

## C60 Challenge

Given NGN's role in the community, it should do more to support those most in need and, specifically, the levels of investment in the proposed Hardship Fund should be reconsidered.

### 1 Confidence in work basket to achieve GD2 target of 1000 connections per year.

Here is the information already provided by Tom, which indicates that our best forecast, based on current figures, and removal of LSOA, brings us to c1,000 connections per year. We have strong processes in place to make sure that we are able to identify fuel poor connections:

**One-off connections:** All our new connections team are trained to refer potentially eligible customers through to CES for assessment. CES are based in our offices at Thorpe Park, and we have a close working relationship with them. This has been extremely beneficial in achieving our fuel poor connections during GD1.

**Schemes:** Whilst we have recognised a reduction in these following removal of the LSOA criteria, the forecast below has been working on in collaboration with CES and YES. Both have strong local partnerships, grown through GD1. In addition to this, we continue to explore different ways that we can use data to better identify potential customers/schemes. We are hoping that this approach will help us over deliver on the 1,000 commitment.

Year	GD1								GD2					
	13	14	15	16	17	18	19	20	21	22	23	24	25	
Numbers completed	1227	1708	2460	2635	2061	2793	TBC	TBC						
YoY Increase		481	752	175	-574	732	TBC	TBC						
Schemes Est 70%	859	1196	1722	1845	1443	1955	TBC	TBC						
One offs Est 30%	368	512	738	791	618	838	TBC	TBC						
one off FP vouchers issued	1002	1210	1038	826	789	388	350	350	350	350	350	350	350	
One offs expected based on 80% conversion							310.4	280	280	280	280	280	280	
schemes anticipated 30% of average excluding 18/19#		7064												
Average based on 5 years		1412.74												
Impact of removal of LSOA criteria est 50%		706.37						706	706	706	706	706	706	
Forecast for GD2								986	986	986	986	986	986	
Assumptions														
Current estimate of 1 offs based on removal of LSOA continues at current rate														
Estimate of impact of removal of LSOA criteria 50%														
Funding can be found for in house measures														
No adverse changes made to qualifying criteria														

- 2 **Hardship Fund.** Following feedback from the CEG, approval has been given to increase the Hardship Fund from £30k to £150k. We are hoping to include our approach to make best use of this fund within the Vulnerability Appendix – Tom is currently working on this, and will keep you posted with progress.
- 3 **Complaints.** Following feedback from the CEG, we have included a commitment in V3 to report on number of complaints/100,000 customers, and target a year on year reduction.
- 4 **Clarity on number of outputs by PCD/ODI/Bespoke.** Carole – I've not had chance to do this yet, but will hopefully get to it over the weekend, or early next week.
- 5 **Agreeing resolution in 60 mins – how confident are we that we can achieve this?** Our 60 min target was set back in 2015. Since then we have been striving to improve our ability to agree resolution to complaints within 60 mins of receipt, in both working days and calendar days. We now maintain between 70-80% performance, and this has been tested through extreme weather events and incidents, where resources are stretched and complaints/enquiries increase. We monitor performance daily, as is now an

embedded part of our approach to complaints handling. Our proposed ODI is reputational only. We are proposing to keep the Ofgem metric as is, and but then also to report on the metric including the 60 min target, and based on calendar days.

6 How do we balance delivering over and above, with potentially redirecting that investment in other areas. We discussed this in two parts.

- a. Double GSOP payment – this was introduced with stakeholder support in 2015, and Ofgem have now made proposals to increase GSOP payments in line with inflation. We will be keeping our commitment to double GSOP, as it drives the right behaviour in limiting and eliminating performance failures, thereby increased our customer service delivery.
- b. General customer service improvements that are now embedded as BAU. We continually review customer feedback from complaints, enquiries and CSAT (qualitative and quantitative). Our focus has been to try small, at a local level, and then scale up if the improvement proves successful. We favour low cost/no cost solutions – based on people (culture) and process change, rather than investments in fancy technology (albeit over the last two years there has been more of a focus in investment in systems eg. SAP HANA). I don't there is a trade off between investment in service improvements, and investing in other areas. Our approach is always – what more can we do, based on feedback from our customers. The example that I talked about on Wednesday was the New Driveway Project (which won Gold at the UKCX Awards). Low cost, high impact, now scaled across the network, and influencing other utilities to follow suite. This was developed in direct response to reinstatement complaints (and our lowest scoring area in CSAT scores).