

# Current performance: Customer Service

**8.98/10**

**Average  
Customer  
satisfaction**

top performing DNO in  
RIIO ED1 period



**89%**

**Complaints  
resolved in one  
day**



**Over 2m**

**Calls handled  
each year**

In 2019/20 we called  
back 98.6% customers  
who contacted us about  
a power cut



**1.91secs**

**Average  
response time**

For customer fault and  
emergency calls



**896k texts  
18k web chats**

In 2019/20 with  
multichannel offering  
including translation  
and accessibility  
services



**2.4m**

**Online power  
cut hits**

In 2019/20 to our power  
cut checker website tool



**45/57**

**Compliance plus  
ratings**

Customer Service  
Excellence Standard  
1<sup>st</sup> of 600 UK  
companies



**Customer  
Collaboration  
Panel**

Expert stakeholders  
informing and co-  
creating our decisions  
and plans



# Playback and draft outputs

## Customer Service

### What we heard from you:

#### 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

### And so the outputs we are proposing:

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 or 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, in-region 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