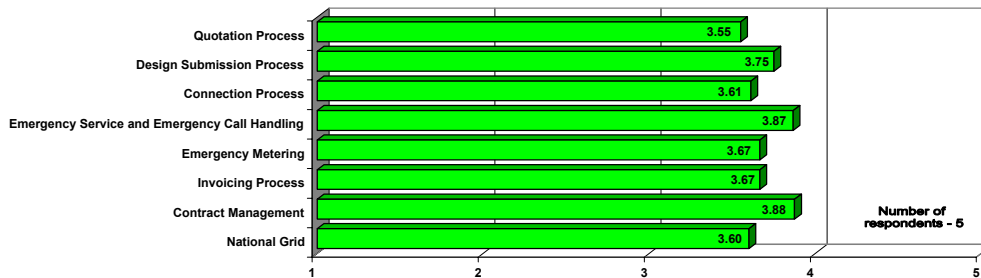


Executive Summary

IGT Customer Satisfaction Results - P1 2008



Quotation Process	
IGT Scores and Comments	Average score of 3.55, a drop from 3.87 in the last survey. A customer requested that their correspondence be sent by email rather than post A customer reported that Standard Charges for CSEPS were introduced from April 2008 without notification
National Grid Response and Actions	We are looking at ways we can email the response as requested. In relation to the Standard Charges for CSEPS, in general our prices are revised and published in April and October each year with a two month notification period prior to implementation. We endeavour to circulate this to all of our customers and details are also published on the National Grid website.
Design Submission Process	
IGT Scores and Comments	Average score of 3.75, a drop from 4.0 in the previous survey. Customer suggested batching responses to design submissions on a daily basis
National Grid Response and Actions	We are looking to implement this initiative as soon as possible.
Connection Process	
IGT Scores and Comments	Average score of 3.61, a drop 4.15 in the last survey. This period customers have commented that they have experienced broken appointments on a regular basis & teams not equipped to do the job A customer has also commented that Substantial Completion dates are not actively advised
National Grid Response and Actions	We try to meet all the agreed planned dates, however there may be occasions where we need to revise the date. In these instances we will contact the customer to explain the situation. All teams will carry the equipment necessary to carry out the requested work, in instances where the team arrives on site and the work appears to be different to that expected, we will always try to meet the customer requirements. If this is not possible another date will be agreed. We would welcome specific feedback if this is continuing to be an issue. With regards to Substantial Completion Dates these are provided in the Planning Letter and a subsequent letter is sent once the job has been completed. Please provide specific feedback and we will work with our customers if these are not being received
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	Average score of 3.87, a slight increase from 3.81 in the last survey. Customers have commented that insufficient information is provided on the fax notification and in some instances the information recorded on the fax notification is taken directly from the initial emergency call we receive and in some instances this does not clearly indicate the nature of the physical work required when our operatives attend site. We will always try to capture as much detail as possible before submitting to the iGT. Further information is then captured from the engineer once the work has been completed and this is provided on the final invoice.
National Grid Response and Actions	Contact details for iGTs are held centrally and can be updated as required, please advise us if any details are not correct.
Emergency Metering	
IGT Scores and Comments	Average score of 3.67, a drop from 4.0 in the last survey. No major issues were raised this period.
Invoicing Process	
IGT Scores and Comments	Average score of 3.67, consistent with the score in the previous survey. Customers raised specific comments this period relating to the clarity of information provided in the invoice narrative and also the overall layout. In addition a request was made to provide third party paperwork with the invoice.
National Grid Response and Actions	We welcome the feedback regarding clarity of the invoices. We have recently reviewed the layout and made some amendments, we will also use clearer wording in future. Third party paper work may not always be available at the time of sending the invoice, however, upon request we will work with our customers to obtain any information required. This may be through the provision of third party paperwork or in cases where this is not available, via interrogation of our data systems as the need arises. The iGT billing/query team welcomes any feedback and will be contacting customers to organise regular review meetings.
Contract Management	
IGT Scores and Comments	Average score of 3.88, a drop from 4.0 in the last survey. In this period a customer raised concern with the introduction of pre-payment for CSEPS.
National Grid Response and Actions	We acknowledge that the move to pre payment has been difficult for some customers. National Grid has moved onto a new SAP billing system which has streamlined the whole billing process, and since the majority of our customers already pre paid for their connections work, we took the opportunity to apply this consistent approach to all customer groups.
National Grid	
IGT Scores and Comments	Average score of 3.60, a drop from 4.0 in the last survey. A concern was raised regarding the timescales for payment of claims submitted by a GT (e.g water ingress) and no reasons provided for non payment
National Grid Response and Actions	In the event that you are concerned about the processing of any future disputes, please escalate to the Commercial Contracts Team so that we can agree a resolution.