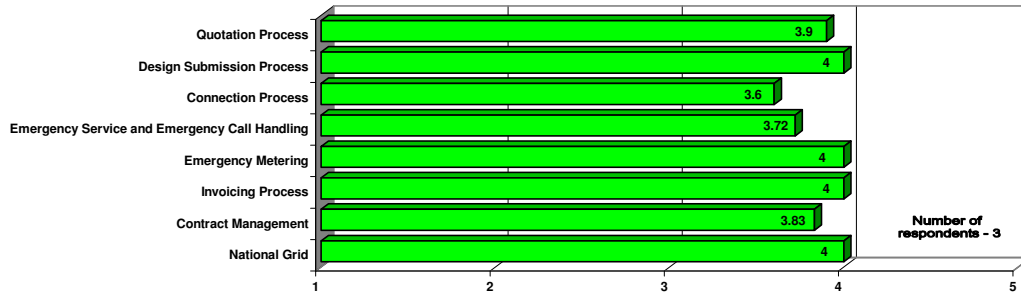


IGT Customer Satisfaction Survey Results

Period 2 (July 2006 - December 2006)

Executive Summary

IGT Customer Satisfaction Results - P2 2006



Quotation Process	
IGT Scores and Comments	Average score of 3.9, an improvement from 3.25 in the last survey. No negative scores. No additional comments
National Grid Response and Actions	- Following on from the recent consultation National Grid will be implementing initiatives relating to the quotation process for intermediate pressure connections during 2007. Details will be communicated during May 2007.
Design Submission Process	
IGT Scores and Comments	Average score of 4.0, an improvement from 2.5 in the last survey. No negative scores. No additional comments
National Grid Response and Actions	- National Grid continue to review competency of staff and train staff to ensure a high level of understanding of policies and procedures used to appraise design submissions. Further training is being internally undertaken at present to develop greater knowledge of IGE/G5.
Connection Process	
IGT Scores and Comments	Average score of 3.6, an improvement from 3.03 in the last survey. Negative score related to "Speed providing planned date from connection acceptance" "Not notified when reinforcement works associated with CSEPs are completed"
National Grid Response and Actions	- Following on from the recent consultation National Grid will be implementing initiatives relating to completion file, mains diversions and connections / reinforcements design charges during 2007. Details will be communicated during May 2007. - National Grid strive to provide the earliest possible date for a connection taking into account customer requirements and the Connections Team liaise with all concerned in order to achieve this. Workshops have been held between all parties to improve the overall post acceptance process and work will continue in to the future. The published standard of service for providing a planned date in line with National Grid's Business Rules is D+20. There were no failures for this standard during July-Dec 06. - We appreciate there have been problems with the reinforcement process. The whole process is currently under a full review and work will continue with all parties. Revisions to the process are scheduled for September 2007.
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	Average score of 3.72, an improvement from 3.67 in the last survey. Negative scores related to "Repair service" and "quality of information on 48 hour fax" "48 hour faxes are sometimes lacking the details of the job, causing us to phone for them"
National Grid Response and Actions	- Additional feedback has been provided to the Dispatch and IGT Billing teams. Spot audits focused on quality of information provided were introduced after the previous satisfaction survey and are ongoing.
Emergency Metering	
IGT Scores and Comments	Average score of 4.0, an improvement from 3.25 in the last survey. No negative scores. "Has improved since last questionnaire"
National Grid Response and Actions	- National Grid shall build on this positive feedback for the future.
Invoicing Process	
IGT Scores and Comments	Average score of 4.0, an improvement from 3.5 in the last survey. No negative scores. "Invoices are sometimes lacking job completion information"
National Grid Response and Actions	- Additional feedback has been provided to the IGT Billing and Invoicing teams. Spot audits focused on quality of information provided were introduced after the previous satisfaction survey and are ongoing.
Contract Management	
IGT Scores and Comments	Average score of 3.83, an improvement from 3.19 in the last survey. No negative scores. No additional comments
National Grid Response and Actions	- Following on from the recent consultation National Grid has communicated an updated layout to the Connections information on its Website. Construction of these pages is in the final stages and is expected to be launched during June 2007. We will be encouraging customer feedback on accessibility and also for suggestions of any additional information that could be added to the site.
National Grid	
IGT Scores and Comments	Average score of 4.0, an improvement from 3.25 in the last survey. No negative scores. "I feel there is still some work to do on the EM4 file as it is still rejecting information which I know to be correct." "Our thanks go to the engineering and planning network strategy team for their support and professionalism"
National Grid Response and Actions	- The 2nd phase of the IGT premise level data project has recently been implemented. This has improved our validation criteria which will result in our systems accepting a greater number of valid IGT addresses as well as rejecting invalid records that would have previously been accepted. - National Grid shall build on this positive feedback for the future.