



# SP Energy Networks Sector: Customer service

## The BSI Kitemark™ for Customer Service proves that SP Energy Networks has achieved excellence in customer service

### Client background

SP Energy Networks (SPEN) is an electricity distribution and transmission network operator. The company keeps electricity flowing to 3.5 million customers – homes and businesses throughout Central and Southern Scotland, North Wales, Merseyside, Cheshire and North Shropshire. SPEN aims to be a service leader in the UK, providing an excellent customer experience, which it has recently demonstrated by achieving the Customer Service Kitemark.

### The Customer Service Kitemark™

- Proves excellent customer service delivery
- Ensures process consistency
- Embeds a culture of continual improvement
- Boosts consumer confidence
- Reassures industry regulators
- Engages, recognizes and motivates employees
- Enhances brand reputation

### The benefits

The BSI Kitemark for Customer Service showcases a high level of service to customers, prospects and other stakeholders, proving that with the BSI Kitemark, customers are put at the heart of business. Internally, it makes an organization proud and provides reassurance, while also ruling out any complacency by challenging companies with areas for improvement.

“The Customer Service Kitemark really tests the consistency of our processes. It proves that we’re doing what we say we’re doing, demonstrating to both our regulator and our customers that the service we’re delivering is at a really high level”

Kendal Adams  
General Manager | Customer and Social Delivery  
SP Energy Networks

