

WPD gets better connected



Western Power Distribution (WPD) has become the first Distribution Network Operator (DNO) to sign up to a suite of applications that improve website and customer service accessibility.

ReciteMe and SensusAccess, also known as Robobraille, help customers with sight impairment or dyslexia use WPD's website. InterpreterNow and the Next Generation Text Service and its NGT Lite App help deaf or hard of hearing people access customer services.

WPD's Contact Centre Manager Chris Griffiths explains: "Providing world class levels of customer service is vital to the way WPD does business, which is why we are committed to constantly improving the services we offer our customers.

"We are always looking to identify new and innovative ways of communicating with our customers. These apps are great tools to help us connect with and respond to customers."

WPD also hosts British Sign Language (BSL) videos on its website and has an automated text messaging service for hearing impaired customers, supported by Text Local, for use

during power cuts.

The technological solutions are supported by training in BSL and specialist deaf awareness training for Contact Centre colleagues. WPD's ongoing commitment to greater accessibility has seen it receive the Louder than Words Charter Mark from Action on Hearing Loss for seven consecutive years. The charity has also highlighted WPD's work in its national report *Working for Change*.

DNOs are the electricity companies that look after the cables, lines and other infrastructure that transports electricity from the National Grid to customers' homes. They are the companies to call if there is a power cut but they are not responsible for bills.

WPD is the DNO for the Midlands, South West England and South Wales, responsible for delivering electricity to approximately 7.8 million customers in the UK. It operates a Priority Service Register for customers who might find themselves particularly disadvantaged by power cuts. More details are available at www.westernpower.co.uk/PSR.

<https://news.pplweb.com/news-releases?item=137373>