

# Broad Measure of Customer Satisfaction

**UK Power Networks**

April 2013 – March 2014



# Broad Measure of Customer Satisfaction

UK Power Networks 04/13 – 03/14



*“UK Power Networks wants to be known for delivering excellent customer service every time. Our results show significant improvements, but we recognise we have further work to do to achieve our goals. Building on the progress we have made is our main focus as we strive to do even better in 2014/15.*”

*“Sustained improvements depend on listening to customers, acting on feedback and promptly addressing their needs. Getting the basics right is fundamental. That means answering the phone quickly, listening, communicating well, keeping our promises, being helpful and handling complaints effectively. Beyond this, innovative new ideas are helping us to transform our services for the better.*”

*“Serving our customers with care and keeping them at the heart of our business remains our top priority.”*

**Matt Rudling, Director of Customer Services**

UK Power Networks’ vision is to be a respected corporate citizen. Our customers across London, the South East and the East of England expect reliable electricity supplies. They contact us when they have a power cut, want to connect to our electricity network or face any issues with our equipment. Responding effectively and efficiently is vital to minimise the impact on people when they need us most, especially if they are vulnerable.

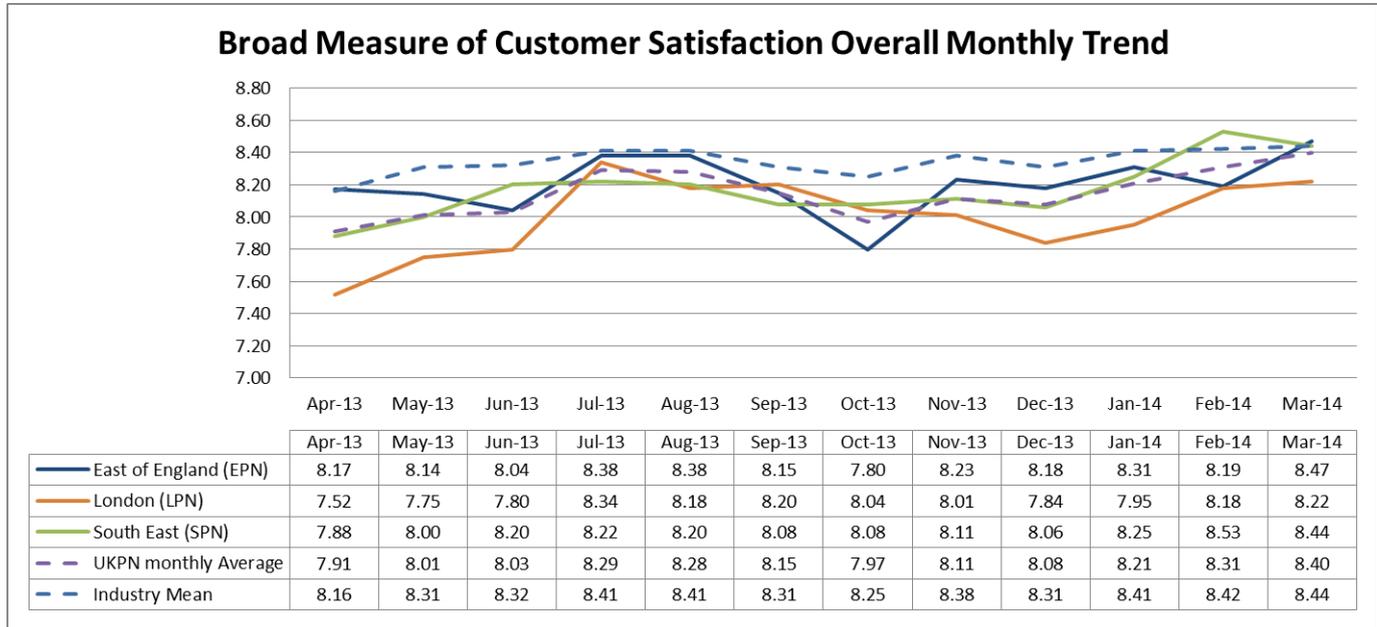
We measure our performance through a customer satisfaction survey called the Broad Measure of Customer Satisfaction. Our regulator, Ofgem, benchmarks our services by comparing it with other Distribution Network Operators to improve standards in customer care via competition.

Customers are randomly surveyed each month and score us out of 10 on the service they received from us. The survey asks how easy it was to contact us and how effective we were at communicating and responding to their requirements. It covers new and altered electricity **Connections**, planned and unplanned **Supply Interruptions** and our **General Enquiries** service, which is customer-driven maintenance works.

In 2013 we made a further concerted effort to improve customer service and the Broad Measure scores indicate that customers registered these improvements. The average score in March 2014 was 8.40 out of 10, compared to 7.91 out of 10 in April 2013 (see Figure 1 overleaf). Our average score for all three regions shifted from 7.63 out of 10 in March 2013 to 8.12 out of 10 in March 2014. This is a 6.4% improvement throughout all three areas we serve.

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**Broad Measure of Customer Satisfaction Overall Monthly Trend. Figure 1**

To build on this trend we will redouble our efforts to provide great customer care. What this means, in simple terms, is listening to our customers, learning from their feedback and delivering their requirements with efficiency and care. When customers are unhappy with our service we aim to address their concerns as quickly as possible.

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Below is an outline of our performance in each of our three regions in the last 12 months (April 2013 – March 2014).

## **East of England (EPN)**

In East Anglia customers rated us 8.21 out of 10 in 2013/14, compared to 7.82 for 2012/13.

We achieved our best score for General Enquiries (8.67 out of 10). This is a result of reduced delivery times and better proactive contact with customers. Our scores on Supply Interruptions (8.29 out of 10) were improved by enhanced notifications about planned power cuts, improved communication channels and customer information. Our Connections score (7.89 out of 10) reflected more proactive customer contact and faster delivery timescales.

## **South East of England (SPN)**

In the South East customers ranked us 8.17 out of 10 in 2013/14, compared to 7.78 in 2012/13. This is another marked improvement. Our top score was General Enquiries (8.77 out of 10), followed by Supply Interruptions (8.18 out of 10) and Connections (7.85 out of 10). The service improvements in the South East corresponded with the changes we implemented in East Anglia.

## **London (LPN)**

In London customers scored us 7.98 out of 10 in 2013/14, compared to 7.29 in 2012/13. London saw the biggest improvement in customer satisfaction out of our three regional electricity networks.

Customers told us that we performed best in Supply Interruptions (8.14 out of 10), followed by General Enquiries (7.98 out of 10) and Connections (7.81 out of 10). The service improvements in London were in line with those in the South East and East Anglia.

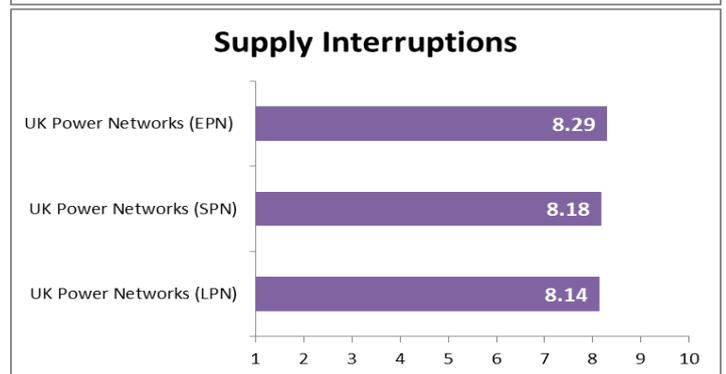
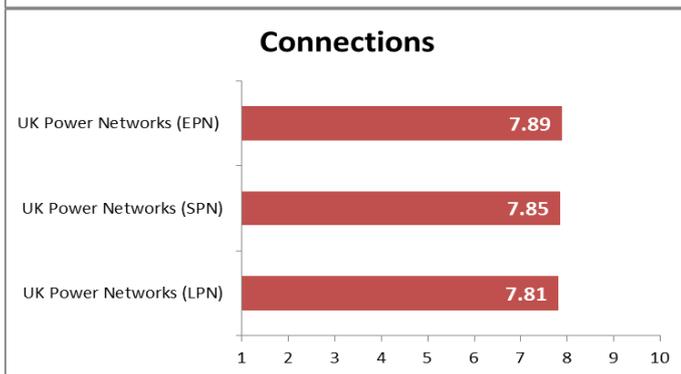
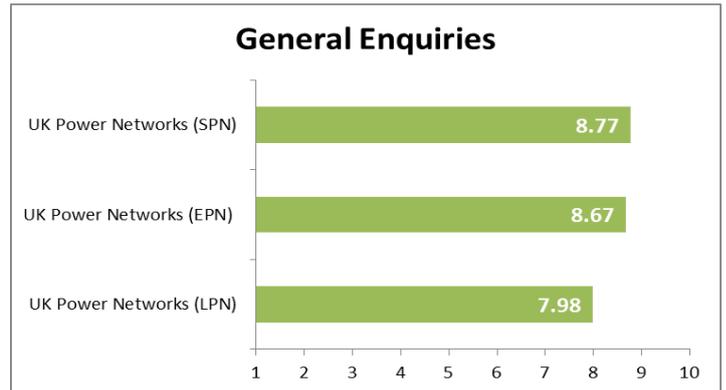
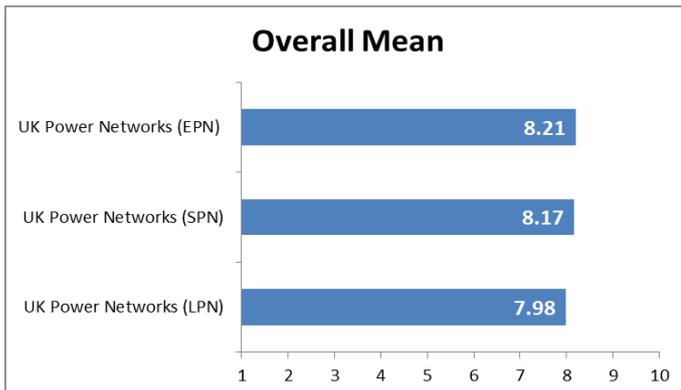
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## Additional Breakdown of Information for each of our Networks

Below is a further breakdown of the cumulative scores according to the service types that are surveyed. Scores are ranked out of 10, with one being 'very unsatisfied' and 10 being 'very satisfied'.



## Improving our performance

Our ambition to deliver excellent customer service is underpinned by some creative internal campaigning and training programmes to help our employees to always 'Think Customer'.

We have launched this to help deliver cultural and behavioural changes that will transform our services still further, making every customer contact as positive as possible. Further improvements will be delivered in 2014 through our communications, individual performance metrics, performance management and more training.

Customer feedback is incredibly important to us and we review these insights in detail. This helps us to continuously improve our processes to make them more streamlined and to better serve our customers.

During 2014 we also expect our fully shareholder-funded business Transformation programme to deliver improvements to our processes and systems that will benefit our customers still further.