

# National Gas Emergency and National Gas Enquiry Line

Select Step trial – April 2011

# Introduction

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- ◆ National Grid Gas (NGG) provide the emergency and enquiry telephone service for all gas transporters, which consumers pay for through their gas bills
- ◆ We constantly review this service to ensure that it is provided efficiently and meets customer needs
- ◆ Recent analysis has shown that there is an opportunity to change the way we provide this service
- ◆ We are, therefore proposing to trial the introduction of ‘select steps’ to our call handling process
- ◆ The trial will go live w/c 4<sup>th</sup> April
- ◆ This initial communication is to make you aware of the trial but we would also be interested in your views and own experience & lessons learnt from utilising select steps technology

# Analysis

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Case for change: NGG carried out detailed analysis of the National Gas Emergency and National Gas Enquiry lines in 2010

## Key points

- 6.6% of calls on enquiry line turned out to be Emergency calls and should be re-prioritised
- 18.9% of calls on the Emergency and Enquiry Lines are misdirected calls (see examples below) which can take priority over Emergency calls and which the Contact Centre has to resource for
  - 4.9% were pre-payment related
  - 2.5% were supplier/billing related
  - 2.7% were electricity related
- 16% of calls on the Emergency Line are non-emergency calls which can take precedence over genuine emergency calls

## Potential Benefits

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- ◆ **The introduction of select steps will enable a number of improvements:**
  - ◆ NGG can prioritise the customers who need to speak to an agent the most urgently i.e. those who have a smell of gas or carbon monoxide related issue
  - ◆ Select steps will enable the customer centre to channel customers to discrete teams with the appropriate skill sets improving our capability around first call resolution
  - ◆ Customers who have dialled the incorrect number can be provided the correct number without having to wait for an agent to become available

# Select Steps Trial

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In order to understand how this will work NGG intend to run a trial on the initial select step design

We have already carried out a detailed assessment of the design internally and with a small number of customers, however we realise more extensive testing is required

**An impartial external company have been asked to carry out the testing:**

- 1,000 live calls will be trialled in the first week of April
- A live agent will be listening to ensure there are no safety issues
- Any customers who abandons the call will be called back to find out the reason

**Purpose of the trial:**

- To ensure that the introduction of select steps on the emergency line is safe
- To understand any use-ability issues for our customers
- To understand how long it will take customers to navigate the questions & reach an agent
- To understand how successful the select steps are at helping misdirected customers

## Next Steps

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- ◆ To carry out a detailed internal review of the results
- ◆ To provide feedback to Ofgem
- ◆ Following this feedback, to:
  - ◆ Initiate a consultation process around the introduction of select steps and a potential change in the licence around call delivery
- ◆ Should you require additional information or wish to share your views & experiences with us please contact

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