



Service Partner Guidelines 2.0

July 2018

Introduction

Flexible Power is delighted to be able to work directly with potential providers of DSR (Demand Side Response), but also with third parties who act as intermediaries or aggregators.

In addition to simple service provision, Flexible Power has created the opportunity for organisations to sign up as “Service Partners”. In exchange for adherence to additional customer protection requirements, “Service 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”.

It should be noted that becoming a “Service Partner” is not a requirement for the provision of the CMZ service.

Requirements

The definition of a ‘Service Partner’ is a participant within the Flexible Power programme who 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. A potential Service Partner is 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*

Service partners will be expected to sign onto the CMZ framework and provide service within a timely manner.

Flexible Power reserves the right to carry out occasional reviews to ensure that a 'Service 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' until any issues are resolved.

Benefits

Once confirmed as "Service Partner" organisations will have access to several benefits.

A 'Service Partner' will be allowed to use the Flexible Power logo on website and as well as identify themselves as a Flexible Power "Service Partner" (subject to following the limitations set out in the next section).

In addition a "Service Partner" 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' 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

The customers of Flexible Power's 'Service 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 not "Partner", "in Partnership" or any other words or phrase that may infer an alternative arrangement. This is with reference to Flexible Power and it's branding, not the wider Western Power Distribution brand.

Appendix A: Agreement

Service Partnership Agreement v2.0



At WPD, we pride ourselves on the quality of our customer service. Our latest results in Ofgem's Broad Measure of Customer Satisfaction (2016/17) highlighted our position as the leading DNO in terms of customer service with scores of at least 8.87/10 in each of our four licence areas.

If you would like to operate as a Service Partner with WPD for the provision of CMZ services, we expect you to uphold similar values and treat your customers as we treat ours. We are therefore seeking aggregators with the highest standards and able to ascribe to the simple values that drive our business.

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

In addition we expect customers to understand that impartial information is available on our website (www.flexiblepower.co.uk) and that we are a point of escalation for complaints relating to any aspect of CMZ services. If your customers are not happy with your internal complaints procedure they should be aware that WPD have an escalation procedure and are accessible at: 01332 827737, WPDflexiblepower@westernpower.co.uk.

Please complete the statement below with your company's details to highlight your commitment to these values and signed by an authorised representative. In return, acceptance of these values will accredit you to be a Flexible Power Service Partner and the use of the associated branding.

..... will abide by these customer service requirements for the provision of the CMZ service through Flexible Power.

Name

Position

Signature

Note if you would like to add your company logo to the Flexible Power partnership page please send over your company logo in GIF or PNG format, and 300x300