

Western Power Distribution recognized for excellence in customer satisfaction

Company ranks as best performer in Ofgem's Broad Measure of Customer Satisfaction (BMCS) for seventh year in a row

For the seventh year in a row, Western Power Distribution's (WPD) four network licence areas have been awarded best performer in U.K. regulator Ofgem's Broad Measure of Customer Satisfaction (BMCS).

WPD South Wales became the first licence area in the U.K. to achieve the maximum reward target of 8.9 across all three key service areas: power cuts, connections and general enquiries.

"Maintaining the top four places in the BMCS when we know that other networks are working hard to catch us up is an achievement we're very proud of," said Resources and External Affairs Director Alison Sleightholm. "Becoming the first distribution company to achieve the maximum reward target across all areas is a further demonstration of the hard work and professionalism of staff across our business."

Ofgem's incentive mechanism rewards network companies for good performance and imposes penalties when it's poor. The target for maximum reward is 8.9 out of ten.

The regulator surveys hundreds of customers per license area each month and asks them to rank companies based across 10 service areas. In total there are over 40 questions covering all aspects of the service customers receive. The scores are then averaged out to give an overall ranking for each license area.

WPD South Wales topped the UK with an overall score of 9.03, followed by WPD West Midlands with a score of 8.91. WPD South West and WPD East Midlands shared third place with scores of 8.90.

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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