



Service Partner Guidelines v3

July 2020

Introduction

Flexible Power is able to work directly with flexibility providers of DSR (Demand Side Response) and also with third parties who act as intermediaries or aggregators.

Flexible Power has created the opportunity for organisations to sign up as “Service Partners” and/or “Service Integration Partners”

Service Partner - A Service Partner is a third party that acts as the intermediary to Flexible Power. This role would could be undertaken be an aggregator, platform, supplier or another identified party. All contracts will be executed directly between Flexible Power and the intermediary and all operational aspects required to participate in Flexible Power are the responsibility of the intermediary. Flexible Power will make payment to the intermediary directly for any service provided by its clients.

Service Integration Partner – A service integration partner asks on behalf of flexibility providers that wish to contract directly with Flexible Power. The service integrations partners remit may vary, but could include facilitation of the required API link to the flexible power portal, ongoing management of the flexibility provider’s availability declarations etc. Any contract for this work will be executed directly between the flexibility provider and the service integration partner. Flexible Power and Western Power Distribution.

In exchange for adherence to additional customer protection requirements, Service Partners and Service Integration Partners will feature on the Flexible Power website and will be able to use the Flexible Power branding.

This document highlights the requirements and benefits of becoming a Service Partner and/or Service Integration Partner.

It should be noted that becoming a Service Partner and/or Service Integration Partner is not a mandatory requirement to enable provision of flexibility services to Flexible Power.

Requirements

Service Partners and Service Integration Partners to Flexible Power must agrees to treat customers as we treat ours and uphold similar values. We are

therefore seeking third parties with the highest standards of customer service who are able to ascribe to the simple values that Western Power Distribution adheres to. Potential Service Partners and Service Integration Partners are therefore required to complete a declaration (see appendix A), agreeing to the key principals of the customer charter;

These are based on our staff ethos of *getting it right first time, every time* and include:

- *Taking personal responsibility*
- *Working with others to find a solution*
- *Following the problem until the end*
- *Keeping the customer informed*
- *Following the Golden Rule - treat customers the way you would like to be treated*

Flexible Power reserves the right to carry out occasional reviews to ensure that a Service Partner and/or Service Integration Partner is operating in a manner compliant with the principals set out above. Where there appears to be a conflict or a concern relating to compliance with the guidelines, Flexible Power can suspend or withdraw the status of Service Partner and/or Service Integration Partner until any issues are resolved.

Benefits

Once accredited as Service Partner and/or Service Integration Partner, organisations will have access to several benefits.

- Allowed to use the Flexible Power logo on website and as well as identify themselves as a Flexible Power “Service Partner” and/or ‘service integration partner’ (subject to following the limitations set out in the next section).
- has the option to provide a GIF or PNG file (300x300 pixel) with their company logo to be added to the “Service Partners” page on the Flexible Power web site. This will include an option for each ‘Service Partner’ and/or ‘service integration partner’ to also include;
 - Contact details to make an enquiry directly
 - An external link to an appropriate page of their web site

- Up to 200 word description of the business and the services it provides

Customers of Flexible Power's Service Partners and/or Service Integration Partners will also be given access to an independent complaints procedure relating to any aspect of the CMZ services, whether the concern is directly relating to issues with Flexible Power or the Third Party they have been dealing with. We will initially encourage any customers to attempt to resolve any issues directly with the third party concerned but will provide a point of escalation in the event that a satisfactory resolution can't be achieved.

Limitations

Any use of the Flexible Power Logo should use high quality image provide by the Flexible Power team. There are 2 versions for use on a light or dark background. The provided aspect ratio must be kept and the logo must be presented in a clear and unobstructed manner.



In addition the term that should be used when referencing the relationship arrangements should always be "Service Partner" and/or 'Service Integration Partner' and not "Partner", "in Partnership" or any other words or phrase that may infer an alternative arrangement. This is with reference to Flexible Power and its branding, not the wider Western Power Distribution brand.

Appendix A: Agreement

A copy of the Service Partner Accreditation Agreement_v3 can be downloaded at www.flexiblepower.co.uk/downloads/474.