

# Customer Working Group meeting with UK Power Networks



UK Power Networks  
**Customer  
Engagement  
Group**

**Date:** Thursday 03 December 2020

**Time:** 11.00am to 1.30pm

## Time and date

11.00am to 1.30pm, Thursday 03 December 2020

## Attendees

### CEG

Ann Bishop  
Sarah Chambers  
Nigel Cornwall  
Ashleye Gunn  
John Hargreaves  
Andrew Mackintosh  
Nikki Stopford  
Anne Van Schrader  
Peter Vicary-Smith  
Peter Bennell

### UK Power Networks

Ian Cameron  
Hannah Ngoma  
Simon Whitfield  
Neil Madgwick  
Max Taylor  
Sam Bould (KPMG)

## Agenda

11.00am	Introductions and overview of session
11.10pm	Overview of UKPNs approach to customer services in ED1
12.10pm	Overview of UKPNs approach to customer services in ED2
12.40pm	Overview of key learnings from engagement
1.00pm	Overview of Phase 4 engagement approach
1.20pm	AOB

## Meeting summary

UKPN and the CWG met to discuss the ongoing development of the UKPN approach to customer services. The meeting included a presentation from UKPN on:

- (i) The historical approaches, metrics and performance of the business on Customer Services, including from the Rant and Rave engagement surveys;
- (ii) The planned approach for ED2, including proposed directions of travel, focus (such as on development of tailored customer journeys), ambition and key challenges expected;
- (iii) The early findings being drawn out of the engagement approach on consumers priorities and desires around customer services; and
- (iv) UKPNs approach to the Phase 4 options testing methodology, including key criteria used during the selection process for this phase.

## Discussion

Key discussion and steer focused on:

- (i) The interaction between customers and the UKPN services, with the group discussing the extent to which the engagement channels employed during research phases covered the entirety of UKPNs customer base;
- (ii) The extent to which services are specifically tailored for vulnerable stakeholders;
- (iii) The extent to which UKPNs approach on customer services is proactive (with agreement on the group on the strengths in this space), and the degree of partner interaction on CIVS support which feed into plan development; and
- (iv) The group discussed and provided steer to UKPN on the key criteria being developed to shape and chose the scope of the options development engagement phase (Phase 4), with the group recommending alterations to the topic selection methodology.

## Actions and next steps

**Action** – UKPN to consider moving forward with sub-group discussions around customer services, where UKPN can run the CEG through the planned approach to the evolution of customer services (and associated metrics) over ED2 and cover off the Complaints from remaining slides.

**Action** – UKPN to develop a buddy system for the customer services engagement segment.

**Action** – UKPN to share additional engagement research around customer services onto the sharepoint site.