Western Power Distribution strengthens performance in Ofgem Stakeholder Engagement and Customer Vulnerability Incentive

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WPD has strengthened its place at the top of the industry table for stakeholder engagement and customer vulnerability U.K. regulator Ofgem's annual incentive, extending their lead over the second-place company and making it seven years running at number one.

The Ofgem Stakeholder Engagement and Customer Vulnerability Incentive is designed to encourage electricity and gas network and transmission operators to proactively engage effectively with stakeholders and deliver a socially responsible and inclusive service. The reward is based upon the assessment of three submitted written documents covering the strategy and resulting outcomes that evidence how the company is collaborating with stakeholders to achieve positive results. A thorough, independent audit is completed and the process culminates in an Ofgem panel interview.

WPD was able to demonstrate that engagement led to 195 positive individual outcomes for customers, including the development of new actions such as the horizon scanning of existing vulnerable customer services, which led to 29 new Priority Services Register partners, and website updates to simplify connection applications and improve accessibility.

WPD's score increased this year to 8.75 out of 10, increasing the gap between them and second-place company Northern PowerGrid. The result has generated an incentive reward to WPD of more than $9 million (£6.9 million).

"To maintain and extend our lead is a fantastic achievement," said Alex Wilkes, Stakeholder Engagement manager at WPD. "We are absolutely thrilled with the result, which is thanks to the hard work from everyone across the business."

Find out more about Western Power Distribution at: http://www.westernpower.co.uk/Home.aspx

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