

2019 Contact Volumes

- c.2.2m proactive text messages (46%)
- c.1.9m website hits (39%)
- 56,000 power cuts reported online (1%)
- 169,000 power cuts searches (4%)
- 457,000 inbound calls handled (9%)
- 14,000 emails handled (<1%)
- 27,900 social media interactions, c.55,000 followers (<1%)



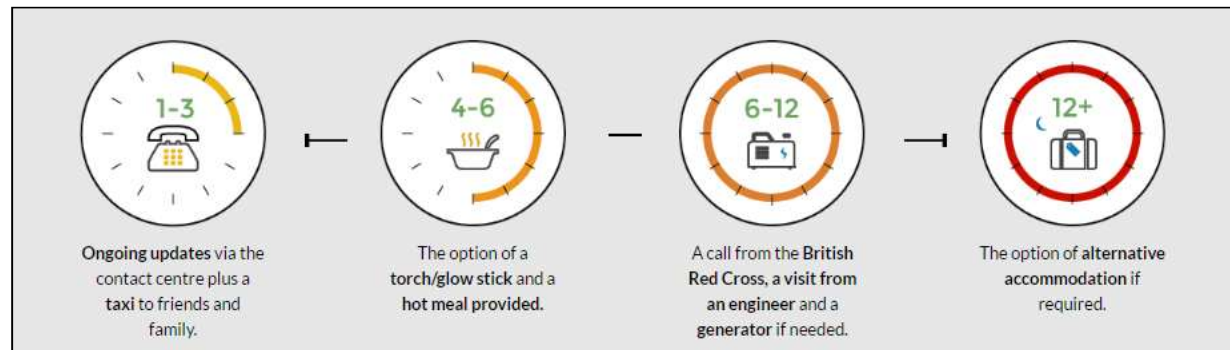
Role of the PS Co-ordinator



- Provide proactive and reactive support to vulnerable customers
- Assess the needs of those customers and offer a range of support services for unplanned and planned power cuts
- Deliver on our PSR commitments:
 - Contact PSR customers when impacted by an unplanned power cut
 - Keeping PSR customers informed during unplanned and planned power cuts
 - Contact PSR customers 48 hours ahead of a planned power cut
- Activate support services as required
- Agree support plans with Field based teams

Our Enhanced Support Services

- Our current toolkit includes several support services which can be deployed for our individual customers in need, including:
 - Emergency Accommodation
 - Hot Meals
 - Back-up Oxygen (through Home Oxygen Providers)
 - Local Authority Welfare Support
 - British Red Cross Support
 - Alternative Communication Support
 - Generators
 - Customer Support Vehicles
 - Winter Warmer packs



Feedback

*Having a disabled child meant we had a priority. I had phone support from a lovely lady all morning. The Engineer fitted a generator.
Excellent Service*

I spoke to a lovely lady who I must say was the loveliest person, very understanding and genuinely concerned about my poorly daughter. A true ambassador for Northern Powergrid



I was kept informed of all progress which reassured me as I am 82 partially sighted and have limited mobility. Your team were friendly and extremely helpful.

My 96 year old mother was part of a 11 hour power cut, we received excellent service from the advisor on the telephone. We also received text updates and a hot meal

Thank you