

Recognition For Work With Vulnerable Customers

Western Power Distribution

Western Power Distribution (WPD), the electricity distributor for the region, is the first company in the UK to be assessed by the British Standards Institution (BSI) for its work with vulnerable customers.

Staff at the company are celebrating after successfully passing the audit, which demonstrates their commitment to providing services that are fair and accessible to all.

Mike Bailey, Director of Professional Services at BSI said: “WPD has been proactive in developing strategies, systems and processes that cater for the needs of vulnerable customers. This is a terrific example of how standards can be used to help organisations strive for excellence for the benefit of their customers.”

The BSI audit, which has been endorsed by industry regulator Ofgem as part of its Vulnerable Customer Strategy review, has been identified as the standard that all companies should work towards.

WPD’s Stakeholder Manager, Alex Wilkes said: “We are delighted that we are the first company to be assessed as it adds considerable endorsement to our new Social Obligations programme and the services we offer to our Priority Service Register customers.”

Note for newsdesks:

- The BSI audit (BS18477:2010) is the British Standard for inclusive service provision for identifying and responding to customer vulnerability.
- Customers who rely on medical apparatus powered by electricity such as a ventilator or dialysis machine, those who are blind or deaf, stair lift users and the elderly can join WPD’s confidential Priority Service Register by calling 0845 724 0240 or via www.westernpower.co.uk.
- Western Power Distribution (WPD) is the distribution network operator for the Midlands, South West England and South Wales, and is responsible for delivering electricity to approximately 7.8 million customers in the UK.

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