

# thirteen

## Managing and building homes

**Electric Meter Fault Animation  
Customer Involvement Report  
Customer Stream Lead – Michelle Lord**

### Introduction

The Customer Involvement team were approached to carry out consultation with customers on the production of a self help video giving customers tips on how to check for faults with their electrical supply.

The aim of the consultation was to ensure that the wording used was clear and that customers would be able to follow the instructions.

### Consultation

The video will be animated with a total of 20 slides. The proposed slides were emailed to the involved customer database with an explanation of what they were for and a link to a survey on Microsoft Forms with questions for the customers to answer. The questions were a mixture of multiple choice and free text where customers were able to make comments.

### Findings

The responses received are as follows:

#### 1. **Is the wording used clear and easy to understand?**

90% of respondents answered YES  
0% of respondents answered NO  
10% of respondents answered MAYBE

#### 2. **Why did you give this answer?**

##### **Customer Comments (answered YES):**

- I was able to follow
- Very easy to understand
- I could easily understand
- It is very clear through the pictures also what you have to check
- It explained it very clearly
- The cartoons are clear and easy to understand
- Plain and simple to understand
- Easy to use
- I felt the wording with the slides was fairly clear.
- The instructions are clear and in easy to follow steps

- It is clear and easy to understand with pictures and the wording
- I felt like I was back in the classroom
- It's very clear

**Customer comments (answered MAYBE):**

- All except the use of the trip

**Managers response:**

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**3. Would you be able to follow the advice given in this video to check for faults?**

90% of respondents answered YES

0% of respondents answered NO

10% of respondents answered MAYBE

**Customer comments (answered YES):**

- Made sense
- Very easy to understand and follow instructions
- I could understand easily
- Because it goes through each step and very clear
- Its simple
- Its very easy to follow the video
- Easy to follow the instructions
- It was clear and simply explained
- I would be able to follow the advice but an elderly or disabled person may have problems.
- The steps are easy to follow and I am physically able to.
- The advice is clear and saving time it is not everything needs repair team
- It could not be easier to follow
- I would know what to do if I wasn't sure

**Customer comments (answered MAYBE):**

- Not tech savvy

**Managers response:**

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**4. Is there any information you feel is missing from the video to make it easier to follow?**

64% of respondents answered NO

36% of respondents answered YES

**Customer comments:**

- Most plugs have a self contained fuse, but a few don't. Teaching how to change a fuse in a plug is very easy. Blue cable to the left because it has L, brown to the right because it has R. Anything else left goes in the middle.
- Not everyone knows where their fuse box is. Disabled and elderly may not be able to reach so need other advice.
- I would not contact Thirteen re electricity supply, I would contact my supplier
- Checking with your neighbour or looking to see if street lights are on or other peoples lights are on in case it is a supply problem and not just a problem

with your own home with information about getting in touch with the electricity board.

- What to do if disabled?

5. Do you have any other comments you would like to make about the video?

**Customer Comment:**

- It is a bit like you are talking to a child

**Managers response:**

**Customer comment:**

- Extremely sexist

**Managers comment:**

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**Customer comment:**

- If there is sound instruction with the video will there also be signing for the hard of hearing?

**Managers comment:**

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**Customer comment**

- This guide is good for tenants and would lead to a reduction in calls to thirteen's contact centre. Some consideration may be needed for people with disabilities such as providing an audio over the slides.

**Managers comment:**

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**Customer comment:**

- It come across as though you think your customers are simple

**Managers comment:**

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**Conclusion:**

Overall the customers consulted were happy with the proposed slides for the video. There were a number of comments made which require some consideration and a response from the manager responsible.