

# 2012 Customer Survey

## DTS User Group

### Presentation

Prepared For:



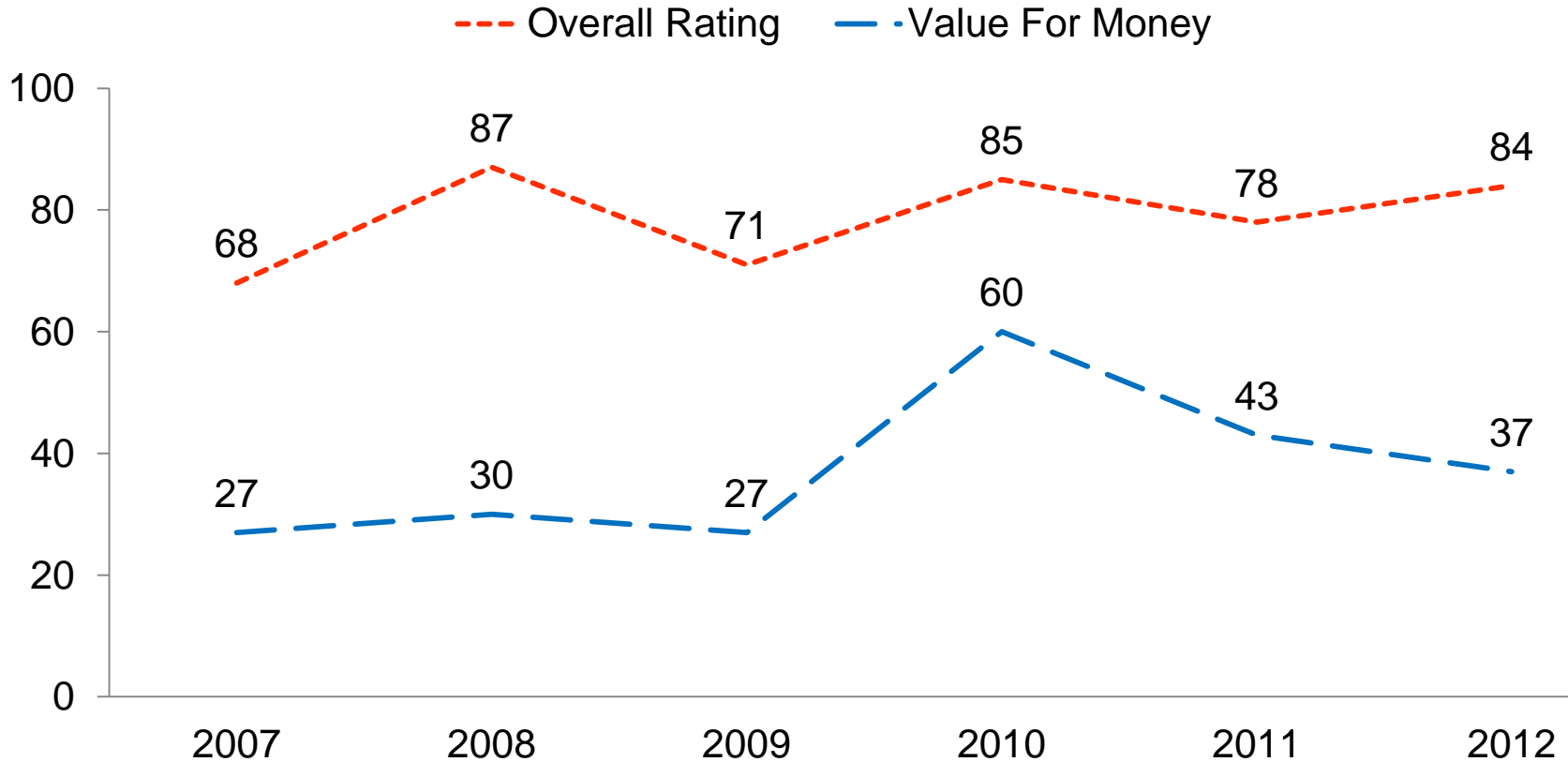
# The DTS – Key Headlines

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- ElectraLink’s strengths continue to lie in its **reliable**, **efficient** and **helpful** approach to managing the DTS, and this year there is a clear sense that service has either been maintained, or even improved in a number of areas:
  - **Technology & professionalism**
  - Providing valuable **expertise** resource
  - **Communicating clearly**
  - **Web tools** – with many interested in making greater use
- The **helpdesk** is the most highly rated aspect, with **consistency** having improved. Shazad has been singled out for praise by many.
- The **Gateway Connection** is also a key strength but improvements are desired by a small minority in terms of perceived **inflexibility** integrating with existing hardware and the content of **gateway reports**.
- Experience with initial **Green Deal** pioneers has been extremely positive, but brings a new breed of user into the industry which is likely to present significant challenges going forward.
- ElectraLink proposals for **Smart** are seen as highly credible, but likely to face competitive challenges.

# DTS

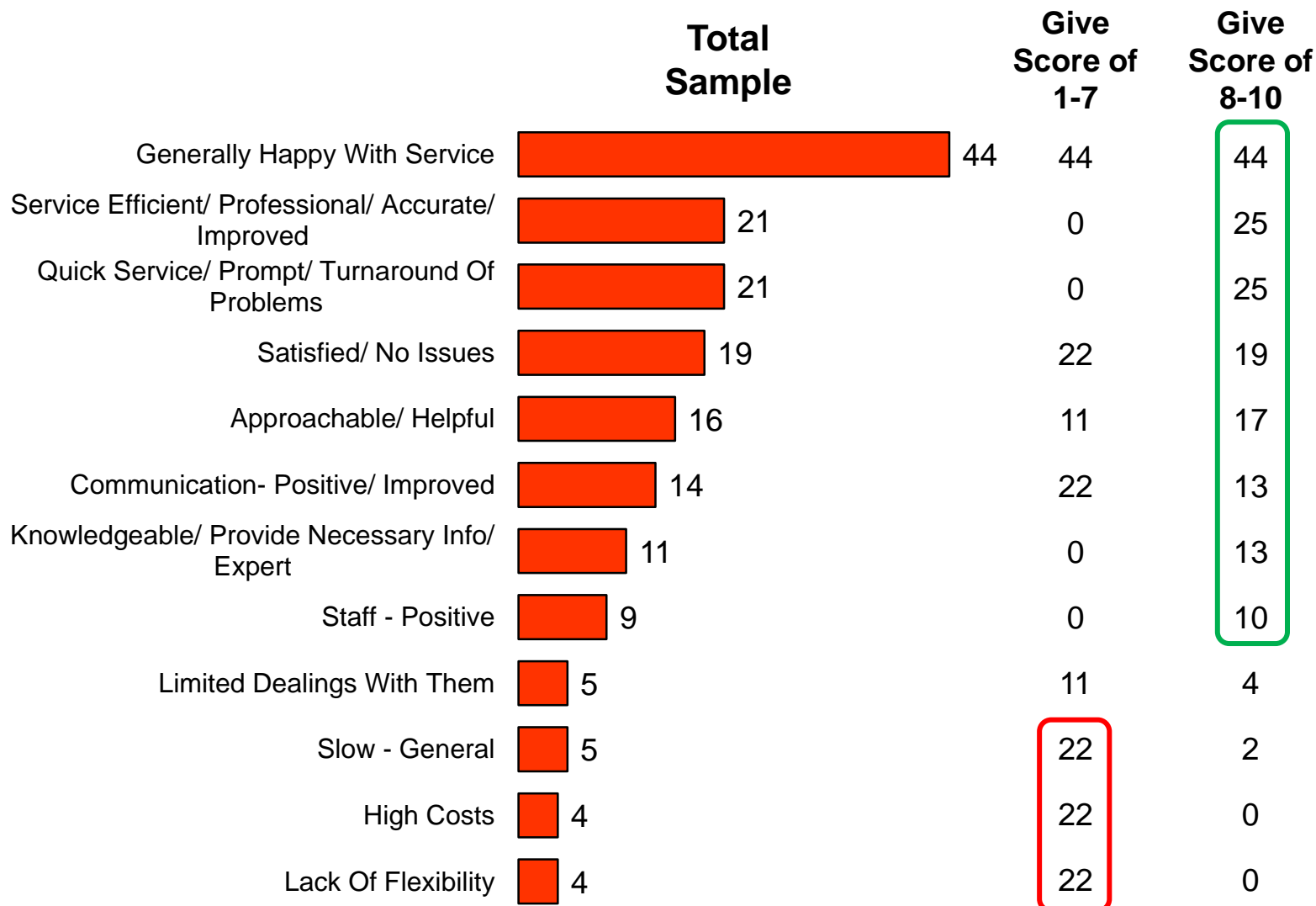
% Scoring 8-10 out of 10



**Implications:** Overall Satisfaction with the Service has strengthened, but 8+ value for money scores have eroded further from the peak seen in 2010.

# Main Reasons For Satisfaction / Dissatisfaction

## DTS Sample



**NB: Mentions by 1 person (2%) not shown**

Base: Total DTS Sample

(57)

(9)

(48)

# Satisfaction Rating Versus Other Organisations

## DTS Sample

1 = Not At All Satisfied  
10 = Extremely Satisfied

	% Deal With	2012 % Score 8 - 10	Change vs. 2011	Change vs. 2010
ElectraLink	100	84	+6	-7
Elexon	65	65	+7	-1
GEMSERV / MRASCO	54	58	+12	-2
OFGEM	37	24	-19	+31
National Grid	26	33	+8	+6
Xoserve	21	33	-21	+46
Joint Gas Office	5	* Base too low		
None Of These	25			
Base: Total DTS Sample	(57)	Base: All Who Deal With (Various)		

**Implications:** Maintaining Satisfaction levels is not a given, as evidenced by OFGEM and Xoserve. Improvements in satisfaction for ElectraLink is mirrored by Elexon & Gemserv.

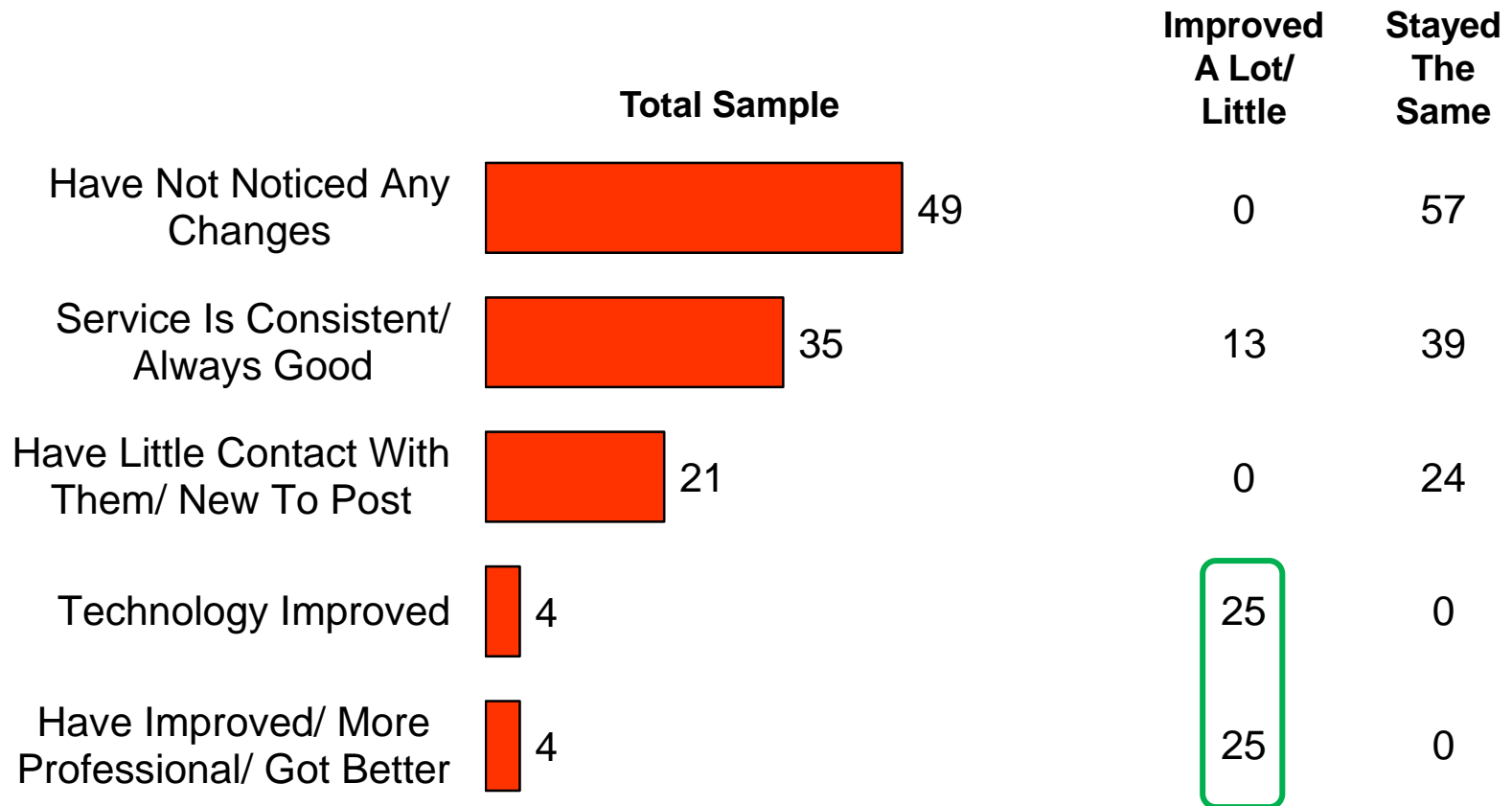
# Improvement On ElectraLink Services Over Past 12 Months

	Total DTS Sample	DTS CM's	DTS GOM's
Improved A Lot	4	0	7
Improved A Little	11	15	7
Stayed The Same	86	85	87
Got A Little Worse	0	0	0
Got A Lot Worse	0	0	0
Base: Total DTS Sample	(57)	(34)	(30)

**Implications:** There continues to be a sense that ElectraLink is either maintaining or improving standards over the past year, across both CM's & GOM's.

# Main Reasons ElectraLink Has Improved / Stayed Same

## DTS Sample



NB: Mentions by 1 person (2%) not shown

Base: Total DTS Sample

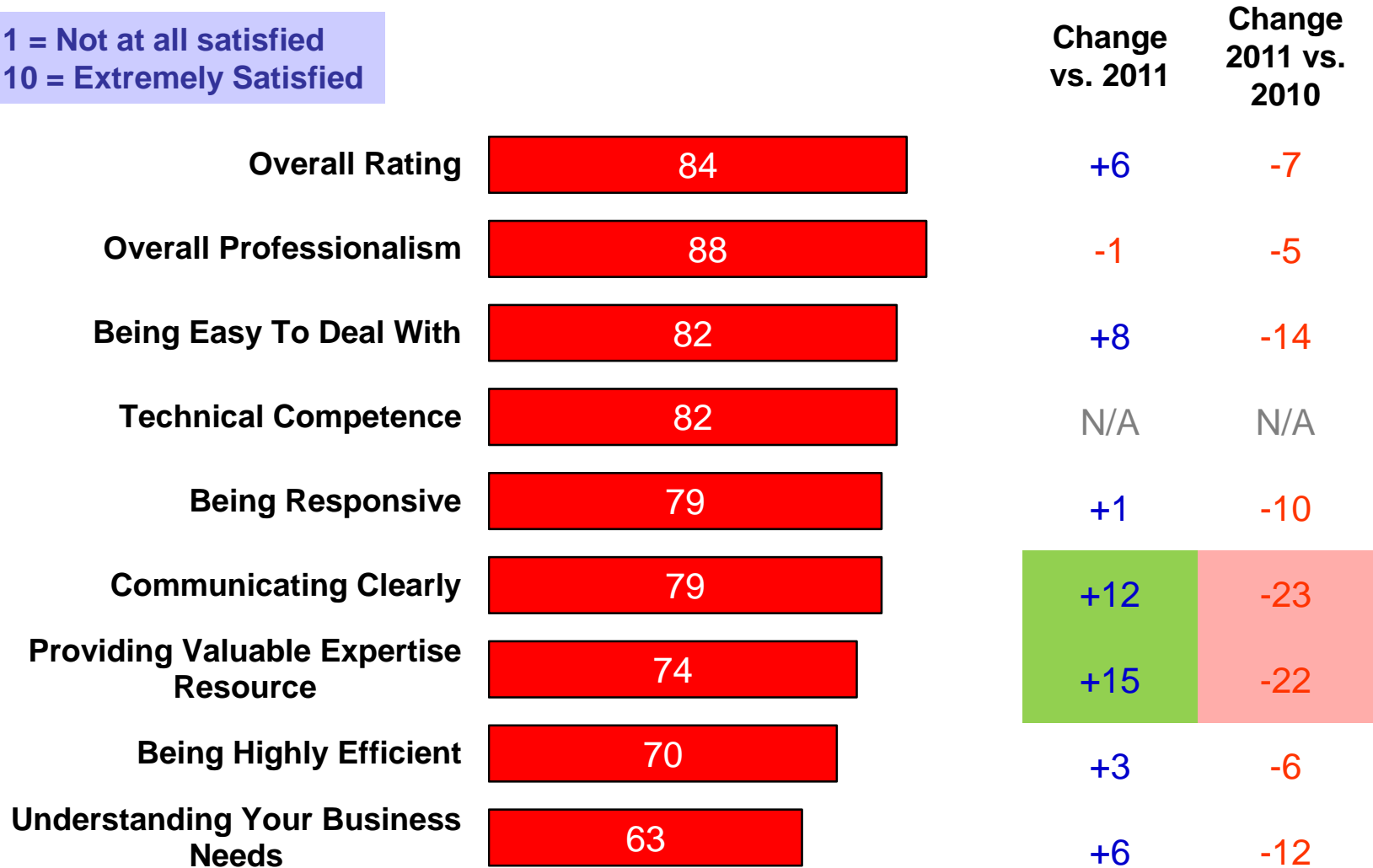
(57)

(8)

(49)

# Satisfaction With ElectraLink Service

1 = Not at all satisfied  
10 = Extremely Satisfied





# How Service Has Changed Over the Past 12 Months

## Improved

Things seem a little tighter and sleeker i.e. technology upgrade implementation.

They have made some changes recently and the quality that has been sent out has got better.

The technology refresh has helped in the improvement of the service. The new technology has improved speed of service and greater capacity.

## Maintained

It has always been a very good service which is difficult to improve.

Never had any problems with them, its normally our company that causes any problems.

They set the bar quite high last year, so this year they are refining the changes that they have made.

# Average Rating Of Main Service Areas DTS Sample

Service Area	No. of Attributes Rated	Mean Score 2012	Attributes Compared*	Change Since 2011*
<b>All Ratings</b>	<b>40</b>	<b>4.28</b>	<b>32</b>	<b>+0.07</b>
ElectraLink Helpdesk	5	4.62	5	+0.13
HP Helpdesk	3	4.56**	3	+0.47**
Gateway Connection	4	4.40	4	+0.04
The DTS Itself	3	4.39	3	-0.01
DTS Web Tools	12	4.19	5	+0.06
ElectraLink Services	4	4.15	4	+0.02
ElectraLink Reporting Tools	5	4.13	4	-0.06
ElectraLink Website	4	4.08	4	-0.04

•Change compared only on ratings in both 2011 and 2012

Base: All rating each attribute

\*\* Caution: Low Base

# DTS - Key Service Changes Since 2011

## Change in mean score since 2011

	Change in Mean Score
D-FLOWMASTER	+0.52
Getting consistent information and advice regardless of how you get in touch	+0.24
The MPAN search facility	+0.23
The content of the daily gateway reports	-0.40

**Implications:** Improvements in web tools and ElectraLink helpdesk outweigh the only notable decline in specific service areas; gateway reports.

# Communication & Helpdesks

The **Helpdesk** is responsive, efficient, holds it together. For more established users it means individuals, not a Helpdesk as such.

- Shazad specifically praised by a number of users

My experience has been excellent with their politeness and promptness. You don't feel a nuisance...some empathy and understanding that we're not all geeks.

**DTS GOM**



Faultless induction of **Green Deal** companies

- But – coping with the volume of new Green Deal players represents a huge challenge

There are still some individual examples where communication can be improved:

- Listening & being flexible
- Managing expectations
- More proactive development of customer relationship (smaller players)

And some consciousness that ElectraLink's outputs are improving:

The information coming out of ElectraLink is much more useful...less technical.

**DTS-CM**

# Initial feedback from Green Deal pioneers has been excellent, despite their lack of industry know how.

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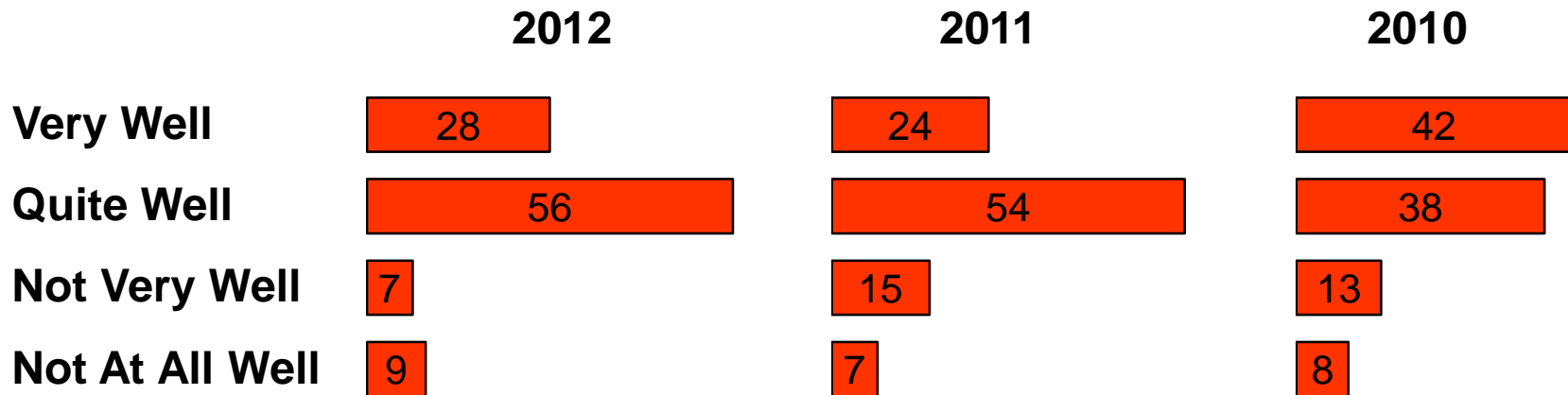
- Remote Gateway/ VPN connection works well so far
- Faultless set up, but hard work getting started

Faultless – in fact it exceeded my expectations because I didn't think they'd be as forgiving of someone coming in brand new and they were...we didn't know what we were talking about. We knew the theory behind it but its different putting it into practice....everything we needed to happen, happened. **Green Deal Provider**

# How Well User Group Representative Provides Feedback On Topics Discussed And Issues Raised At The DTS User Group

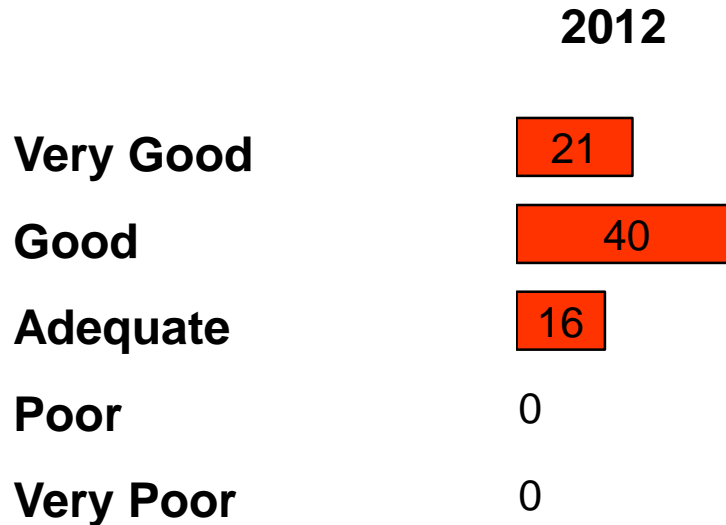
26%

are elected members of the DTS user group in 2012, similarly to recent years.



**Implications:** Perceptions of the feedback from User Group Reps remains below 2010 levels, but with slightly fewer giving negative feedback.

# Rating Of The Quality Of The Papers And Meeting Documentation Provided By ElectraLink For The DTS User Group\*



**Implications:** Compared to ratings generally, there is some room to improve the quality of papers prepared for the DTS User Group.

\* New Question in 2012

Base: Total DTS Sample

(57)