

**Unified Energy
System of Russia**

CUSTOMER RELATIONS

Customer Relations Headquarters

On October 1, 2006, RAO “UES of Russia” launched its Customer Relations Headquarters. The main objectives of the Headquarters include building partnership relations with its customers during reform of the Russian electricity industry while increasing the openness and transparency of customer relations for the Holding Company's subsidiaries and dependent companies.

Anatoly Chubais, Chairman of the Management Board of RAO “UES of Russia”, has appointed Leonid Drachevsky, Deputy Chairman of the Management Board of RAO “UES of Russia”, to be the Head of the Customer Relations Headquarters.

Prevention and resolution of conflicts, supervision of customer relations for subsidiaries and dependent companies ▶ The main functions of the Headquarters include supervising the customer relations activities of the Holding Company's grid and sales companies; regulating customer interactions that involve subsidiaries and dependent companies; identifying and resolving problems; investigating violations and abuses by energy companies; and facilitating customer feedback. The system for collecting and analyzing information includes periodic reports by the energy companies covering their responses to customer grievances, as well as review of complaints filed by small and medium business associations and by consumer rights groups.

Issues arising from interactions with participants in the wholesale electricity (capacity) market are outside the scope of the Headquarters' function.

Actively maintaining customer relations ▶ The Customer Relations Headquarters of OAO RAO “UES of Russia” will consider complaints from any individual or legal entity that provides factual information about violations of their rights by an energy company.

Regional customer relations headquarters ▶ A regional office of the Customer Relations Headquarters has been created in each region of the Russian Federation within the regional energy technical supervision agencies (Energotekhnadzor).

Regional headquarters have all necessary authority to resolve potential conflicts and promptly address customer complaints. A list of the heads of the regional headquarters is available on the website of OAO RAO “UES of Russia” in the Customer Relations section.

Activities of regional headquarters in the first quarter of 2007 ▶

- collecting and analyzing information on customer relations activities of subsidiaries and dependent companies, including procedures for processing complaints, available ways to appeal decisions, contact information for client services et al.;
- organizing a “single window procedure” for submitting complaints to the regional headquarters and identifying specific organizations that provide a platform for customer interaction on behalf of the regional headquarters.

Outlook for the period after 2008 ▶ ■ establishing permanent means to achieve coordination and to resolve conflicts through self-regulating associations.

Internet Reception Room* ▶ Since October 6, 2006, an Internet Reception Room has been available at the website of OAO RAO “UES of Russia”. Using a special form, any customer may submit a complaint to the Customer Relations Headquarters. This website section also contains dated responses to complaints filed earlier.

* The Internet Reception Room may be reached from the main page of the website (Customer Relations section), or directly at the following URL: <http://www.rao-ees.ru/ru/complaint/show.cgi?complaint.htm>

Online complaint form

Работа с потребителями - ОАО РАО "ЕЭС России"

http://www.rao-ees.ru/ru/clients/online/complaint.php

РАО "ЕЭС РОССИИ" вступил в силу в связи с изменением названия

Работа с потребителями

Главная > О нас > Работа с потребителями

РАБОТА С ПОТРЕБИТЕЛЯМИ

Направить обращение

Потребитель:

Фамилия*
Имя*
Отчество
Организация/юридическое лицо
Регион
Почта
Почтовый адрес с указанием района
Телефон/факс с указанием кода города*
Электронная почта*
Выборите метод для отправки:
e-mail
Факс
Другой способ?

Введите свой e-mail адрес. На него вам будет выслан ответ

Название, в адрес которой направляются претензии

Название*
Регион
Адрес
Телефон
ИАО ответственного лица, с которым Вы взаимодействуете

Претензия

Суть проблемы и описание* (обратите внимание на точность написания фактов с указанием дат, фамилий, номеров счетов и т.д.)

Приказанные Вами действия (обратите внимание на точность написания с указанием дат, фамилий, номеров счетов и т.д.)

Реакция, ответ, описание* (обратите внимание на точность написания с указанием дат, фамилий, номеров счетов и т.д.)

Суть проблемы, данные исследования, список документов

Приложенные материалы и документы

Фото ТЭО Фото ТЭО
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 Фото ТЭО Фото ТЭО
электронный документ (файл .pdf)

Подпись*

Укажите, пожалуйста, что Вы хотите получить в результате рассмотрения конфликта:
- оплату, в которой первоначально была ошибка
- компенсацию
- извинения
- разъяснение правил основных действий, предпринятых компанией
- не предпринимать никаких действий, принять информацию к сведению
- другое

Разместить Ваш обращение в открытом доступе на сайте ОАО "ЕЭС России"

Укажите дополнительные обращения потребителей на сайте ОАО "ЕЭС России"

Примечание, что Вы являетесь заявителем, обратившим внимание на ситуацию информации:

1. После публикации * обязательны для заполнения.
2. Заявитель несет ответственность за достоверность указанной информации.
3. К рассматриваемым документам применяется ТДП(ИД) через документооборот. Организация не несет ответственности за достоверность данных предоставленных документов.

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Best Customer Relations Practices

The basis for success of the regional Headquarters is to organize customer services for energy companies.

- Best Customer Relations Practices of subsidiaries and dependent companies of OAO RAO “UES of Russia”**
- customer service centers based on the “single window” or “single location” principle;
 - dedicated client service centers dealing with technological feedback;
 - billing service, “free cash desk”, “Best Customer” contest.

The leader in promoting advanced customer relations approaches is OAO “Central and North Caucasus Interregional Distribution Company”. Specifically, the first centralized client service system within the Holding Company has been created in the city of Belgorod.



Belgorod Client Service Center

ОАО “Mosenergosbyt” (Moscow Energy Sales) uses advanced interactive techniques to maintain a high level of customer communication (<http://www.mosenergosbyt.ru>).



Customer complaints submitted through the website

Total number and distribution of complaints ▶ In the first four months of the Headquarters' operation, 102 customer complaints were received and registered; summaries of responses are available on the website. Of these complaints 84% were filed through the Internet Reception Room, and 41% of claimants wished their complaints to be publicly available on the website. Individuals (household customers) filed 80% of the complaints, while 19% were on behalf of legal entities (mainly small businesses), and one complaint was from a customer rights association. Complaints were submitted by residents of 34 regions, including Moscow Oblast (27%), Moscow City (13%), St. Petersburg and Leningrad Oblast (12%). Two thirds of the complaints (65%) were submitted from cities and towns, while one third (35%) were from rural areas.

Complaints against 44 subsidiaries and dependent companies of RAO "UES of Russia" Holding Company were filed. Eighteen customers submitted complaints against entities not affiliated with the Holding Company.

Areas of conflict ► The breakdown of complaints by area of conflict was as follows (fig. 1):

1. Connecting to power distribution networks – 30%;

2. Reliability and quality of power and heat supply – 31%:

Power supply – 29%:

■ continuity of power supply – 13%;

■ low quality of power supply – 16%;

Heat supply – 2%;

3. Quality of customer service – 27%:

■ concluding and fulfilling power supply contracts or sale and purchase agreements – 20%;

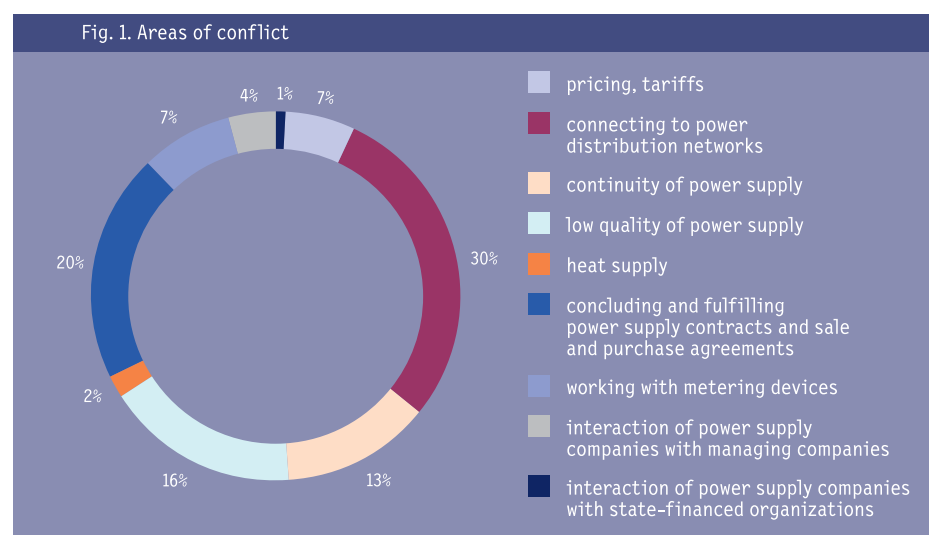
■ working with metering devices – 7%;

4. Retail electricity market – 12%:

■ interaction of power supply companies with managing companies – 4%;

■ interaction of power supply companies with state-financed bodies – 1%;

■ pricing, tariffs – 7%.



Decisions made with regard to complaints

■ dispute resolved in favor of the customer, an apology offered – 53% of complaints;

■ dispute resolved not in favor of the customer, necessary explanations provided – 47% of complaints.

In certain cases subsidiaries and dependent companies had not performed adequately; necessary measures, including reimbursing customer expenses, have been taken.

Complaint

A resident of the town of Vyazma filed a complaint over the actions of the Eastern Power Networks, a branch of OAO "Smolenskenergo". Representatives of the company forced the customer to sign a contract to replace a wooden pole with a concrete one. The total cost charged for replacing the pole and installing a new metering panel amounted to 19,061 rubles 72 kopecks.

Response to complaint

The customer was offered an apology and refunded the full cost of replacing the pole and installing the metering panel by the Eastern Power Networks, a branch of OAO "Smolenskenergo".

Complaint

St. Petersburg residents filed a complaint against OAO "Lenenergo": "Our apartment building has not been connected to a permanent power supply since 2004. Currently the building is connected via a temporary cable, which does not hold up to the load. On October 1, 2006, there was a fire at the temporary power substation and along the cable; it took two days to replace the cable. When the temperature drops, we expect emergency shutdowns every day."

Response to complaint

The customers were offered an apology. OAO "Lenenergo" guaranteed that a permanent power supply for the building would be fully operational by December 15, 2006.

Complaint

"I want to inform you about the shameful quality of services of Yasnogorsk Power Networks, a branch of OAO "Tulenergo", specifically, about the power outage in the vicinity of Zhernovka village from 10 a. m., October 30, 2006, until 6 p.m., November 1. In all, we spent 55 hours, or 2.5 days, without electricity. We had already filed a number of complaints with regard to the operation of Yasnogorsk Power Networks, but without any positive results. While earlier we had shutdowns no more than twenty hours long, 55 hours is a sign of degradation in the quality of your services. Respectfully, Panasin"

Response to complaint

According to Order #696 issued by the management of Tula Power Networks on November 7, 2006, the head and deputy head of Yasnogorsk District Power Networks were punished for the delay in addressing the shutdown.

In certain cases, complaints lodged at the website sought to light dubious practices of the clients, chiefly by small entrepreneurs.

Complaint: power supply of non-residential buildings

An entrepreneur of Penza Oblast filed a complaint against Zemetcheno Power Networks, a branch of OAO "Penzaenergo": "I purchased an old building, which was a non-residential one according to the documents. I'm repairing the building, and the total capacity of the machines used does not exceed 5 kW. Recently a person from a local power company came, showed his ID card, and inventoried all my equipment. On the next day the power supply was cut off. I was told that I needed to buy a transformer and pay for engineering documentation in cash. As an individual, shouldn't I be able to use as much energy as I need?"

Response to complaint

This is not a matter of household energy consumption by an individual, but power supply to a non-residential building used for business purposes. Please note that

any violations of the established procedure of connecting to power networks, as well as electricity consumption without concluding a contact and installing a metering device, pose a threat to public safety and may result in fires and other emergencies. In particular, residents of the community in question earlier filed complaints with regard to voltage surges. As a result, an inspection was conducted, and it was found that the total capacity of the equipment installed by the entrepreneur amounted to 13 kW. The entrepreneur was informed of the procedure for connecting to the distribution network and concluding a suitable contract. He was also informed that payment for connecting services should be transferred to the bank account of OAO "Penzaenergo".

Customer feedback about operation of the Headquarters

Although the Headquarters was only recently created, its work has already been appreciated and welcomed by customers.

Makarov Alexander Sergeevich,
St. Petersburg,
October 13, 2006

Anatoly Borisovich!

Many thanks for your assistance in the successful resolution of the conflict. Today, on October 12, 2006, Petroelectrosbyt [a power sales company] finally gave us a payment reconciliation report, and we were connected to the network. Recently Zavorovsky, the head of Petroelectrosbyt, called us himself, promising to sort out the issue and apologizing for possible misdeeds.

Keep up the good work! Respectfully,

Director General of OOO "Gloria" A. S. Makarov

Ratushny Gennady Grigorievich,
Belgorod Oblast, Stary Oskol
District, Ozerki Rural Council,
village of Vypolzovo,
October 26, 2006

My complaint submitted to the Customer Relations Headquarters of OAO RAO "UES of Russia" has been addressed. The repair team of District Power Networks headed by foreman Alexander Ivanovich Uchaev completed the work promptly and competently. Let me express my sincere gratitude. Frankly speaking, I did not expect such a satisfactory response.

Respectfully,

G. G. Ratushny

Gabyshev Pyotr Petrovich,
Yakutsk, village of Markha,
November 8, 2006

Dear Customer Relations Headquarters,

Thank you for considering my complaint promptly. Frankly, I did not expect any meaningful response at all, but was glad to find out that your Headquarters does not exist on paper only, but really communicates with people... Of course, I cannot say that I'm satisfied with your response, but it is still encouraging and makes one hope that the issue of network overload will soon be resolved... As for the issue of illegal connections, in my opinion, it can be addressed in a simple way – by imposing fines...

Sincerely yours,

Gabyshev Pyotr Petrovich, a permanent client

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