

**Shipper Survey
6 Month Summary**

Report - November 2008
Survey conducted March 2008

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Introduction

Following completion of the shipper surveys in March/April 08, feedback was provided to the appropriate business department for review and comment. This included the positive comments back from shippers and their general concerns and queries.

The responses were broken down by key areas and additional improvements. The key areas were reflective of where more than one shipper raised a similar concern/issue. Additional improvements are areas where the business area had identified actions from the feedback received from individual shippers.

Following on from the initial report which was distributed in May 08, we are now providing the 6 month summary, the following pages provide an update to evaluate progress on actions agreed, which will have been collated by Account Management from the business.

To ensure consistency the report structure has been kept the same, previously delivered actions have been removed and only updates/actions in last 6 months have been incorporated to ensure this report is a true reflection of deliverables post the initial report.

Fulcrum – Connections (Regulated)

Improvements delivered:

- Technical Knowledge of Staff
 - All relevant Design staff have completed an NVQ in design. This is an externally recognised accreditation, which supplements the previous training and experience delivered/gained within the Fulcrum Business.
- Communications with Shippers
 - Fulcrum has increased its attendance at a number of Shipper interface meetings, supporting National Grid Distribution as appropriate. Fulcrum also continues to support direct communications with Shippers, as required to facilitate day to day business. Fulcrum has also formulated and supplied Shippers with Escalation contacts, to help resolve any significant issues they have.
- Provision of quotations and also Planned date
 - Fulcrum has consistently achieved or exceeded requisite standards of service (including non standard quotes) in all areas for the recent monthly periods and indications suggest that this high standard of service will be maintained going forward.
- xoserve (MPRNs)
 - Fulcrum and xoserve has undergone a review of its communication processes which conclude that it is secure and also meets business requirements, If shippers have any specific data issues these can be raised with the Relationship Management Team.

Domestic Connections

Improvements delivered

- Performance of Completion Notifications
 - Shippers will be able to self track their jobs on Release 2 (R2) of Enterprise Resource Planning (ERP), Shipper Daily Reports (SDRs) will also continue. ERP R2 will automate completion notices for all job types, commencing 1st October 2008.
 - R2 of ERP allows for the customer to select their preferred method of quotation delivery (email, post or fax).
 - Additionally R2 of ERP will enable customers to self serve some of the standard cost quotations for an instant quotation via a new web portal.
- Reprogramming of works for 2 weeks
 - West Midlands was the only area not re-planning within 2 weeks. We have worked with Operations to resolve this issue and West Midlands are now meeting the 2 week standard.

Disconnections

Improvements delivered.

- Acceptance acknowledgement letter does not include the site address
 - Release 2 (R2) of Enterprise Resource Planning ERP includes the site address on the acknowledgement of acceptance letter, which went live 1st October 2008.
- Planning
 - Planning timescales are between 6-8 weeks and we are working with Operations to improve; any jobs that are flagged up as urgent will be prioritised. MI indicates these times have improved from the date of the shipper survey.

Customer Strategy

Improvements delivered.

- Feel there is a dictatorial approach e.g. pre-payment of Siteworks T&C

The power of action.

- Learning points have been taken away to ensure, in future, shipper forums are held to discuss such wholesale changes. To identify impacts on the customer and help manage their expectations. Recent examples would be ERP (SAP) r2, shippers were contacted on a regular basis to communicate changes/impacts and manage customer expectations.
- More informal contact outside of planned meetings/forums
 - An opportunity for the new Strategic Relationship Team to built relationships with their customer. Continuous communication outside regular meetings to enhance relationships and increase B2B awareness.
 - Provide updates via the shipper web page for relevant topics and important issues: https://ng.corpwww.net/uk/Gas/OperationalInfo/shipper_info/
 - The team will continue to review the strategic relationship with shippers, and understand how it can work with shippers on strategic issues, in addition to the management of day to day queries.

Pricing

Improvements delivered.

- Better communication and pricing information
 - We will aim to learn from the capacity/commodity consultation so as to provide more information early on in future consultations. The release of Mod 186-type information should provide more information on future changes and forecast impacts. Progress to date: A consultation on the balance between the LDZ System and Customer charges is being finalised and is expected to be published shortly, We are looking to include more information on the impact of the proposed rebalancing so as to show the full range of impacts.
 - We are always willing to discuss charging issues and their impact on shippers at the regular DCMF and account manager meetings, please contact your Relationship Manager to arrange. - Progress to date: As noted above, charging issues have been discussed at both the regular DCMF meetings held and at the account manager meetings held in the last six months.
 - We are now reviewing the structure of the System Charges to take into account the latest information on how different customer classes typically impact on the system. Progress to date: The review of the LDZ System charges is still ongoing.

Miscellaneous Billing/Credit and Risk (Order to Cash)

Improvements delivered.

- Unbilled Siteworks
 - File interface now automatically generates invoices for Customer Ordered Sales upon status update in QS therefore no longer any risk of backlogs. The Team Leader carries out weekly reconciliation for all jobs accepted and completed to monitor any final invoices which have not been created (pre-paid). Corrective action is taken when any anomalies are found i.e contact to the helpdesk or system interrogation.

Regulation Team

Improvements delivered.

- Be more industry centric and collaborative, rather than National Grid focused, improving joined up thinking across the industry
 - Despite in the majority of cases having a neutral impact on our revenue or indeed having a negative impact on our bottom line we have proposed or supported

initiatives that seek to improve the industry settlement processes or stimulate / facilitate use of innovative processes and equipment. Examples of this have been Mod 0192 (Transporter resolution of USRVs), Mod 0194 (Apportionment of RbD), Mod 0202 (Monthly Reading of SSPs) and the proposed enhancements to the elective DM regime.

- As at the end of August 2008, National Grid Distribution had raised 71% of the UNC Modification Proposals raised by Distribution Networks. We seek to ensure representation at the vast majority of industry forums that deal with UNC change.
- Where possible be more proactive on the impact of mods.
 - We (or other DNOs) raise requests for xoserve costings (usually in the form of 'Rough Order of Magnitude (ROM)' assessments) where required. Recent examples include 0192 (User Pays costs for Transporter resolution of aged USRVs), 0194 (ROM for apportionment of RbD energy to all market sectors), 0175 (Elective DM) and CSEPs long terms options.
- A number of steps have been taken to address Shippers concerns in the User Pays area.
 - We understand that the 'User Pays User Group (UPUG)' has now been established and additionally National Grid has been involved in and supported the development of Modification Proposal 0213 which is seeking to define the governance process for UNC change that is likely to be funded via the User Pays mechanism.
- Continue to air our views in the Workstream prior to raising formal change proposals to allow the industry to air its views.
 - We continue to ensure National Grid Distribution is represented at the vast majority of Workstream meetings. Recent examples of draft proposals aired in workstreams prior to being raised are the Shrinkage proposal (subsequently Mod 0203) and the Transporter resolution of aged USRVs proposal (subsequently Mod 0192). We continue to lead discussions on CSEPs short term and long term solutions.

Network Strategy

Improvements delivered.

- Shippers would like to build relationships and have direct interaction with team
 - Shippers notified via Shipper Account Management of the internal transfer of the GT1 process. The lead contact will be Diane L Green, Distribution Customer Support, Northampton.
 - Change in contact for Pressure Issues and Shipper / Developer Land Enquiries.
 - Pressure Issues – Stuart Richards – 01455 231661
 - Shipper / Developer Land Enquiries – Malcolm Gomm – 01455 236908

The above information will be updated via the shipper web page.

https://ng.corpwww.net/uk/Gas/OperationalInfo/shipper_info/

Contact Centre

Improvements delivered.

- Consistency in what is deemed necessary/acceptable to report as a potential gas emergency
 - No action - Gas Emergencies script are designed to achieve consistency.
- Depending on the query can be put on hold too much and for too long
 - In the interests of safety we do try to encourage staff to ask if they are unsure. The training package has been updated and rolled out across the Contact Centres, the success of these has yet to be measured in terms of quality, however delegates have responded positively

Additional improvements:

- o We are currently having a wholesale review of our Quality Monitoring package which should be updated in 2009.
- o An update re the change to the 'noisy boiler' process has been provided via Account Management, and is also available on the shipper web page.
- o Meetings have taken place with shippers recently to discuss our processes and build relationships to improve the quality of calls received.

Timelines for 2009 shipper survey

Following on from the success of the 2008 shipper survey we are looking to embed this into an annual event. Therefore we would appreciate your continued support and feedback into the 2009 shipper survey. For your part it would be appreciated if you could confirm an individual who would be the lead (single point of contact) for your organisation, to facilitate the meetings and to ensure the appropriate individuals attend.

A timeline is enclosed below (based on a calendar year) to provide you with a brief overview of our intentions. If you would like to nominate a representative or want to raise any specific items please contact Tracy Hine on tracy.hine@uk.ngrid.com

Objectives	Time scale
Internal review	Q4 2008
Schedule shipper meetings	Q1 2009
Complete face to face shipper Survey meetings	Q1 2009
Review results and business feedback	Q2 2009
Develop and disseminate shipper report	Disseminate results to shippers by end of May 2009