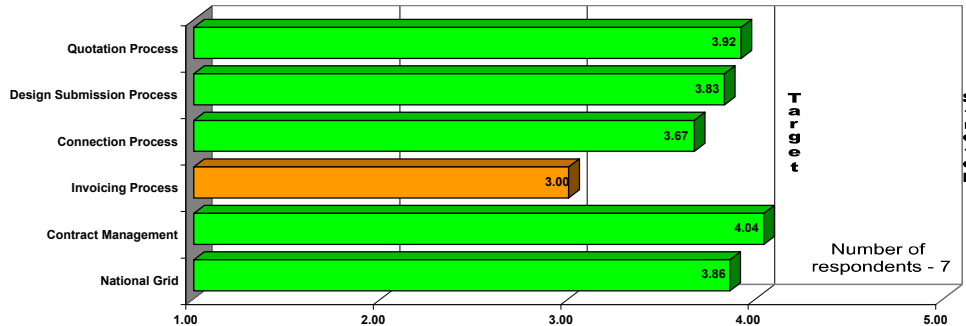


Executive Summary

UIP Customer Satisfaction Results - P1 2008



The average score for the Quotations process increased again this period from 3.71 in the previous survey to 3.92. A customer raised concern regarding the timescales associated with Minimum Information Requirements

Design Submission Process

UIP Scores and Comments The average score for the Design process increased from 3.79 in the previous survey to 3.83. Overall customers were generally pleased with the quality of responses they received. There were some concerns regarding timescales for provision of information, with customers believing that responses were being provided 'just in time' rather than earlier in the process. Customers also expressed concerns about the current form used for submitting requests

National Grid Response and Actions We are looking at ways to improve the overall process including issuing acknowledgement of the receipt of the design submission via email rather than in the post. The implementation of the design pre-authorisation is scheduled for February 2009 where we are aiming to confirm acceptance of these submissions/requests within D+3 of receipt. (A briefing note will be issued by the Commercial Contracts team in January 2009). We have recently updated the request forms to improve the identification of minimum information and it is anticipated that these will be implemented following trials in early 2009.

Connection Process

UIP Scores and Comments The average score for the connections process decreased from 3.96 in the previous survey to 3.67. No specific comments were raised

National Grid Response and Actions National Grid would be happy to discuss individual feedback

Invoicing Process

UIP Scores and Comments The average score for the invoicing process fell from 3.33 in the previous survey to 3.00. No specific comments were raised

National Grid Response and Actions National Grid would be happy to discuss individual feedback

Contract Management

UIP Scores and Comments The average score for the overall Contract Management of the UIP process decreased from 4.30 in the previous survey to 4.04. Customers commented that the changes introduced during the period had caused confusion within National Grid. In some cases insufficient time had been allowed for customers to update systems. Customers also requested an update to the forms currently available on the website

National Grid Response and Actions We acknowledge the comment regarding timescales for implementation of new initiatives and will try to provide greater notice in future. The forms on the website have been reviewed and it is anticipated that these will be introduced following trials in the New Year.

National Grid

UIP Scores and Comments The average score for the overall service provided by National Grid remained fairly stable at 3.86. A customer commented that staff are very helpful but recent process changes had caused confusion.

National Grid Response and Actions To further improve customer service and provide support with day to day issues regarding processes lead contacts have been allocated within both the Design validation and Completion validation teams at Hinckley. National Grid are always willing to provide further clarity on any issues causing confusion or concern. Please contact the Connections team (your lead contact) should you wish to discuss any issue further.