

Welcome to the second edition of the “Shipper News” newsletter from the Industry Engagement team formed from the Strategic Relationship and UNC team.

If you have any comments then please email Katherine.a.iles@uk.ngrid.com.

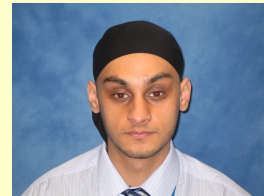
We would like to wish all our customers a very happy Christmas and prosperous New Year

MEET THE TEAM

Team member	Title	Contact number
Tracy Hine	Customer Contracts Manager	07885 775624
Andy Clasper	Customer Account Officer	01926 65 5299
Michelle Andrews	Customer Account Officer	07816 932124
Katherine Iles	Industry Engagement Support	01926 65 4828
Chris Warner	Network Code Manager	07778 150668
Phil Lucas	Contract Development Officer	01926 65 3546
Biny Sangha	Industry Placement Student	07809 715599

MEET BINY

We welcome Biny, who recently joined us as an Industry Placement student. He will be with us over the next 12 months and is currently working closely with Chris and Phil in the network code area.

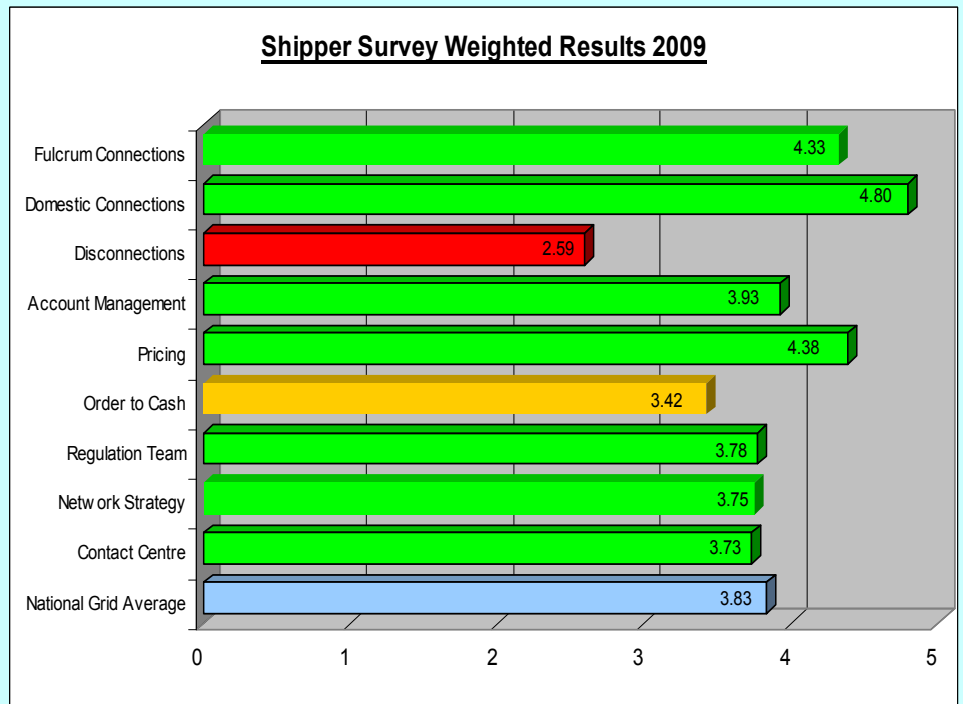


SHIPPER SURVEY RESULTS PUBLISHED

We are pleased to advise that the Shipper Survey Interim Report for the Shipper Survey 2009 is available to view on line at [Shipper Survey Results](#)

The report offers further insight to the scores we received from a number of you and provides a summary of the issues raised. Each section concludes with our action plan to address these issues. Following on from the publication of this report, a further update will be provided early 2010 to update you of the progress we have made against our action plans.

We would like to thank you for participating in the 2009 Shipper Survey and for taking your time to review this report. Your on going feedback is important to us, so if there are any issues you wish to discuss please contact a member of the team.



ISOLATIONS PROCESS

We have over recent weeks, possibly due to the current economic climate, received queries regarding the Isolation Process. We have documented the process which can be found on our Shipper webpage—[Isolation Process](#)

If you have any questions regarding this subject then please contact Chris Warner—chris.warner@uk.ngrid.com or 07778 150668.

NATIONAL GRID AFFORDABLE WARMTH SOLUTIONS — NEW APPOINTMENT

We welcome Phil Rider who has recently taken up the position as Operations Director. Previously Business Development Manager, Phil has played a key role in establishing the company and gaining a number of contracts for bringing gas to deprived communities.



PLEASE REMEMBER

For all operational queries please contact the National Grid Contact Centre on 0845 6056677.

nationalgrid

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SHIPPER DAY — OCTOBER 2009

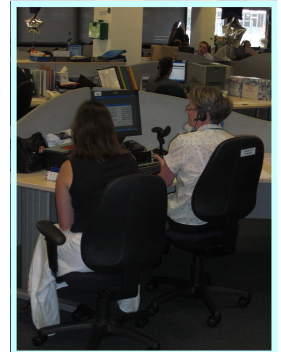
On 8th October 2009 the team hosted a Shipper Day as part of National Customer Service Week. Shippers who attended the day at our Hinckley office were shown round one of National Grid's contact centres and were able to talk to the call agents dealing with many of the different calls received by National Grid every day. The day also included sessions on how we communicate, National Grid's firm load shedding exercise and a tour around the Distribution National Control Centre (DNCC). The day also provided the opportunity for networking and building relationships and meeting other members of the Gas Distribution team.



Feedback received for those that attended during and after the day was very positive, particularly the tour of the DNCC and we are looking to host a similar day in the new year.

Many thanks to those that took time out of their busy schedules to join us at this enjoyable event.

If you would be interested in attending a Shipper Day then please send an email to Katherine.a.iles@uk.ngrid.com.



AWARD — WHERE WOMEN WANT TO WORK

National Grid has become the only utility to be named in a prestigious list of companies where women want to work for four years in a row. The company has been named in The Times / Aurora Where Women Want to Work TOP 50.

National Grid developed the submission around 4 key areas:

- biggest external gender achievement/s
- biggest internal gender achievement/s
- next big gender challenge articulated with proposed strategy outlined
- 5 female role model case studies

Entry was open to organisations based in Britain with 1,000 or more employees and the full TOP 50 was published in The Times.

VIST UPDATES — PROCESS CHANGE UPDATE

We have received a number of queries recently regarding information that our Contact Centre can give to suppliers who are calling regarding engineer visits to their customers' properties. Our existing policy has been to provide information to the supplier, only if they made the initial call on the customer's behalf.

This policy has been reviewed and with immediate effect suppliers may be given information, even if they did not report the original job. The provision of information will, however, rely upon the gas supplier being able to provide the job number (which they can get from the affected customer) and confirmation of the address details, to satisfy National Grid that they are acting on behalf of the customer. If the gas supplier is not able to confirm the correct job number and address then no information will be given out.

In order to consider shipper / supplier needs but balance our legal and business requirements, the job outcome information will necessarily be kept brief and include information such as; engineer made safe, boiler isolated, supply live, supply dead, no access etc.

If a more detailed report is required, please write, fax or e-mail to the address below:

National Grid, Customer Support
Second Floor, Lakeside House
The Lakes, Northampton, NN4 7HD
Fax: 01604 815288 / E-mail: customersupport@uk.ngrid.com

PLANT LOCATION ENQUIRIES

On 2nd November we launched a single number and a single address for all National Grid plant location enquiries.

Following a review of how National Grid operate, we have now made it easier for customers to contact us if they think National Grid's assets could be affected by work they are going to undertake. We have established a single point of contact and a single team for dealing with these enquiries, and the National Grid Plant Protection team can be contacted on:



0800 688 588



plantprotection@uk.ngrid.com

If you think National Grid assets could be affected by work you are planning to undertake, contact the National Grid Plant Protection team prior to carrying out your works and enclose the following:

- a clearly identifiable plan
- site grid reference or postcode
- works start date
- contact details
- nature of the planned works

MORE INFORMATION

For more information regarding National Grid Gas then please click on the following link [NATIONAL GRID](#)