



electricity
north west

Bringing energy to your door

Unmetered Other

Stakeholder engagement and action plan

May 2015



1. Introduction

This year is incredibly important for our customers, stakeholders and our business as we have entered our new price control, RII0-ED1, which started in April 2015. We are committed to improving the service we provide and make it easier for Unmetered Other Customers (UMO)¹ to operate in our region. So we have worked hard with our customers and stakeholders to make sure that we understand what they need and prioritise what we're doing to continually improve our service.

We recognised that there was an opportunity for us to get closer to our customers, and stakeholders. With that in mind we restructured the company, aligning it to the different types of customer we have, creating the ability to tailor the service we provide to the needs of the different customers and customer groups. Dedicated managers are appointed who are responsible for all connections activities relating to their customer group. This new structure is allowing us to strengthen key stakeholder relationships, be more responsive to our customer needs and deliver efficient and tailored services.

To improve the ongoing engagement with our stakeholders, we will improve our processes so that they are more efficient and easier to understand and follow, using technology to help us adapt and improve in line with stakeholders' needs. Of course this is a cycle of continuous improvement and we have robust plans in place to continue engaging with stakeholders and delivering on our commitments.

Ofgem introduced a new requirement for Distribution Network Operators (DNOs) that took effect from 1 April 2015 known as Incentive on Connections Engagement (ICE). It is a requirement of this incentive regime to publish a strategy for engaging with its stakeholders and facilitating joint discussions where appropriate. This requirement is complementary to our overarching philosophy of providing cost effective solutions to our customers' needs by engaging with our customers and finding out what their needs are and what they are trying to achieve - we have found understanding the drivers of our customers very beneficial already.

The actions contained in this plan incorporate the activities that we plan to undertake during 2015-16 in response to engagement with our 'Unmetered Other' stakeholders and understanding of their needs.

2. Our strategy for Stakeholder Engagement

In support of the action plan contained within this document, a supporting detailed work plan has been developed that enables us to understand:

- who our customers are,
- what their needs are,
- how best, and when to satisfy these needs.

We have engaged with over 20% of our stakeholders and customers via in depth telephone surveys conducted by an external survey company in February and March 2015. This provided the opportunity for valuable feedback on the service we provide and for us to understand which aspects of our connections process could be improved. Their feedback told us that whilst over 65% of stakeholders were satisfied with our service, there were still improvements to be made – particularly in the area of communication, breakdown of costs and spend of delivering the service.

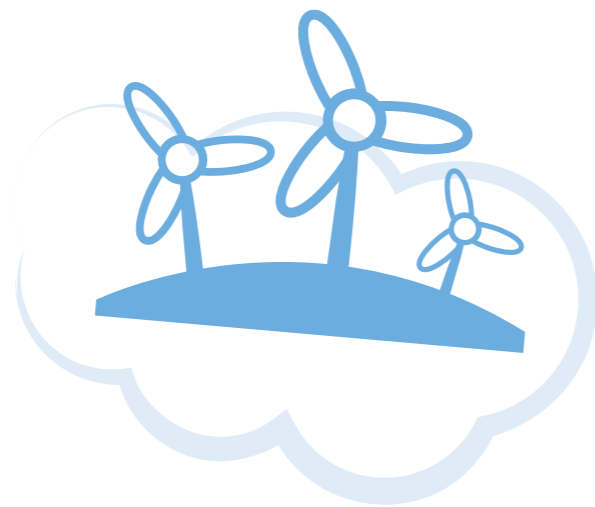


¹ 'Unmetered Other' customers are those that require unmetered connections but are neither a Local Authority or funded via a Private Finance Initiative.

As well as the stakeholder surveys referred to earlier, during the year 2015-16 further improvements for engaging with our stakeholders will be sought: these are detailed in Table 1 below.

Table 1: 2015-2016 Customer and Stakeholder Engagement:

WHAT	WHEN	WHO	HOW
Portfolio progress meetings	Monthly	Larger UMO Customers	Face to face/conference calls
Progress Updates against action plans	Half year and full year updates	All UMO customers	Mailshot
Project Updates	October 2015	All UMO customers	Seminar
Feedback and action planning for 2016-17	February 2016	All UMO customers	Telephone survey



3. Endorsement of our action plan

We published a draft plan on our website inviting feedback from our stakeholders in April via a 'Survey Monkey' survey on our website, supported by links on Twitter and Facebook. In addition, we have also engaged with those key stakeholders who had been part of the initial survey to gain assurance that our approach and proposed improvements will indeed satisfy their needs.

The responses received were supportive of our plans and welcomed the renewed focus on these unmetered activities.



4. Development of our action plan

The attached action plan builds on the progress we have already made in making improvements for our customers and stakeholders. We believe that it sets out a comprehensive series of actions with associated timescales that will meet the needs of customers and stakeholders in the north west.

A detailed work plan with action owners, clear outputs and timescales, has been developed to support the successful delivery of the attached action plan.



5. Our action plan for 2015-16

OUR COMMITMENT	ACTION	TARGET DATE
Provide customers with a clearer connection cost breakdown	<p>We will create new cost breakdown documents for customers giving visibility of our costs:</p> <ul style="list-style-type: none"> • Simple explanations of our products and pricing options • Clear outline of what our prices includes and exclude • Overview of the end-to-end delivery process 	September 2015
Give customers greater communication throughout connection process	<p>We will create a clear and simple customer journey process in partnership with our customers and delivery partners:</p> <ul style="list-style-type: none"> • Tailored communication plans to suit different customer needs • Clarity on customer responsibilities from the outset • Regular updates on project / connection 	September 2015
Improve connection quotation completion timescale	<p>We will inform customers of their target energisation date within 5 days of acceptance of the project</p> <p>We will work collaboratively with customers to achieve their program dates get them connected, proactively communicating any issues as they materialise</p>	June 2015
Improve connection completion timescale	We will reduce average connection time from 6 to 5 weeks	March 2016



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