

The Department of Energy & Climate Change Annual Status Report on Customer Service Lines

November 2014

A Summary of Department's Numbering Policy

The Department of Energy & Climate Change and its Public Bodies have ensured they are in full compliance with HMG Guidance on Customer Service Lines. There are therefore no 084 numbers within the Department and indeed a very limited number of customer lines in total, as shown below.

Information is limited as the Department has had no previous need to record call volume levels etc.

The Core Department itself does not have any exclusive Customer Service lines (there is one Corporate Services helpline shared with BIS, an 0300 number reported on by BIS), and information is only available as at October 2014.

For the 'Coal Authority' there is one call volume figure which covers both Helpline numbers detailed below. These cannot be separated as yet – the volume totals 31,430 calls.

The Department does not profit from any of these lines and will have migrated any existing 084 numbers by March 2015.

B Departmental Customer Service Lines: Telephone Number Prefixes

Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	0843 x 0844 x 0845 x								
Total at October 2014	0843 x 0844 x 0845 x								
<i>Breakdown of numbers provided by other public bodies within organisational hierarchy or external private providers</i>									
Total at	0843 x								

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November 2013	0844 x 0845 x								
Total at October 2014	0843 x 0844 x 0845 x 1 (the Coal Authority – this number is not advertised and will expire in March 2015)		Coal Authority x 1 (0345... helpline)	Nuclear Decommissioning Authority x 1 (01925... helpline) Committee on Climate Change x 1 (020... helpline with 1-2 calls per week) Coal Authority x 2 (01623... helpline & 01623... mining hazards reporting line)					

C Revenue Generation

<u>Does the Department of Energy & Climate Change comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?</u>	<i>Yes</i>
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