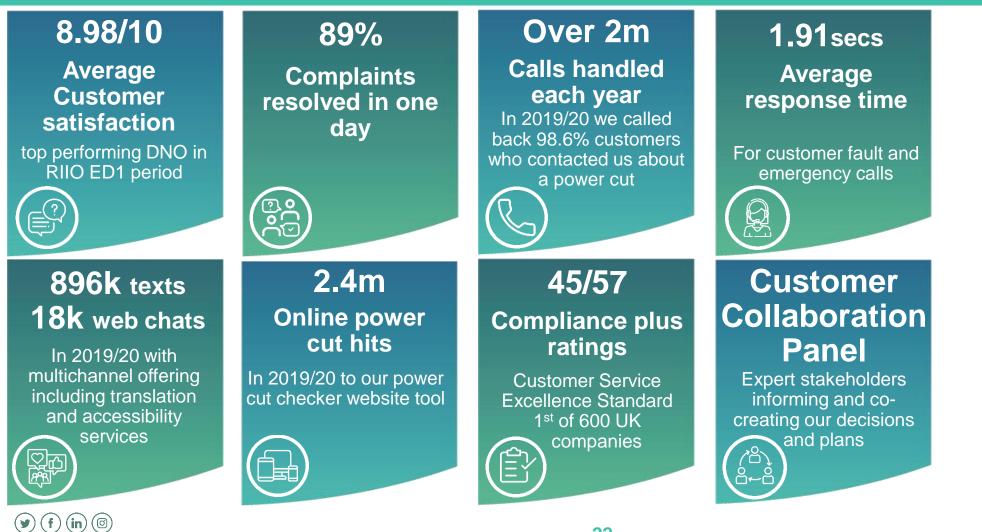
Current performance: Customer Service





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Playback and draft outputs



Customer Service

What we heard from you:

And so the outputs we are proposing:

CUSTOMER SATISFACTION

- Customer service during power cuts is **very important** and remains a core priority
- But WPD **already performs very highly** in this area so should maintain the current levels of service and seek improvements where possible
- WPD should **demonstrate industry leading** performance

Maintain an average customer satisfaction of 9/10 (90%) or higher across all key services areas.

Resolve at least 90% of complaints within one day & resolve 99% of complaints within 31 days

We will aim to meet of all Guaranteed Standards of Performances

Playback and draft outputs



Customer Service

What we heard from you:

COMMUNICATION

- **Timely, clear communication** is vital, especially during power cuts. **No regression** aim for continual improvement
- Want a range of ways to communicate (new mediums and traditional methods) matched to customer needs and preferences
- **Communication during power cuts** remains a high priority
 - Timeliness and the quality of information is vital
 - Communication should be across multiple channels to reflect different needs of customers, maintaining the same quality and performance
- Improving information provided during planned and unplanned power cuts is important and should include estimated length of time the power would be off

And so the outputs we are proposing:

- Achieve full compliance with the Customer Service Excellence Standard every year
- Provide a wide range of inclusive customer contact channels and accessibility tools.

Achieve full compliance with the British Standard for Inclusive Service Provision every year

Answer calls within an average of four seconds and maintain an abandoned call rate of less than 1%, within our UK-based, inregion Contact Centres

Respond to social media enquiries and power cut reports in less than 5 minutes

Provide greater insight on the planned work activity and interruptions on the network by creating an online viewer for our customers and stakeholders