

Stakeholder Feedback

Response to our on-line survey December 2012 – March 2013

Scottish and Southern Energy Power Distribution (SSEPD) is the owner of two electricity distribution networks:

- Scottish Hydro Electric Power Distribution (SHEPD) in the north of Scotland,
- Southern Electric Power Distribution (SEPD) in the south of England.

Electricity distribution networks transport electricity to customers' homes or business premises. We do not sell electricity to customers – that is the role of energy suppliers. Our duties and obligations include ensuring we are able to provide an economic and efficient service to users, including generators, who wish to connect to our network.

We have been seeking the views of our customers and wider stakeholders on our business activities over the period to 2023 and beyond. By placing the needs of our customers and stakeholders at the centre of our planning we can ensure that our distribution networks are fit for purpose.

We ran an on-line survey between 01 December 2012 and 31 of March 2013. The survey considered the following topics:

- Our performance in relation to power cuts
- Planned interruptions on the network
- Our activities to reduce power cuts
- Compensation for power cuts
- Investing to improve the network
- Our Priority Services Register (PSR)
- Changing energy use patterns
- Our focus on innovation
- Customer service and complaints
- Low carbon technologies and predicting demand for energy
- More flexible connections

This document Stakeholder Feedback: On-line Survey December 2012 – March 2013 sets out the questions we asked, feedback from the 106 respondents and our business response.

Notes on Reporting

Note that base totals may also change in tables depending on question routing. Please note that some questions were multiple response questions where respondents could provide more than one answer. In these figures and tables the overall total will not sum to 100. These figures and tables have been clearly marked in the text.

Any differences between subgroups of the sample referred to in the text of this report are statistically significant at the specified level of significance (95% level, $p < 0.05$; 99% level, $p < 0.01$, and 99.9% level, $p < 0.001$). Note also that where differences are not commented upon (e.g. by age, gender, region), these differences are not statistically significant.

Sample Profile

Table 1 presents the sample profile and shows that of the 106 respondents, 70% are male and 30% female, with the majority (51%) of respondents aged between 40 and 59. Almost six out of ten (59%) respondents are SHEPD customers, with 35% from SEPD region and 7% based in neither of the two SSEPD regions. In terms of customer/stakeholder type, almost seven out of ten (69%) are domestic customers, 4% minor connections customers and 2% major connections customers.

Table 1: Respondent Profile (n=106)

		%	n
Sex	Male	70	74
	Female	30	32
Age	16–24	3	3
	25–39	26	28
	40–59	51	54
	60+	20	21
Area	Scotland	59	62
	England	35	37
	Other ¹	6	7
Type of Stakeholder	Domestic customer	69	73
	Industrial or commercial customer	4	4
	Minor connection customer	2	2
	Major connection customer	4	4
	SSEPD Staff	12	13
	Other customer	3	3
	Outside Licensed Area	6	7

¹ Includes: a resilience officer for a local authority (n=1); and, a representative of a utility safety forum.

Table 2: Customer Service

Question	What we asked	What you told us	Our response
1	Other than at times of extreme weather, we asked if you had been affected by a power cut.	<p>Other than during times of extreme weather, the majority of you surveyed (54%) said that you have been affected by a power cut in the last 12 months, with 14% affected more than a year ago.</p> <p>Among those of you who said you had been affected by a power cut, most (63%) said that you had contacted us. When you did contact us:</p> <ul style="list-style-type: none"> • Most (54%) said that the person you spoke with promised that someone would call you back, and were called back. • 35% said that the person you spoke to did not make a commitment to calling you back. • 11% said that someone at SSEPD promised to call you back but did not. <p>Analysis by region found no statistically significant difference in the proportions of your responses in SHEPD (70%) and SEPD (64%) reporting a power cut in recent years.</p> <p>Although not statistically significant, those of you in SHEPD (88%) compared with those in SEPD (71%) were more likely to report that when we made a commitment to call you back, we did so.</p>	<p>We are aiming to consistently provide excellent customer service. Our goal is for customers to only have to contact us once; we will call back when we say we will with the required information.</p> <p>We have invested in a new integrated communication platform which will be operational by September 2013. In the event of a power cut, this integrated communication platform will enable us to update customers via their preferred method of communication. These methods include telephone, personalised message, text or social media.</p> <p>We have also employed additional staff this year to assist with customer updates.</p> <p>We are employing additional staff and this combined with our investment in new telephony technology will ensure our customers receive the information they need at the time and in the manner they request. We are disappointed to find that some customers have not been called back when they expected to be, this is unacceptable and will be corrected. We aim to provide a world class service and part of that provision is to make and keep promises made about call backs. Our plans for what we'll do over the RIIO-ED1 period are covered below.</p>
2	<p>In the event of a power cut not caused by extreme weather, we currently provide updates every three hours.</p> <p>We asked how often you would like to be updated.</p>	<p>In the event of a power cut not caused by extreme weather:</p> <ul style="list-style-type: none"> • Most (58%) of you were of the view that an update every 3 hours is about right. • Approximately one third (35%) of you felt that updates should be provided more often. • 6% less often. • 1% were unsure <p>Analysis by region found that significantly more customers in SEPD (47%) compared with those in SHEPD (28%, $p < 0.01$) said you would like updates more often than every 3 hours with 70% of customers in SHEPD satisfied with updates every 3 hours compared with 38% of those in SEPD.</p>	<p>Based on this feedback we will continue to update customers every 3 hours. However, if the situation we are reporting on changes sooner than the 3 hour deadline, we will reflect that in our messaging and progress reporting.</p> <p>We will monitor feedback from stakeholders and adapt this if it is merited.</p>
3	We asked you to select all the methods of communication you would like us to use to keep you informed about when your power will be back on.	<ul style="list-style-type: none"> • 70% of respondents chose text messaging. • 38% SSEPD website. • 37% via a recorded telephone message² <p>Social media was more likely to be favoured by those aged under 40 (56%) compared with other age groups (40-59, 30%; 60+, 18%, $p < 0.05$);</p>	<p>We have invested in a new integrated communication platform which will be operational by September 2013. In the event of a power cut the integrated communications platform will enable to update customers in the method they have selected at the initial contact. These methods include telephone, personalised message, text or social media.</p> <p>We have developed and launched a mobile phone app that will allow customers to track power cuts; this can also be accessed via our website.</p> <p>Through stakeholder feedback, we will continue to look at communications channels over the ED1 period and will refresh these when required.</p>
4	<p>We are continually inspecting, maintaining, refurbishing and replacing parts on the networks to maintain it in good condition to reduce the likelihood of power cuts and improve supply reliability.</p> <p>We asked how interested you were in being kept up-to-date about the work we are doing in your area.</p>	<p>Overall, 75% of you said you are interested (29% very interested and 46% interested) in being kept up-to-date about the work SSEPD are doing in your area to reduce the likelihood of power cuts and improve the reliability of your supply. Fourteen percent (14%) said you are not interested and 11% are neither interested nor disinterested.</p> <p>The level of interest in being kept informed was found to be significantly higher in SHEPD (83%) compared with SEPD (63%, $p < 0.05$).</p>	<p>We will liaise with local communities on a regular basis to keep them informed and up to date about plans for their area; this will be carried out by our stakeholder and community teams.</p> <p>We also provide updates on our website http://www.ssepd.co.uk/News/ and social media channels. As well as providing articles to local newspapers.</p> <p>We expect to continually develop these approaches up to and over the RIIO-ED1 period.</p>

² Please note that you could provide more than one answer to this question with most [68%] of you listing more than one method.

Table 2: Customer Service (continued)

Question	What we asked	What you told us	Our response
5	<p>We explained that we cannot prevent all power cuts. Sometimes the work we are doing on the network requires us to temporarily disconnect your supply. This is known as a planned interruption and we may need to do this to connect a new customer; or to repair a section of the network.</p> <p>Other times when a fault occurs we need to fix it before we can turn your supply back on.</p> <p>Given this information, we asked you which of the following scenarios you preferred:</p> <ul style="list-style-type: none"> • Up to four shorter power cuts (each up to three hours in duration)? • One longer power cut (three to twelve hours duration) plus two shorter power cuts (each up to three hours duration)? • Two longer power cuts (three to twelve hours duration)? • One lengthy power cut (twelve to eighteen hours duration)? 	<p>The most favoured option (73%) was up to four shorter power cuts (each up to three hours duration).</p>	<p>Customers and stakeholders preferred a number of shorter interruptions instead of fewer lengthier power cuts.</p> <p>Our business plan includes our proposals to concentrate on reducing duration of power cuts, to help us achieve this:</p> <ul style="list-style-type: none"> • We are investing in the network to provide alternative supplies to properties via other cables or overhead lines. This will reduce the number of properties affected by planned interruptions. • We are also training our colleagues to work on live equipment to reduce the impact of planned interruptions. • We are improving our communication of forthcoming planned interruptions so that we give customers seven days notice (rather than the two days required under Guaranteed Standard 14). • We will continue to strengthen the network with automatic fault restoration schemes. This removes the need for colleagues to visit the site of a fault to switch the network back on and restore supplies and therefore reduces the duration of unplanned interruptions. • We propose to continue to increase our use of new technologies to improve our response time and more quickly target the location of faults.
6	<p>Sometimes we need to switch off the supply when working on the network. Where we can't supply you from an alternative source on the network; customers could be offered a mobile generator. However, using a mobile generator is financially and environmentally costly. Given this information, you were asked which of a number of options you would prefer.</p> <ul style="list-style-type: none"> • Use a mobile generator whenever this is possible, regardless of cost. • Use a mobile generator when customers need supply (e.g. for their business). • Take the lowest cost option and always disconnect supplies after providing adequate notice. 	<p>Response to this question was mixed with:</p> <ul style="list-style-type: none"> • 38% favouring SSEPD taking the lowest cost option and always disconnecting supplies after providing adequate notice. • A similar number (36%) favouring the option of using a mobile generator when you need supply. • The least favoured option (25%) was to use a mobile generator whenever this is possible, regardless of cost. 	<p>We will continue with our current approach whereby we take the lowest cost option and disconnect supplies after providing seven days notice.</p> <p>Our disconnection notice material is being refreshed to ensure that priority customers we don't know about, can contact us if we need to interrupt supply.</p> <p>We make a commitment to give advanced notice and assess use of generation as required throughout RIIO-ED1.</p>
7	<p>We explained that SSEPD does a range of things to prevent power cuts including:</p> <ul style="list-style-type: none"> • Cutting trees so that they don't fall onto lines. • Using insulated wires so that if they touch they don't short out (e.g. in high winds). • Installing extra automatic switches to restore supply more quickly. • Inspecting our networks regularly and fixing problems. • Replacing older equipment. <p>After being provided with this information, we asked if you agree that we are doing enough to reduce the likelihood of power cuts.</p> <p>We also asked if you thought we should be doing anything else to keep your power on.</p>	<p>Seven out of ten (70%) customers agree that we are doing enough to reduce the likelihood of power cuts (17% strongly agree and 53% agree), 16% disagreed (9% disagree and 7% strongly disagree) and 15% neither agreed nor disagreed.</p> <p>Stakeholders who felt we could do more to prevent power cuts suggested that we should target the problem rather than treating the symptom. Representative comments include:</p> <ul style="list-style-type: none"> • Underground cabling would ensure far less disruption. Over ground network guaranteed to fail in winter weather. • Reducing demand, facilitating local generation, anticipating risks better, putting cabling where it can't be taken down by trees e.g. underground. 	<p>Ofgem have set targets for interruptions, however based on comments and responses throughout our Programme of Listening we are aiming to exceed targets to:</p> <ul style="list-style-type: none"> • Reduce the number of interruptions by an average of 5%. • Reduce the duration of interruptions by an average of 20%. <p>by the end of the RIIO-ED1 price control. This will largely be achieved by continuing with our existing actions and developing new ideas. Our plans also include undergrounding of overhead lines in selected areas.</p> <p>As part of our tree cutting programme we do consider undergrounding as a way of achieving resilience on strategic circuits if this proves to be more cost effective than tree removal.</p>
8	<p>When there is a power cut, most SSEPD customers can be supplied from a back up source until the fault is repaired. However in some rural areas no back-up supply is available as it was too expensive to install this when the network was being built.</p> <p>Given this information, you were asked if you would be prepared to pay more so that all customers have access to a back-up supply.</p> <ul style="list-style-type: none"> • Yes – perhaps costing £15 per domestic customer per year. • No – these customers should receive compensation payments instead and save the cost of providing a backup supply. • No – customers living in remote or rural areas should expect a less reliable supply. 	<p>40% of respondents said that they would not be prepared to pay for a back up source; and that customers in some rural areas should receive compensation payments instead and save the cost of providing a back up supply. One third (33%) in the survey supported the option of providing all customers in rural areas with a back up supply at a cost of £15 per domestic customer per year. Finally, 27% of you were of the view that customers living in remote or rural areas should expect a less reliable supply.</p> <p>There were no significant variations in response to this question by respondent age, gender or distribution network area.</p>	<p>Our plans will include proposals to improve reliability for customers in rural areas but we will target this investment at those customers whose supply reliability is significantly worse than average.</p>

Table 2: Customer Service (continued)

Question	What we asked	What you told us	Our response
9	<p>Currently customers have to apply for compensation if they have been affected by a power cut which has lasted longer than the limits set by Ofgem. There is potential to change this so that you are automatically compensated. This could be done by:</p> <ul style="list-style-type: none"> • Arranging a rebate to your electricity account. • Sending you a voucher. • Sending you a cheque. • Transferring the payment direct to your bank account. • Another method. 	<p>More than half of you (53%) favoured receiving a rebate to their electricity account and 34% favoured a transfer of the payment direct to your bank account.</p>	<p>We will investigate the options for working with suppliers to directly credit customers' electricity accounts or to make payment direct to your bank account.</p>
10	<p>We must take investment decisions to maintain and improve the electricity distribution network, with customers asked which of the following 3 options they prefer.</p> <ul style="list-style-type: none"> • Spend more – replace all aging equipment with new equipment which will cost customers approx. £1 a year more. • Spend the same – which means fixing or replacing existing equipment at the end of its life. • Spend less – which means waiting until equipment deteriorates which will save in the short term but will cost more in the long term (saving customers around £1 a year). 	<p>The most favoured option (75%) was for SSEPD to spend more i.e. replace all aging equipment with new equipment which will cost customers approximately £1 a year more. A further 20% said that SSEPD should spend the same and 5% suggesting that SSEPD spend less.</p> <p>The online survey respondents were very supportive of spending more. These respondents were predominantly made up of domestic customers.</p> <p>Feedback from our Focus Groups indicated that half of those questioned wanted to see the current level of investment and level of reliability maintained.</p> <p>Wider feedback from our stakeholders has confirmed this approach and has indicated that they don't want to see network performance deteriorate, but they do not generally want to pay more to see it improve.</p>	<p>We acknowledge that the majority of support is for an increase in spending to further maintain our networks. However feedback given throughout our Programme of Listening indicates that overall the majority of feedback supports the current level of investment being maintained.</p> <p>Stakeholders comments have widely indicated that they do not want to see network performance deteriorate, but they do not generally want to pay more to see it improve.</p> <p>We believe that customers are telling us to maintain existing expenditure levels and at the same time ensure that network performance continues to stay stable or improve.</p> <p>Therefore our plan for ED1 is to continue to invest in network performance along the same levels as they are currently, and will look for innovative solutions to help drive investment costs down.</p>
11	<p>Demand for electricity increases at particular times of the day, which puts a strain on the network.</p> <p>It would keep costs down if our customers altered the way they use energy (e.g. cooking at different times or turning off heating).</p> <p>We asked how willing or unwilling you would be to change your energy use pattern.</p> <p>We also asked what single thing would encourage you to change the way you use energy to help the network cope with demand.</p>	<ul style="list-style-type: none"> • 67% of said they would be willing to change (18% very willing: 49% willing). • One in three (33%) of you said you would be unwilling to change your energy use pattern (18% not very willing: 15% not at all willing). <p>The key themes to emerge around things which would encourage you to change the way you use energy were:</p> <ul style="list-style-type: none"> • Have lower pricing. • More variable pricing at different times. • Offering consumers an incentive to change behaviour. <p>Some verbatim quotes included:</p> <ul style="list-style-type: none"> • Save some money. • Reduced costs to customer. • Time of day tariffs with smart meters that readily show this information. This could be in the form of coloured LED's etc. indicating the different tariff bands e.g. green for cheap/off-peak, red for expensive/peak. Also the ability to see this on laptop/smart phone. 	<p>We are currently developing and evaluating suitable market models to incentivise customers to change their energy consumption, particularly during peak demand periods, to ensure the network can meet demand reliably and safely. There are a range of possible tariff-based models within the scope of this investigation. We recognise that implementing time-of-use charging to support the operation of the network would require co-operation with electricity supply companies and potentially wider market and regulatory change.</p> <p>In the longer term, we are planning to gain maximum benefit from the roll-out of smart metering technology in the second half of RIIO-ED1, by investigating the associated opportunities for demand-side management. We are already gaining valuable learning about demand-side response with commercial customers. We are trialling commercial building management solutions in the Thames Valley that include automatic demand-side response capability. This will provide our commercial customers with the means to reduce their energy consumption. We will utilise the learning from this work to develop suitable commercial models for enrolling other large commercial users as well as small and medium enterprises on demand-side response schemes.</p>
12	<p>SSEPD hold a Priority Service Register (PSR) of customers with a particular reliance on electricity or who have communication difficulties, with examples of customers on the PSR including:</p> <ul style="list-style-type: none"> • Those who have a reliance on life support machinery such as kidney dialysis, oxygen or other forms of support. • Those who are elderly and infirm. • Those who have communication difficulties. <p>Depending on the needs of these customers SSEPD has different services (e.g. a generator, hot water etc.) in place to provide support in the event of a power cut.</p> <p>Given this information, we asked if you were aware of the PSR.</p>	<p>47% of respondents are aware that SSEPD holds a list of priority services customers.</p> <p>Two respondents were registered but had not been contacted as a PSR customer.</p>	<p>More is being done to publicise our Priority Service Register including:</p> <ul style="list-style-type: none"> • Production of a leaflet to send to existing and new customers – this leaflet can also be used by our partners to publicise this service. • Posters for public facilities such as GP and Dental surgeries, citizen advice offices. • Our website will contain more information about our services. • A dedicated team will be set up to maintain our register. • We will distribute 'vulnerability packs' in prolonged cuts including a blanket, wind up torch, food and fresh water.

Table 3: Innovation

Question	What we asked	What you told us	Our response
1	<p>SSEPD is focusing its innovation effort in a number of areas. We asked if you agreed or disagreed with each of the following areas of focus.</p> <ul style="list-style-type: none"> • Getting best value for money. • Minimising power cuts. • Improving communication with customers and stakeholders. • Improving customer service. • Reducing disruption when renewing or upgrading the network. • Reducing carbon emissions. • Reducing energy bills. • Reducing the impact on the environment. 	<p>More than nine out of ten (92%) of you said you strongly agree or agree that we should be focusing on:</p> <ul style="list-style-type: none"> • Getting best value for money, with a similar number (91%). • Reducing energy bills. <p>In contrast, relatively lower levels of agreement were recorded for focusing on the reduction of carbon emissions (65% either strongly agree or agree).</p>	<p>We have developed a balanced innovation project portfolio in order to maximise value for money in RIIO-ED1 and beyond. Our portfolio balances sufficient breadth to prepare our network for a range of possible scenarios during RIIO-ED1, and sufficient focus to efficiently implement those innovations most suitable to whichever scenario ultimately occurs.</p> <p>At a more specific level, many of our key innovations for RIIO-ED1 are specifically intended to increase value for money from our network operations. For example, our low voltage network monitoring and modelling innovations will provide more targeted and robust forecasts of network usage, increasing the value derived from our planning and investment management systems. The electric vehicle charging management solution being trialled in our I2EV project is an example of a solution that could be deployed incrementally as required during RIIO-ED1, providing a pragmatic, cost-effective alternative to conventional network reinforcement. The community energy coaching innovation is designed to promote energy efficiency at a grassroots community level, with a potential resulting impact on customer bills as well as network loading. We will also focus on other demand-side solutions during RIIO-ED1, such as demand-side management and energy storage technologies, in large part because they provide value for money in comparison to other solutions which provide similar benefits.</p> <p>Beyond specific innovations, our innovation strategy for RIIO-ED1 will continue our commitment to cross-network zone applicability and mutual knowledge-sharing with other DNOs in order to avoid duplication in our innovation projects. We also seek to collaborate and leverage external funding as far as possible in our innovation projects in order to maximise value for customers' money.</p> <p>In addition, we are retaining some focus on innovating to integrate low carbon technologies (LCTs) on our network because we anticipate that LCT deployment will continue to change the way that customers use our network during RIIO-ED1.</p>

Table 3: Innovation (continued)

Question	What we asked	What you told us	Our response
2	We invited you to identify other areas where we should be developing.	<p>The key themes to emerge are listed below:</p> <ul style="list-style-type: none"> • Energy efficiency services and micro generation, particularly for hard to treat houses in rural areas. • “Look to increase smart grid type stuff so that remote areas could become more self sufficient by generating electricity to be used locally and reducing bills in local area”. • Detail in customers’ bills how much has been invested or spent in customers’ areas in upgrading the network on their bill or include this in an annual insert a bit like guaranteed standards – people like to know where their money goes – be transparent. • A power cut app with no adverts that only lists power cuts, the reason why and restoration time. • Improved network monitoring to detect faults. Also better automated telephone message system to provide information about outages: enabling a customer to recognise at the outset that their fault is being addressed, by issuing location-specific information, which would avoid multiple calls from customers reporting the same fault. • Helping customers reduce energy use. • Make it easier for the new connection of larger renewable generation schemes. • Working to protect the vulnerable. • Smart systems and home automation. 	<p>Several aspects of our flagship innovation projects are seeking to improve energy efficiency which may enable our customers to reduce their energy usage. For example, we are trialling smart domestic heating and hot water systems in our Northern Isles New Energy Solutions (NINES) project which offer a 20% thermal efficiency improvement and which are applicable to the UK. Our community energy coaching innovation is intended to promote energy efficiency at a grassroots community level, with a particular focus on vulnerable customer communities. We also plan to use smart metering to improve public education around energy consumption. We are trialling solutions in our Thames Valley Vision project that maximise the proportion of individual distributed generator output that is consumed or stored on the individual generator’s side of the meter, thereby enhancing the economic viability and overall efficiency of micro generation schemes.</p> <p>A number of our other active innovation projects and key focus innovations for RIIO-ED1 will accelerate the connection of large- and micro-scale renewable generation schemes, potentially allowing remote areas to become more self-sufficient. These innovations are focussed mainly in our active network management (ANM) portfolio, including large-scale and sub-50kW scale generator constraint management, and community demand management which can reduce or eliminate network constraints that would otherwise be applied to local embedded generation.</p> <p>Several of our innovation projects are investigating different network monitoring tools designed to detect and locate faults. These include monitoring of partial electrical discharge, which can lead to breakdown of insulation in our assets; subsea cable monitoring; locating faults on overhead lines using the radio waves produced from an electrical discharge between conductors; and smart software to automate some functions within our primary substations, providing highly accurate data processing and analysis to locate faults.</p> <p>We are also developing innovations intended to reduce network restoration times following faults, thereby protecting vulnerable customers who could be affected by prolonged network restoration times. Examples include automated network reconfiguration to reduce customer minutes lost (CMLs), and weather impact and response modelling tools to enable pre-emptive mitigation measures to be taken prior to extreme weather events.</p> <p>We will continue innovation projects seeking to protect vulnerable customers during RIIO-ED1. For example, our Community Energy Coaching project to sustain ongoing reductions in energy consumption will focus on vulnerable customer communities in particular. We will also seek to use smart meters to protect vulnerable customers during electricity outages, by developing an enhanced supply monitoring and support scheme.</p> <p>Our suite of longer-term smart home solutions includes systems to take full advantage of the smart meter roll-out, potentially including demand-side management functionality.</p>
3	We asked how important it is to you that we introduce new ideas and ways make your electricity supply more reliable quickly?	<p>Almost nine out of ten (87%) of you said that it is important (very important, 46%: important, 41%) that we quickly introduce new ideas and ways to make the electricity supply more reliable. Thirteen percent (12% not very important: 1% not at all important) said it was not important.</p>	<p>Maintaining and improving network reliability and availability is a key objective for our innovation programme. Key examples from our large number of relevant innovation projects include advanced primary substation protection, wood pole condition monitoring, cyber security solutions, climate change & network resilience assessments, heat pump load profile monitoring, and detailed submarine cable rating. Our core LV network monitoring and smart EV charging innovations for RIIO-ED1 are also intended to enhance network reliability as we progress through RIIO-ED1.</p>

Table 4: Customer Service and Complaints

Question	What we asked	What you told us	Our response
1	<p>We asked if you had:</p> <ul style="list-style-type: none"> • Ever contacted us because of a customer service issue. • What the issue was. • How satisfied you were with the way in which we handled it. 	<p>Almost one in four (23%) said you had contacted SSEPD because of a customer service issue.</p> <p>Among those customers³ who have contacted us about a complaint (n=20), the most common reason for doing so was in relation to communication via SSEPD customer services centre.</p> <p>Overall, 70% of you who had contacted us with a complaint said you had done so within the last year.</p> <p>Overall, 40% of you making a complaint to us were satisfied (very satisfied, 10%: satisfied, 30%) with how the complaint was handled, with 35% dissatisfied (dissatisfied, 5%: very dissatisfied, 30%) and 25% neither satisfied nor dissatisfied.</p> <p>Analysis by customer age found that those aged under 40 (4%) were significantly less likely to have ever contacted SSEPD with a customer service issue compared with customers in other age groups (40-59, 32%: 60+, 24%, p<=0.05).</p>	<p>We will build a customer relations team that will provide a one stop shop for complaint handling and look to resolve 70% of customer complaints in one day.</p>
2	<p>If you had a complaint, we asked how you would like it resolved:</p> <ul style="list-style-type: none"> • By an individual in our complaints team who, although not able to resolve the issue personally, would take responsibility for progressing your complaint and keeping you informed, and advising you of the outcome and your options if not satisfied. • By putting you in contact directly with the staff who are dealing with your issue, so you can pursue the complaint yourself although this may involve you talking to more than one person. • Using our web site to raise the complaint. <p>We also asked if you had any suggestions on how we could improve our complaint handling.</p>	<p>If you had a complaint, most of you (61%) said you would prefer to have it dealt with by an individual in our complaints team who, although not able to resolve the issue personally, would take responsibility for progressing your complaint, keeping you informed and advising you of the outcome and your options if not satisfied.</p> <p>You also told us that we could improve our complaint handling by:</p> <ul style="list-style-type: none"> • Maintaining communication at all steps. • Keeping customers informed – but fixing the electricity supply would mean you would not get complaints! That is your prime purpose and you fail dismally to provide a consistent service • More knowledgeable call centre staff – the member of staff did not understand the problem we reported meaning the engineer attending site hadn't been briefed correctly and subsequently didn't have the right parts. This resulted in him coming out for a second time. • It probably took at least 10 minutes for someone to answer the phone when I rang to say there was a power cut. It is really annoying to listen to the same automated response repeated over and over again. When I phoned Scottish Gas this week, I gave my phone number, and someone phoned me back. I think you should consider a similar type of response when customers phone. 	<p>We have to provide a one stop shop for our customers who have a complaint to make therefore ensuring they have one point of contact throughout the process. However if customers would prefer contact at a local level, we will offer this service too.</p> <p>A continuous programme of training, development and coaching for all staff will be provided by a dedicated team to ensure the provision of a 10/10 service</p> <p>We have invested in a new integrated communication platform which will be operational by September 2013. In the event of a power cut, this integrated communication platform will enable us to update customers via their preferred method of communication. These methods include telephone, personalised message, text or social media.</p>

³ Other reasons for contact included: contacting on behalf of an elderly relative (n=1); and, billing information incorrect (n=1).

Table 5: Connections

Question	What we asked	What you told us	Our response
1	<p>Over the next decade more and more of our customers may want to use low carbon technologies such as electric cars or generating renewable energy.</p> <p>We want all new networks to be planned and built to be ready for the higher electrical demand of low carbon technologies. To achieve this there will be an increase in connection costs of approximately 5% for new homes and offices – which will be much cheaper than trying to upgrade these connections at a later date.</p> <p>Given this information, we asked our connections customers how supportive they are of SSEPD's plans to make sure any new networks are ready for the low carbon future.</p>	<p>Five major and minor connections customers were supportive (very supportive, 50%: supportive, 33%) of our plan to make sure any new networks are ready for the low carbon future, with one customer 'not very supportive'.</p>	<p>Having listened to your response we find you are overall supportive of our proposals.</p> <p>Taking this and other engagement into account we therefore plan, in order to avoid substantial costs for customers in future, to ensure any new networks we build during RIIO-ED1 to allow for the likely increased load requirements for low carbon technology in our minimum design standards. This applies to all networks we construct or adopt. This will be a marginal increase in assets, used solely to supply the connecting customer, and is paid for in full by connecting customers.</p>
2	<p>The electricity network will allow some homes and small businesses to use low carbon technologies immediately, but the electricity supply to other homes and businesses will need to be upgraded first. By increasing the bills of all customers by about £1 a year, homes and small businesses would not have to pay a charge to be able to use their low carbon technologies.</p> <p>With this information, our connections customers were asked if they agree or disagree that the cost of upgrading old connections should be shared among all customers.</p>	<p>Three connection customers agreed (strongly agree, 17%: agree, 33%) that the cost of upgrading old connections should be shared among all customers with one disagreeing and two neither agreeing nor disagreeing.</p>	<p>Having listened to your response we find although you are divided on this overall you are broadly supportive of our approach.</p> <p>Taking this and other engagement into account you are supportive of Ofgem's decision to socialise costs of network reinforcements necessary to accommodate retrofit of low carbon technologies at existing domestic and small commercial and industrial premises. This underpins the broader national driver for Low Carbon Technology uptake and will feature in our future plans.</p>
3	<p>We could invest in upgrading the network where we believe there will be lots of demand for extra load and/or renewable technologies. However, this could mean that we end up spending money before we need to or in the wrong place when plans change.</p> <p>We asked you who you feel we should consult with to forecast extra demand within an area (respondents were to tick all which apply)</p> <ul style="list-style-type: none"> • Local authorities. • Generation developers. • National government. • Local communities (e.g. Scottish Islands, Housing Associations etc). • Other. 	<p>Among the six major and minor connections customers in the survey, five felt that SSEPD should be consulting with local authorities to forecast extra demand within areas, with half of you (three) saying that we should be consulting with generation developers.</p>	<p>Having listened to your and other stakeholder responses we will build your recommendations for widespread consultation into our plans.</p>
4	<p>We asked our connections customers how supportive they are of us upgrading the network in areas where it is forecast that there will be future demand for more renewable technologies. This would allow new demand to be connected more quickly, but if plans change this could increase customer bills.</p>	<p>Given this information, four of you were supportive (very supportive, 17%: supportive, 50%) with two 'not very supportive'.</p>	<p>Following this and our other stakeholder events and engagement we recognise that although our customers want to be connected quickly they do not always feel that all customers should pay for this and that are particularly uncomfortable around the risk that we reinforce in the wrong places, at our customers expense.</p> <p>We have therefore modified our plans to more closely reflect this middle ground. Historically we have only reinforced where absolutely justified and underwritten by connecting customers. During RIIO-ED1 we could have proactively sought out and identified areas with no remaining capacity and reinforced ahead of need, offering efficiencies and time savings but risking over-investment. However we now propose to only invest where either these costs are underwritten by connecting customers or at least connecting customers are willing to enter into an agreement to underwrite the additional costs should they not require the capacity.</p>

Table 5: Connections (continued)

Question	What we asked	What you told us	Our response
5	Our connections customers were asked to rate their level of interest in SSEPD developing a scheme where in return for a faster, cheaper connection, they may occasionally have to use less electricity or stop generating electricity.	In response, four said you were interested (very interested, 17%: interested, 50%), with two connections customers disinterested.	Will we be offering flexible connections in RIIO-ED1 based on feedback from this event, our First and Second Consultation Papers, Focus Groups, the on-line survey and the street and telephone survey. This innovative approach matches our company values to offer choice and flexibility. We will quantify these offerings and the improvements in cost and time in our Annual Connections report, identifying to customers what this will offer them.
6	SSEPD customers who are developing a single or small group of new homes want to be connected to the network as soon as possible. Given this, we asked our connections customers if they agree or disagree that we should be financially rewarded for connecting these customers quicker.	Two strongly agreed, one neither agreed nor disagreed and three disagreed (disagree, 33%: strongly disagree, 17%). Note that both minor connections customers disagreed whereas of the four major connections customers, two agreed, one neither agreed nor disagreed and one disagreed.	We have listened to and fed back your comments to Ofgem who have now set out the final incentive mechanisms they intend to apply to all DNOs during RIIO-ED1. Specifically around time to connect this has led to removing any positive financial reward to connect larger customers more quickly but retaining it for smaller customers. We support this balanced approach.
7	Our major connection customers (e.g. a housing estate or factory) generally want to connect to the network in their own timescales which vary with planning consent, finance and stage of project. Given this situation, our connections customers were asked if they agree or disagree that SSEPD should arrange major connection times with their individual project needs and priorities of major connections customers in mind.	Five of the responding connections customers agreed (strongly agree, 33%: agree, 17%), with one neither agreeing nor disagreeing. Note that both minor connections customers agreed whereas 3 out of 4 (75%) major connections customers agreed.	We have listened to and fed back your comments to Ofgem who have now set out the final incentive mechanisms they intend to apply to all DNOs during RIIO-ED1. Specifically around time to connect this has led to removing any positive financial reward to connect larger customers more quickly but retaining it for smaller customers. We support this balanced approach.
8	Major connection customers such as those who have built housing estates or factories have an opportunity to tell Ofgem how their connection project went. Given this information, we asked our connections customers how important it is for them to be able to tell the regulator how their connection went.	Most (five) connections customers believe that it is important (very important, 50%: important, 33%) for them to be able to tell Ofgem how their connection went, with one saying that it is not very important. All four major connections customers said that it is important to be able to tell Ofgem how their connection went, whereas one minor connection customer said it was important with the other saying it was not important.	We have listened to and fed back your comments to Ofgem who have now set out the final incentive mechanisms they intend to apply to all DNOs during RIIO-ED1. Specifically around all customers having a voice, major customers will be consulted on a DNOs performance under a new Incentive on Connection Engagement (ICE) incentive which will be a penalty only incentive on the DNO to perform well for these customers.
9	Historically only SSEPD could provide connections. However, customers can now appoint another company to provide their connection on a competitive basis. With this in mind, we asked our connections customers if they would still want to be able to tell Ofgem how their connection went in a more competitive market.	All major and minor connections customers in the survey saying that they would like to tell Ofgem how their connection went in a new openly competitive connections market.	We have listened to and fed back your engagement comments to Ofgem who have now set out the final incentive mechanisms they intend to apply to all DNOs during RIIO-ED1. Specifically around all customers having a voice, major customers will be consulted on a DNOs performance under a new Incentive on Connection Engagement (ICE) incentive which will be a penalty only incentive on the DNO to perform well for these customers.
10	We presented our connections customers with the current standard timescales for different connections and asked if any needed to be changed. At the moment, we have standard timescales to provide a quote for minor and major connections to the network. We asked you to indicate which of the following standard timescales needs to be changed. <ul style="list-style-type: none"> • 5 working days for a simple one house quote. • 15 working days for up to 4 houses. • 25 working days if more connections. • 35 working days if SSEPD need to design and cost on the high voltage network. • 65 working days if the project also includes extra high voltage work. • 45-65 working days if the connection is for a generator. 	Of the various connections standards listed: <ul style="list-style-type: none"> • One of respondent said that the '25 working days if more connections' standard needed to be changed to 15 days. • One respondent said that the '45-65 working days if the connection is for a generator' needed to be change to 21 days. 	Having listened to your and other stakeholder responses and built these into our commitments for RIIO-ED1. In our business plan we will commit to delivering 100% of our quotations within the guaranteed standard. If we fail to deliver on this commitment we will pay the customer twice the penalty payment we require to. We will also report on our average time to quote in our Annual Connections Report.

Table 5: Connections (continued)

Question	What we asked	What you told us	Our response
11	<p>When connecting new customers to the network, we cannot reduce quotation times without increasing costs.</p> <p>With this in mind, we asked connections customers which of the following two options they would prefer.</p> <ul style="list-style-type: none"> • Provide the accelerated quotation service to everyone with the additional costs shared across everyone's connection charge. • Provide an accelerated quotation service to those who want to speed up the quotation turnaround time but pass the cost directly to them. 	<p>Most (four respondents) preferred the option of SSEPD to provide a service to those who want to speed up the quotation turnaround time but pass the cost directly to them, with two favouring providing the service to everyone with the additional costs shared across everyone's connection charge.</p> <p>Of the two minor connections customers, one favoured passing the cost directly to those wanting quicker quotation times with one favouring sharing the costs across all customers. Among major connections customers, one favoured passing the cost directly to those wanting quicker quotation times with three favouring sharing the costs.</p>	<p>Will we be offering accelerated quotation processes to our larger customers in RIIO-ED1 based on feedback from this event, our First and Second Consultation Papers, Focus Groups, the on-line survey and the street and telephone survey. This innovative approach matches our company values to offer choice and flexibility. We will quantify these offerings and the improvements in cost and time in our Annual Connections report, identifying to customers what this will offer them.</p>
12	<p>Our major and minor connections customers were asked to say how long they feel quotations for both minor and major connections should be valid for.</p> <ul style="list-style-type: none"> • 90 days (no option to extend or revalidate). • 60 days (no option to extend but an option to revalidate). • 30 days (with option to extend or revalidate). 	<p>Among all six connections customers, one felt that quotations should be valid for 90 days with no option to extend or revalidate, with 50%; three favouring 60 days with no option to extend but an option to revalidate. Two connections customers favoured 30 days with the option to extend or revalidate.</p> <p>Of the two minor connections customers, one favoured the 90 day option with the other favouring the 30 days option. Among the four major connections customers, three favoured the 60 days option and one favoured the 30 day option.</p>	<p>Will we continue to explore this issue with all our customers during RIIO-ED1 based on feedback from this event, our First and Second Consultation Papers, Focus Groups, the on-line survey and the street and telephone survey. Where we can we will explore extended validity periods.</p>
13	<p>Quoting for larger generation and demand projects comes at a significant cost to SSEPD. Currently only 30% to 40% of these quotes are accepted and we are able to recover costs from only those that are accepted. We believe that it would be fairer to recover costs from all customer quotes whether they are accepted or not.</p> <p>Given this information, we asked how supportive you are of SSEPD's design costs being shared across all customers who request a quote and not just those customers who accept a quote.</p>	<p>83% of you are supportive of design costs being shared across all customers who request a quote and not just those customers who accept a quote, with one minor connections customer supportive and one neither supportive nor unsupportive. In contrast, all four major connections customers in the survey are supportive of sharing costs among all customers.</p>	<p>We have listened to and fed back your comments to Ofgem and are working closely with them DECC and other DNOs to ensure this is achieved.</p> <p>This will require changing primary legislation and so may take some time.</p>
14	<p>Connections customers can choose to have alternative providers deliver their new connection. We want to make it easy for customers to work out which choice suits them best. We could provide both a cost for us to do all the works; and a cost just for the element SSEPD must do.</p> <p>Given this information, connections customers were asked if we, when providing quotes, should include both costs or should both costs only be provided when asked for.</p>	<p>In response, three of connections customers responding to this question said that both costs should be provided with half (three) saying that both costs should only be provided if asked for by the customer.</p> <p>Note that one minor connection customer felt that both costs should be provided with the other saying that both costs should be provided only when asked for. The same pattern of response was recorded by major connection customers with half favouring both cost being provided and half favouring providing both costs only if asked for.</p>	<p>Following this and our other stakeholder events and engagement we recognise that our customers are divided on this however it is important to some.</p> <p>We have therefore now started to provide all quotations to our larger customers offering both costs. Depending on the feedback on this we will either tailor or extend this to all during RIIO-ED1.</p>
15	<p>We asked you how supportive you would be of us providing a better web-based process for applying and monitoring your projects?</p>	<p>Overall, 83% (five) of you said you are supportive (very supportive, 50%; supportive, 33%) of us providing a better web-based process for applying and monitoring customer projects. One of you (17%) was neither supportive nor unsupportive of a better web-based process.</p> <p>Of the two minor connections customers who responded, one of you was supportive with the other neither supportive nor unsupportive. Among the major connections customers all of you were supportive of SSEPD providing a better web-based process for applying and monitoring customer projects.</p>	<p>Following this and our other stakeholder engagement activities; we recognise that our customers are very supportive of improved on-line information.</p> <p>We are therefore going through a web review and rebuild process to reflect this support.</p>
16	<p>We asked you if there are specific elements of your project you would particularly like to access on-line?</p> <ul style="list-style-type: none"> • Network Information & Indicative Costs. • Application Forms. • Acceptance and Payment. • Project Progress. • Designer/Engineer. 	<p>67% of our connection customers (four) said you would like to access network information and indicative costs on-line, with half of you (three) saying you would like to have access to designers/ engineers, project progress and application forms on-line.</p>	<p>Following this and our other stakeholder events and engagement we recognise that our customers are very supportive of improved on-line information.</p> <p>We are therefore going through a web review and rebuild process to reflect this support.</p>

Table 6: Consultation and Engagement

Question	What we asked	What you told us	Our response
1	<p>We are keen to ensure that our customers and stakeholders are consulted about business plans and future projects as well as public safety.</p> <p>Given this corporate commitment, we asked you which method of notification and consultation you would prefer.</p> <ul style="list-style-type: none"> customer seminars, forums, events, meetings etc focus groups letter mail shots newsletters our website personal visits social media (e.g. facebook, twitter) surveys through the media other 	<p>Most of you (60%) said you would prefer to be notified or consulted via the SSEPD website, with 35% preferring a letter, 27% a customer seminar, forum, events or meetings (note that 2 respondents suggested 'other' methods with both mentioning email).</p> <p>There were some differences in response, with a greater proportion of customers / stakeholders in the SEPD preferring a letter (49% vs. 27%, $p < 0.05$), with younger respondents (i.e. aged under 40, 45%) more likely to prefer social media compared with other age groups (40-59, 20%: 60+, 10%, $p < 0.05$).</p>	<p>We offer a range of ways to engage with us including: interviewer administered surveys, written consultation documents; audio recorded focus groups with electronic audience response system; on-line surveys; structured interviews with stakeholders; stakeholder meetings, events, forums and workshops; social media and customer voice groups.</p> <p>We will produce and regularly update our stakeholder engagement and communication plan which will provide stakeholder with enough information, and in a format they want, to enable them to participate in key debates.</p> <p>We are committed to being open and easy to talk to.</p> <p>We will consider these views in future iterations of our stakeholder engagement and communication plans.</p>
2	<p>SSEPD is committed to improving understanding of the dangers of electricity networks and staying safe around them. Given this commitment, we asked you to say which medium you felt was best to communicate safety messages to teenagers and children.</p> <ul style="list-style-type: none"> focus groups newsletters our website school visits social media (e.g. facebook, twitter) surveys other 	<p>The majority (62%) of you felt that school visits are the best medium to communicate safety messages to teenagers and children, with 29% favouring the medium of social media [note that 'other' responses included: educating parents to the dangers; and, events such as Safe Highlanders.]</p>	<p>We have a long history of school visits and with the support of stakeholders our business plan will commit to maintaining these visits through RIIO-ED1.</p> <p>We will also continue to consult with stakeholders through our ongoing engagement programme on other options which may be more effective in future.</p> <p>These include proposals to add children's interactive educational activities on our website in addition to the ability for schools located within our area to apply for educational visits from our staff. This will allow schools which have not engaged with us in the past to take advantage of this resource.</p>

Table 6: Consultation and Engagement (continued)

Question	What we asked	What you told us	Our response
3	We asked if you feel we should be doing more to explain our role as a distribution network operator among customers and stakeholders?	<p>The majority (62%) of you believe that we should be doing more to explain our role as a DNO to customers and stakeholders.</p> <p>We also asked for suggestions on how better we can promote our role as a Distribution Network Operator (DNO). The key response themes are listed below with some verbatim comments.</p> <p>Engage with the Community</p> <ul style="list-style-type: none"> Engage with community councils. Leaflet maybe – or adverts in local papers. Get more involvement from customers, after all is customers that are paying for it in the end. <p>Branding</p> <ul style="list-style-type: none"> Customers don't distinguish between distribution and retail arms of a company – so I'd call the supplier if there was a problem. Need to ensure that communications makes allowances for this. Clearing understanding between the Network and the Supply business so everyone understands that energy pricing is not solely controlled by a single organisation and its costs. <p>More Communication</p> <ul style="list-style-type: none"> Be more vocal. More communication – social media. Communicating through newspapers, television, radio, press releases, billboards, information booklets that could also include details and advice for power cuts, sending out newsletters to all customers in the distribution areas, having stands at local community events and trade events, internally engaging with staff to explain roles and responsibilities of each business area through events and roadshows as well as internal SSEPD news/SSEnet and staff boards and emails etc, encouraging staff to educate family friends and neighbours. Explain to customers Ofgem rulings which seem counter to being an effective supplier and distributor of electricity, none of our staff can fathom why we do some things a particular way. With your surveys and media items. Attend public meetings, arrange public meetings, publicise your role and function, you go out to the public where they happen to be. The onus is on SSEPD to make the effort. Events at shows and exhibitions. <p>Better Access</p> <ul style="list-style-type: none"> For a start it is not easy to find what number to call when there is a power cut. Making it easier to contact SSEPD employees, to book in dates of connections and mains – no returned calls always chasing, very poor attendance to complete works. 	<p>We want our customers to know who to contact in the event of a power cut or if they have a problem with their supply (such as flickering or appliance damage).</p> <p>We will continue to clarify our role as a distribution network operator, as appropriate, within our ongoing communications with customers and stakeholders.</p> <p>Our aim is that if you need to call us you can find the information you need quickly and easily. We have updated our details in all telephone directories; our website provides clearer contact details and all supply bills contain our telephone number. We also have a number of different ways in which people can contact us to report a power cut including, facebook, twitter and a report a fault function on our website.</p> <p>We are actively engaging with communities through our stakeholder engagement programme which is supported by a communication plan. This will increase our visibility.</p> <p>We also issue press releases around our major infrastructure and investment projects which improve supply reliability e.g. Winter Investment Campaign. These are issued to all media contacts and stored on our website⁴.</p> <p>In ED1 we will continue this work and work with other DNOs on initiatives to improve people's understanding and appreciation of our business.</p>
4	Engaging effectively with you is a key strategic priority for us. Given this commitment, we asked you how effective or ineffective you feel we have been in engaging with you as a customer or stakeholder.	<p>Overall, 42% of you in the survey rated SSEPD as effective in engaging with them (very effective, 12%: effective, 30%), with 21% rating SSEPD as ineffective (ineffective, 13%: very ineffective, 8%). More than one third (37%) of you rated SSEPD as neither effective nor ineffective in engaging with them.</p> <p>Analysis by region found that most of you in SHEPD (51%) felt that you have been engaged with effectively compared with just over a quarter (27%, $p < 0.05$) of you in SEPD.</p>	<p>We will produce and regularly update our stakeholder engagement and communication plan which will provide stakeholders with enough information, and in a format they want, to enable them to participate in key debates.</p> <p>With our stakeholders in mind, we will continually monitor and evaluate our mechanisms of engagement to ensure they sustain constructive engagement.</p> <p>A specialist stakeholder engagement team have now been formed by the Director of Distribution to ensure that all engagements are effective and all stakeholder groups have the opportunity to comment on our business plans. This team are now supported by company policy and a library of documentation to ensure structure and purpose in future events and policy change.</p>

⁴ <http://www.ssepd.co.uk/News/>

Table 6: Consultation and Engagement (continued)

Question	What we asked	What you told us	Our response
5	We provided you with an opportunity to make suggestions on the one thing that would make stakeholder engagement more effective.	<p>The following key themes emerged with some verbatim comments.</p> <p>Localised Service</p> <ul style="list-style-type: none"> • More localised rather than through remote call centres. • Let me know about work being carried out in my area. • More involvement with the community. • Better engagement with community groups. <p>Customer Services</p> <ul style="list-style-type: none"> • Put more people on the phones to answer calls. The human touch is far better. <p>Visibility</p> <ul style="list-style-type: none"> • More visibility of our activity in the community. • Make yourself known as a distributor and network operator to everyone – only hydro or southern customers will know who you are and the responsibilities SSEPD have. • Give the company a media face someone the public can picture when they think of us ... a strong reliable linesman ... a caring call taker ... push the face on short TV ads and back it up in you tube infomercials and any paperwork sent in bills yearly reports etc. <p>Communication</p> <ul style="list-style-type: none"> • Communicate more proactively. • Specify what you are doing to improve network reliability. <p>Website</p> <ul style="list-style-type: none"> • Improve readability of your website. Have you tried to read it? As I commented before, grey writing on light blue background is unreadable. • Make your website clearer and more informative of local issues. <p>Engagement</p> <ul style="list-style-type: none"> • Mail shots and engagement through internet. • Better use of email and social media. • More presence – telling us about what you do. Promote this more. • Newsletters. 	<p>With our stakeholders in mind, we will continually monitor and evaluate our mechanisms of engagement to ensure they sustain constructive engagement.</p> <p>We are investigating improving our existing website whilst developing a new site compatible for both computer and mobile users. Postcodes searches for local, personalised information are being developed.</p> <p>We have invested in a new integrated communication platform which will be operational by September 2013. In the event of a power cut, this integrated communication platform will enable us to update customers via their preferred method of communication. These methods include telephone, personalised message, text or social media.</p> <p>Part of SSEPD's stakeholder engagement strategy is to ensure local depots and business units are engaging more within their communities, this will be accompanied by the ongoing SSEPD 'Community at Heart' scheme where staff are encouraged to use a day volunteering for local charities, schools and community groups.</p> <p>We plan to put more information in the hands of stakeholders and communities about what SSEPD do overall and more specifically the works being undertaken locally, this has been complemented recently with our 'open door' days at local depots which were positively received from all the attendees. This information will be delivered across a range of mediums including a more structured 'user friendly' website, emails & social media sites, hand delivered letters/mail shots and ongoing engagements at a local level.</p> <p>Throughout the period of ED1 and beyond, we will continue to adapt our communication channels to the demands of our customers and other stakeholders.</p>
6	We asked you overall how satisfied or dissatisfied are you with the way we communicate with you?	<p>45% of you said you are satisfied (very satisfied, 13%: satisfied, 32%) with the way we communicate with you, with 43% neither satisfied nor dissatisfied and 12% dissatisfied (dissatisfied, 7%: very dissatisfied, 5%).</p> <p>Analysis by region found that most customers and stakeholders in SHEPD (53%) are satisfied with how SSEPD communicates with you compared with just under one third (30%, $p < 0.05$) of customers in SEPD.</p>	<p>With our stakeholders in mind, we will continually monitor and evaluate our mechanisms for communication to ensure they sustain constructive engagement.</p> <p>A core function of the new Stakeholder Engagement team will be the utilisation of multiple methods of communication and engagement. In addition to traditional methods (phone, email, face to face meetings, forums and seminars) we now utilise SMS, twitter and LinkedIn to communicate with our stakeholders as part of our robust strategy for stakeholder engagement.</p>
7	You were asked to rate your level of interest in being consulted by us on service delivery and improvement.	<p>Overall, the majority (69%) of you said you are interested in being consulted (very interested, 26%: interested, 43%) with 24% neither interested or disinterested and 8% disinterested (disinterested, 4%: very disinterested, 4%).</p> <p>Analysis by region found that most (79%) customers and stakeholders in the SHEPD region were more likely to say they are interested in being consulted by SSEPD compared with 60% ($p < 0.05$) of those in the SEPD region.</p> <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • I think that stakeholder engagement needs to be more widely understood within the business. By this I mean that all staff should understand what it means, it's importance for the business and why, how to effectively engage with people, how they can help and they should be regularly updated with changes to the business and processes etc to be able to share this knowledge with customers/ family/friends etc and further improve upon SSEPD's engagement and our customer/stakeholder's understanding of our business and changes being made that could affect them. 	<p>We have created a centralised stakeholder contact and record management system to enable us to actively manage engagement across the business. The database allows us to record who would like to be involved in future consultations and on which issues. We encourage any stakeholders who would be interested in being added to the database to register with us by RIIO-ED1@ssepd.co.uk or phone us on 0845 0760 515 (local rate). We will then ensure that those who have registered their interest in being consulted are contacted.</p>

Table 6: Consultation and Engagement (continued)

Question	What we asked	What you told us	Our response
8	General comments	<p>Customers and stakeholders were invited to list any further comments at the end of the questionnaire and examples of these comments are listed below under key themes:</p> <p>Positive Comments</p> <ul style="list-style-type: none"> • Following recent contact due to a weather related power loss your staff were extremely helpful and competent and kept us informed of progress, calling back to advise that to when and how the supply would be reinstated. • Recent phone call to say that the planned interruption had been cancelled due to storm was very much appreciated. The second letter notifying us when rescheduled planned interruption would take place was far clearer than earlier letter but still had some questions. These included whether or not I had to switch off my heating. • I attended an Open Doors Day at your Inverness office on 5th February and found this to be very informative and worthwhile. Every SSE[PD] staff member involved in the presentation was extremely helpful and friendly and made the day very enjoyable. 10 out of 10 for your customer service. <p>Customer Service</p> <ul style="list-style-type: none"> • Even when things don't go to plan I find staff helpful and polite, very important when you are frustrated with things. • I think you are unsure who your customers are. They fall into several groups and you need to develop ways to understand the pain of each particular group. Jobs get lost within the organisation. Each job should have a number of days on a desk timer. Each department then records their aggregate days over or under to give them a score for the month. <p>Vulnerable Customers</p> <ul style="list-style-type: none"> • I only work within your service provision area. My concerns are for the vulnerable people who experience a power outage. I know that you are working hard to do your best for such people and have your priority register. However, the fact that there are those people out there needs to be a primary concern regarding power outs. I know that you have a business to run and there is only so much that can be done, but providing information is key. Certainly to Social Care providers even if the power out is for a short time. 	<p>We have noted your comments and will consider them as we develop our RIIO-ED1 business plan.</p> <p>As part of our ongoing Stakeholder Engagement strategy we are committed to a programme of education for SSEPD staff including mail drops and briefings for each business unit. This will ensure that day to day engagements are understood and approached laterally as well as increasing our available knowledge & support base for larger engagements.</p>