

# Broad Measure of Customer Satisfaction

**UK Power Networks**

April 2014 – March 2015



# Broad Measure of Customer Satisfaction

UK Power Networks 04/2014– 03/2015



*“We want to deliver great service to our customers. In order to do this we are listening to the feedback customers give us and are using this feedback to continually drive improvements in our processes, thereby improving the service we offer.*

*Our goal is to ensure that we continuously improve, and that we understand and deliver to our customers’ needs. We want ‘Think Customer’ to become the way we do business. Part of our company vision is to be ‘a Respected Corporate Citizen’, and this means ensuring the whole business is focussed on our customers and the service we provide to them.”*

**Matt Rudling, Director of Customer Services**

Having a vision to be ‘a Respected Corporate Citizen’ for us in UK Power Networks means that we need to provide great service to our customers in order to achieve this vision. UK Power Networks owns and maintains the electricity cable network that delivers essential electricity to customers across London, the South East and the East of England.

We provide our customers and communities with a reliable and consistent electricity supply. If they need to contact us because they have a power cut, we ensure we are available to support them 24 hours a day, seven days a week, every day of the year and our response is efficient and reliable in order to minimise the impact on these customers, especially if they are vulnerable.

Other customers who contact us include those who want a new power supply or need to make a change to their existing supply or customers who need any maintenance carried out on or near our equipment and need our support to do this.

As an organisation we measure the service we provide to our customers through a customer satisfaction survey which is known as the Broad Measure of Customer Satisfaction. Our regulator, Ofgem sets our standards of performance, as measured in the Broad Measure of Customer Satisfaction survey, and our performance is compared to other Distribution Network Operators.

A range of our customers who have received a service from us are surveyed and asked to score us out of 10 on how satisfied they were with our service, in areas such as how easy it was to get hold of us, how effective we were at communicating with them and our response to their requirements. This measure was introduced in April 2012. The range of services that are surveyed covers our **Connections** work, both new connections and alterations to existing connections; how well we handled our **Supply Interruptions**, both planned and unplanned; and our **General Enquiries** work, which is customer-driven maintenance works.

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Below are our performance results for each of our geographical areas over the regulatory reporting year (*April 2014 – March 2015*).

	Average overall satisfaction (out of 10)	Rank (out of 14 companies)
<b>UK Power Networks (EPN)</b>	8.49	6
<b>UK Power Networks (SPN)</b>	8.44	7
<b>UK Power Networks (LPN)</b>	8.27	11
<b>Industry Mean</b>	8.52	

## Improving our performance

To achieve our vision and deliver great service to our customers we ensure we listen to their feedback. This feedback and the insight it provides is the driver for the changes we implement in our processes. We continually review processes to ensure they meet our customers' needs and address any areas of dis-satisfaction they have as quickly as possible.

Our culture is focussed on ensuring we think about the customer in all that we do and in all our interactions. We continue to embed this culture throughout our organisation and will continue to do this further during 2016 through our communications, individual performance metrics, performance management and further training.

The introduction of new systems, which is ongoing, is supporting us as an organisation to simplify the way we do business with our customers. This will enable customers to more easily engage and interact with us, giving customers more choice in how they do this.

To achieve our vision we will continually work to improve the processes we have which impact our customers.