD aims to have leading performance in each of these categories, avoiding penalties from Ofgem. For 2016/17 we have improved (reduced) our overall complaints scores in each licence area (calculated using a weighted amalgamation of the four categories). The four WPD licence areas have been rated in the top five places for complaints.



7.75 For 2016/17 the outcomes in each category are detailed below.

Output (57) Resolve at least 70% of complaints within one day.



7.76 WPD has committed to resolving at least 70% of complaints within one day. This target has been achieved in each of the four licence areas.

Complaints resolved in one day (%)					
	West Midlands	East Midlands	South Wales	South West	WPD Total
Percentage of complaints resolved in day 1 - 2016/17	87%	86%	80%	82%	84%

Complaints resolved within 31 days

Complaints resolved within 31 days (%)					
	West Midlands	East Midlands	South Wales	South West	WPD Total
Percentage of complaints resolved within 31 days	99.42%	98.97%	97.90%	98.53%	98.79%

Repeat complaints

7.77 A repeat complaint occurs where a customer returns to WPD at a later date to complain about the same issue. There were no repeated complaints during 2016/17.

Output (58) Continue to have a target of no complaints where the Ombudsman has to get involved.



7.78 Where customers are dissatisfied with a DNO's response to a complaint they have the option to raise their complaint with the industry Ombudsman. During RIIO-ED1 WPD has committed to ensuring that every complaint is adequately dealt with by WPD staff with zero complaints needing to be investigated by the Ombudsman.

7.79 The WPD output is subtly different to the Ofgem measure which forms part of the BMCS: Ofgem measures when an Ombudsman decision is made against a DNO, whereas the WPD output aims to prevent complaints being referred to the Ombudsman in the first place.

7.80 During 2016/17 one complaint was raised with the industry Ombudsman. When we received the initial complaint we followed our usual processes and made every effort to resolve the customer's concerns with them directly. However the customer chose to pursue the option of raising their complaint with the Ombudsman, following investigation the Ombudsman found in favour of WPD.

Guaranteed Standards of Performance awareness

Output (59) Continue to send the 'Power for Life' publication to all 7.8 million customers and make sure it promotes the GSOPs.



- 7.81** Guaranteed Standards of Performance (GSOPs) set out the minimum service standards that DNOs must meet under Ofgem's regulatory framework. Where a standard is not met then a payment is made to that customer. GSOPs cover the provision of connections, supply interruptions and response to problems such as voltage complaints.
- 7.82** Where WPD is aware of a failure a payment will be made without the need for a customer to make a claim.
- 7.83** WPD has committed to publicising the GSOPs in WPD's 'Power for Life' publication that is posted to all WPD customers. 'Power for Life' was issued in September 2016 to all 7.8 million customers and included information on GSOPs – directing customers to find out more on the company's website. Normally 'Power for Life' is issued in February; however the 2016 publication was delayed in order to coincide with the introduction of the national power loss number 105.

