

Welcome to the first edition of the "Shipper News" newsletter from the newly merged Strategic Relationship and UNC team. The Newsletter contains information that is relevant to the Shipper community which we hope you find useful and interesting. Firstly we would like to introduce you to our Team, all based at National Grid House in Warwick.



Tracy Hine
Strategic Relationship
Manager



Michelle Andrews
Customer Account
Officer



Andy Clasper
Customer Account
Officer



Katherine Iles
Strategic Relationship
Support



Chris Warner
Network Code Manager



Phil Lucas
Contract Development
Officer

SHIPPER CONTACTS

BRITISH GAS	Michelle Andrews
BIZ ENERGY SOLUTIONS	Michelle Andrews
BP	Andy Clasper
CHEVRON LTD	Katherine Iles/Michelle Andrews
CONTRACT NATURAL GAS	Katherine Iles/Andy Clasper
CORONA	Andy Clasper
E.ON	Michelle Andrews
EDF	Andy Clasper
ENI	Andy Clasper
FIRST UTILITY	Katherine Iles
GAZPROM	Katherine Iles/Andy Clasper
GdF	Michelle Andrews
NORTH SEA GAS	Michelle Andrews
NPOWER	Andy Clasper
REGENT GAS	Michelle Andrews
SCOTTISH POWER	Andy Clasper
SEMPRA	Katherine Iles/Michelle Andrews
SHELL	Katherine Iles/Michelle Andrews
SMARTEST ENERGY	Andy Clasper
SPARK	Tracy Hine
SSE	Michelle Andrews
STATOIL	Michelle Andrews
TOTAL	Andy Clasper
VAYU	Katherine Iles/Michelle Andrews
WINCHESTER	Andy Clasper
WINGAS	Andy Clasper

SHIPPER SURVEY

The Shipper Survey for 2009 has now been concluded. We received a total of 8 responses and would like to thank all those that took part. The Survey provides the team with important data and information on how National Grid can improve the service to Shippers. The findings together with the action plan of how we are going to address the issues identified will be circulated soon. We will be reviewing the format of the Survey for 2010 so any comments you have will be welcomed and should be forwarded to michelle.andrews@uk.ngrid.com

AFFORDABLE WARMTH SOLUTIONS

To combat the issues caused by increasing energy prices and the growth of Fuel Poverty National Grid has established a new Community Interest Company (CIC), named Affordable Warmth Solutions. Through innovative funding arrangements with leading energy suppliers the company will invest millions of pounds to support the installation of new gas connections, gas heating systems and other energy efficient measures in the most deprived areas of the gas distribution network.

A pilot scheme to install a new gas infrastructure and heating systems to 60 vulnerable homes in Stoke has just been completed. Discussions are on going with Stoke Council regarding a 3 year plan to provide gas supplies to a further 800-1000 vulnerable homes.

A further project to supply gas to 35 homes in Telford is due to commence in August 2009.

Scottish Power are already involved in these projects and e.on & npower have expressed an interest in contributing. Finally, discussions are ongoing with former energy minister Malcolm Wickes regarding his position as non-executive Chairman of the new company.



Please remember

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

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CONNECTIONS UPDATE

In circumstances where shippers request National Grid to undertake connections work, we are making some changes so that the on site works are delivered by our operational and contractor partners. Single supplies of less than 695kWh have transferred on the 1st August 09 to this directorate. From 1st April 2010 if you submit a connections request to National Grid our operational directorate will arrange for the on site works to be completed.

This change does not alter the services of National Grids other group companies, such as Fulcrum Infrastructure Services who offer connections services for the shippers directly. If you require any further information on this then please contact Akhtar Ali at Akhtar.ali@uk.ngrid.com.

DN INTERRUPTIONS

A total of 8 bids were received in the 2009 DN Interruption tender; three of the bids were invalid leaving 5 to be assessed against the alternative costs of reinforcement.

The results have been published on the Joint Office and National Grid websites and show that we accepted 1 of the bids in the East Midlands LDZ.

WINTER OUTLOOK

The preliminary UK Winter Outlook report for 2009/10, published recently on National Grid website, is seeking feedback from the energy industry on the coming winter • Following the consultation period the final outlook report will be issued week commencing 28 September.

The preliminary report contains a review of UK energy supplies for last winter. While 2008/09 was average, relative to recent winters, it was the coldest since 1993. No one day was exceptionally cold - the coldest was 6 January, which had a national average temperature of -1.5°C.

Here is a snapshot of the overall report:

- Despite last winter being the coldest since 1993, demand for gas and electricity were both down compared to winter 1007/08. This may be due to the economic recession and improving energy efficiency.
- For next winter, surplus electricity generation is expected to be more than has been seen in recent years.
- As more offshore production comes online, gas supplies to the UK from Norway are expected to increase this winter. The UK is in a stronger position than many other countries in the diversity of different sources it can draw its gas from (North Sea, Norway, elsewhere on the continent, LNG imports).
- The UK will have greater capacity to accept liquefied natural gas imports, with the South Hook and Dragon terminals at Milford Haven both expected to be available this winter. This is in addition to Grain LNG, where Phase 2 came on stream last winter.

SPECIAL OLYMPICS GREAT BRITAIN



National Grid is currently the proud sponsor of the Special Olympics GB. Since its formation in the UK in 1978 the programme has been the major provider of sporting opportunities for people with a learning disability and provides equality of opportunity for all our athletes regardless of ability or degree of disability.

By sponsoring the SOGB National Grid provides valuable funding together with time and resources to help at clubs and events held throughout the year in the UK. Volunteers from National Grid have enjoyed and benefited from their involvement in this movement, The SOGB National Summer Games was held in Leicester between the 25th and 31st July 2009. Over 2700 athletes representing regions from around the UK together with 1200 coaches and 1500 volunteers take part.

For more information—<http://www.sogb.org.uk/Homepage/tabid/36/Default.aspx>



WEBSITE

For more information regarding National Grid Gas then please click on the following link http://www.nationalgrid.com/uk/Gas/OperationalInfo/shipper_info/

FEEDBACK

Do you have any feedback that you would like to give on this Newsletter then we would welcome your thoughts. Please send an email to Katherine.a.iles@uk.ngrid.com