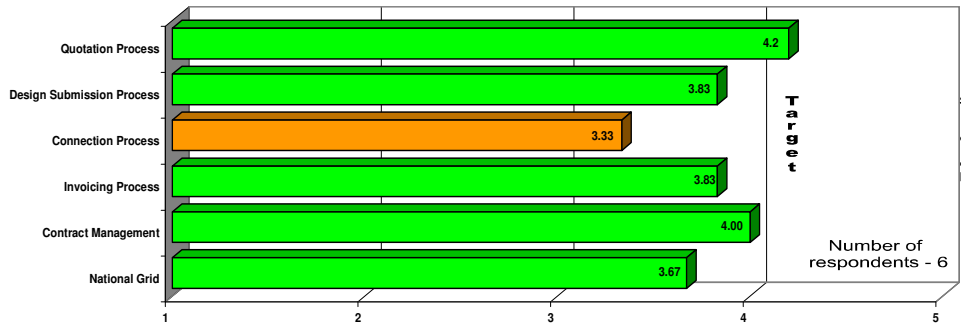


UIP Customer Satisfaction Survey Results

Period 2 (July 2008 - December 2008)

Executive Summary

UIP Customer Satisfaction Results - P2 2008



UIP Response Received	Bethell Power	Multi Tech Contracts	PDI Utilities	Primeshade	BGNH	PN Daly	United Utilities
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Key Feedback

Quotation Process

<b>UIP Scores and Comments</b>	The average score for the Quotations process increased again this period from 3.92 in the previous survey to 4.2. A customer raised concern regarding the timescales associated with production of quotations
<b>National Grid Response and Actions</b>	Network Strategy has made contact with the client to discuss comments regarding the timely submission of quotations and design approval. Subsequent discussions established that this project was >7bar and the timescales for processing work in this category

Design Submission Process

<b>UIP Scores and Comments</b>	The average score for the Design process remained the same this period at 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. Customers also expressed the possibility of receiving Design Submissions via email.
<b>National Grid Response and Actions</b>	Network Strategy is currently reviewing the possibility of issuing all correspondence via email to reduce the timescales involved with the process.

Connection Process

<b>UIP Scores and Comments</b>	The average score for the connections process decreased from 3.67 in the previous survey to 3.33. No specific comments were raised
<b>National Grid Response and Actions</b>	National Grid would be happy to discuss individual feedback as it arises

Invoicing Process

<b>UIP Scores and Comments</b>	The average score for the invoicing process increased from 3.00 in the previous survey to 3.83. No specific comments were raised
<b>National Grid Response and Actions</b>	National Grid would be happy to discuss individual feedback as it arises

Contract Management

<b>UIP Scores and Comments</b>	The average score for the overall Contract Management of the UIP process decreased from 4.04 in the previous survey to 4.00. A customer requested that telephone messages be clearer. A customer commented that the website was not easy to navigate and suggested that forms on the web site could be submitted electronically rather than being downloaded.
<b>National Grid Response and Actions</b>	We are willing to investigate the possibility of submitting requests electronically and a review of the website is planned later this year. In addition staff have been briefed to ensure that any telephone messages clearly state their name and number.

National Grid

<b>UIP Scores and Comments</b>	The average score for the overall service provided by National Grid decreased from 3.86 in the previous survey to 3.67. A customer commented that they were dissatisfied with the performance of National Grid believing that process were long and drawn out and not meeting their customer expectations.
<b>National Grid Response and Actions</b>	Network Strategy has discussed the specific feedback with the customer and appropriate actions have been taken.