

Meeting our customers' needs

Making sure that we provide a personalised service to customers that meets their needs



- We invest in **customer service** to ensure that the right level of support is available to customers, when power supplies are disrupted.
- During a power cut customers want to be able to contact us easily through their preferred **communication channel** and receive accurate updates about when their power will come back on.
- During prolonged power cuts we can offer **extra support** for customers, such as hot food and drinks, blankets and flasks. In some circumstances we can arrange for community washing facilities and small generators or even temporary accommodation.



In a survey conducted by Ofgem in 2019/20, on average, **88.5% of customers that had contacted us about a power cut were satisfied with the service they received and 84% of all complaints were resolved within 24-hours.**