

ELEXON

Customer Charter

2022



Our Customer Charter states our commitment to putting our Customers First.

It is a key objective within Elexon's strategy and sets out what you can expect from the service that Elexon delivers to you and by which we can be measured.

To ensure that we think customer first the Charter includes four key activities:



Consistently good
customer service



OSM stakeholder
function



Voice of customer
feedback
mechanism



Publication
of accessible
information
and guidance

Consistently good customer service

Within 1WD

Acknowledge or answer the question, include an expected timeframe for next contact

Within 5WD*

Answer the question, close the query and to retain an audit trail update Remedy (if a BSC service Desk call)

Complex responses

Some queries are more complex and may take longer than 5WD, in this case customers need a progress update at least weekly

Impartial responses

Elexon are an impartial not for profit organisation at the heart of the energy industry. We are happy to help and provide guidance around the BSC and BSCP obligations and processes to our customers, however we are unable to provide legal, financial, strategic or business advice.



OSM Function

Trusted

A dedicated team of reliable account managers providing a trusted single point of contact

Personalised

OSMs understand our customers and use this to personalize communications

Supportive but Critical friend

OSMs use their industry expertise to provide guidance in operational support, performance management and act as a critical friend



Voice of Customer

Customer feedback loop

We utilise customer feedback on our services, identify other sources of insight, draw out ideas for change, and where viable implement improvements.

Improve outcomes

Established escalation path through Customer Experience Manager and Distributed Service Management

User Groups

Set up User Groups to deliver enhancements to our existing or new systems and processes that our customers want and need



Accessible information and guidance

FAQs

Digestible information on FAQ on key topics

Training and education

Training videos so customers have 24/7 access to the most requested topics

Events

Stakeholder events on key industry information

News

Utilising centralised mechanisms such as Newscast and Circulars keep our customers up to date with the latest Elexon news

