

Customer Working Group meeting with UK Power Networks



UK Power Networks
**Customer
Engagement
Group**

Time and date

1.00pm – 2.30pm, Monday 25^h January 2021

Attendees

CWG

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
Giulia Privitera
Simon Whitfield
Max Taylor
Sam Bould (KPMG)

Agenda

1.00pm	Introduction
1.05pm	Overview of support for Priority Service Register (PSR) customers
1.50pm	Overview of wider ED2 vulnerability strategy
2.10pm	Overview of complains process
2.25pm	AOB

Meeting summary

UKPN and the CWG met to discuss:

- (i) The approach UKPN are taking to targeting and improving services and take up level for the PSR, for ED1 and ED1 (including data quality);
- (ii) The goals and proposed targets for the PSR within ED2;
- (iii) The underlying services UKPN deliver to PSR customers, and how these are to evolve over ED1 / ED2;
- (iv) How innovation will help support delivery of vulnerability support; and
- (v) An overview of the UKPN complaints resolution process, and associated statistics.

Discussion

Key discussion and steer focused on:

- (i) The group discussed the findings from engagement phases and the interpretations of these which had supported developing UKPNs ED2 vulnerability proposals;
- (ii) The group discussed and provided steer on the development of PSR targets and associated data cleansing (including for ED2 target PSR levels);
- (iii) The group discussed and provided steer around underlying support services (medically vulnerable, community support, fuel poverty) and how to maximise value in the delivery and approach to these services for ED2;
- (iv) The group discussed the UKPN complaints process and how complaints data was being analysed and used to improve services.

Actions and next steps

Action – UKPN to hold future sessions on the live “Rant and Rave” feedback process.

Action – UKPN to illustrate the key research learnings taken from engagements and how these have supported key threads / learnings / initiatives being developed.

Action – UKPN to schedule session to play back on the research findings around vulnerability gathered from the Phase 4 engagement programme.