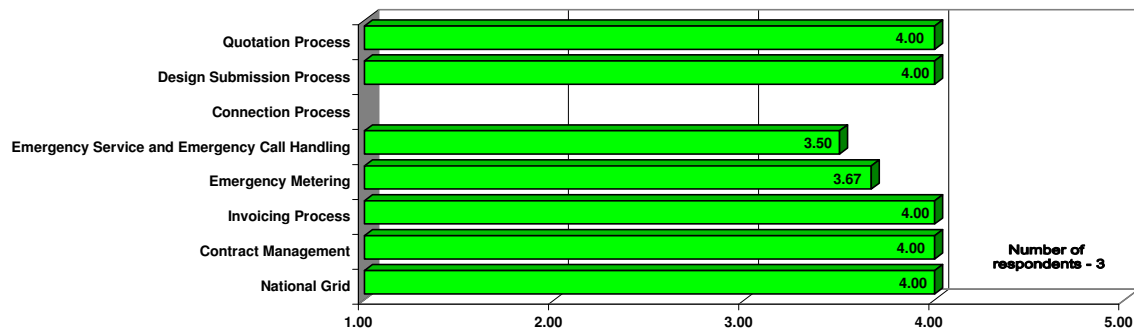


IGT Customer Satisfaction Survey Results

Period 1 (January 2009 - June 2009)

Executive Summary

IGT Customer Satisfaction Results - P1 2009



Quotation Process	
IGT Scores and Comments	The average score of 4.00 remained the same as last period.
National Grid Response	No comments were received this period for this activity. National Grid welcomes the rating
Design Submission Process	
IGT Scores and Comments	The average score increased to 4.00 this period, from 3.75 in period 1 2008 of the survey. There were no ratings for
National Grid Response and Actions	The customers who responded this month did not comment on this area of activity, however National Grid welcomes the rating
Connection Process	
IGT Scores and Comments	There were no ratings for this activity this period No comments were received this period for this activity.
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	The average score decreased slightly to 3.50 this period, from 3.67 in the last survey.
National Grid Response	One customer commented that insufficient information is provided on the fax notification and in some instances the The information recorded on the fax notification is taken directly from the initial emergency call we receive and in some The query process is well established and subject to internal Service Level Agreements which are currently being met,
Emergency Metering	
IGT Scores and Comments	The average score decreased to 3.67 this period, from 4.00 in the last survey.
National Grid Response	No comments were received this period for this activity. National Grid welcomes the rating
Invoicing Process	
IGT Scores and Comments	The average score of increased to 4.00 from 3.75 in the previous survey.
National Grid Response and Actions	A customer raised specific comments this period relating to the clarity of information provided in the invoice narrative and We welcome the feedback regarding clarity of the invoices. The upgrade to our invoice system has allowed us to provide a In relation to the hourly rates, these are being applied in line with the current emergency contract, however a price review is Third party paper work may not always be available at the time of sending the invoice, however, we recognise the
Contract Management	
IGT Scores and Comments	The average score decreased to 3.75 this period, from 3.88 in the last survey.
National Grid Response	No comments were received this period for this activity. National Grid welcomes the rating
National Grid	
IGT Scores and Comments	The average score increased to 4.00 this period, from 3.00 in the last survey.
National Grid Response and Actions	One customer raised concern that National Grid had not added their recognised SCO AEs and CPs to the EUS database In addition concern was raised regarding the communication process associated with notification following incidents and replacement projects affecting their customers. National Grid is undertaking a review of the EUS process to determine the feasibility of posting scanned certificates on to the We acknowledge that communication to customers following an incident should be improved and we are currently carrying