

Call volumes at the contact centres increased to 3,66 million – an average of 48 000 calls per day during load shedding.

These consequences, which cannot be ring-fenced separately from normal operations, have severely impacted customer perception measures in Enhanced MaxiCare. CustomerCare measures have not been affected since these measure customer perceptions related to specific service interventions, which may not be related to, or affected by, load shedding.

A customer service index turnaround strategy has been implemented to address the issues impacting the component measures of the customer service index. The expectations for the next financial year are also under review in order to accommodate the impact of the capacity constraints.

The following business initiatives and strategies will manage and assist customer service:

- demand-side management initiatives
- website development and upgrade
- enhanced load shedding schedules and refined principles
- review of load reduction allocations on fair and equitable basis nationally
- interface with redistributors to combine load shedding schedules
- contact centre capacity with additional resources
- improved communication and media briefings
- arrangements with specific larger customers to reduce load demand
- considering customer and public recommendations via website
- dedicated recovery team to provide dedicated support to the business
- focus on communication and predictability of load shedding process

Refer to www.eskom.co.za/annreport08/043 for more information about the measuring of customer satisfaction.



Material used to educate customers about wise energy use.

EDI restructuring

In October 2006 Cabinet approved the proposal to create six regional electricity distributors (REDs).

These REDs are to be established as public entities, accountable to the Department of Minerals and Energy. Electricity Distribution Industry Holdings (Pty) Limited is implementing government's restructuring policy. The critical next steps include the finalisation of outstanding policy matters and the drafting of enabling legislation.

Eskom completed the ring-fencing of its operating units in the prior years, in preparation for the RED formation. Any further internal preparation is dependent on the resolution of national policy matters.

In order to minimise any risk to Eskom and the industry, we have identified, and made transparent, a number of key enablers; for example, compensation for transfer of assets and the impact on the Eskom credit rating. Through national and regional participative structures, Eskom is interacting with key stakeholders to assist with related matters where required.