

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

