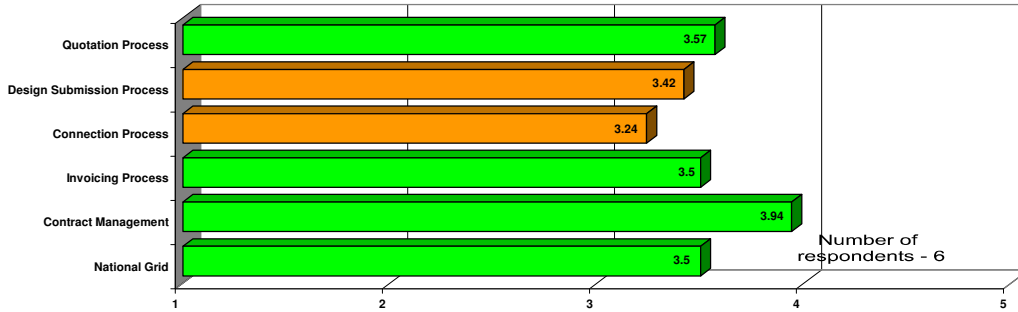


Executive Summary

UIP Customer Satisfaction Results - P1 2007



Key Feedback

Quotation Process

UIP Scores and Comments
 The average score for the quotation process fell from 3.84 in the previous survey to 3.57. This is down to a number of dissatisfied scores again the reinforcement and Sufficient Complexity Jobs (SCJ)
 " SCJ Budget quote states that a firm quotation could be significantly different to the budget, not allowing the client to decide if it is worth having the design work carried out "
 " Cost of SCJ design work seems high for what is involved"
 " Lead times (180 days) to design reinforcement are totally useless, this should be dealt with within 4 to 6 weeks at the outside "
 " Quotation process is working well "

National Grid Response and Actions
 Budget quotes are based on the assumptions made via a desktop estimate. These assumptions would be addressed as part of a design study which can lead to an increase or decrease in the customer charge.
 We are undertaking a review of the principles and procedures applied to the SCJ process and will ensure the comments made through the customer survey are taken into consideration as part of the review. Any changes to the existing process will be notified early in 2008.

Design Submission Process

UIP Scores and Comments
 The average score for the design submission process fell from 3.5 in the previous survey to 3.42.
 " Several occasions when we have chased design authorisations well outside the standard of service "
 " Questions about designs are not relevant and are just used to delay the issue of design authorisations "
 " If reinforcement is required we are never given a date when this will be carried out"
 "For single point connections services we are being asked to upsize to make them mains at our expense. If the design is fit for purpose, why should my client have to pay for additional work which would only benefit others. National Grid should pay for this"
 " Responses generally meets the standards of service, but this does not always meet client expectation. This is treated as a standard response time, not a backstop "

National Grid Response and Actions
 To improve and simplify the design authorisation process, we have recently introduced a new facility that allows eligible GIRS UIPs to be exempt from the design authorisation process, please refer to our UIP/IGT Briefing Note 16 for details.
 In addition, we are continuing with a comprehensive training program to ensure all staff can effectively and efficiently manage all work types. The comments and examples given will be reviewed and incorporated into the training program, which will include the communication of reinforcement works. Standards of Service are continually monitored on a weekly and monthly basis and are agreed and reported to Ofgem. National Grid strive to provide an efficient, quality service. Initiatives are currently underway to improve the process and in turn improve customer standards of service, which have resulted in performance levels consistently hitting 98%.

Connection Process

UIP Scores and Comments
 The average score for the connections process fell from 3.83 in the previous survey to 3.24.
 " When mains are not as they are shown on the your mapping system the dates given (6 weeks on occasion) for a team to locate the main is totally unacceptable. You should pay us day work to carry out this work and not subject our clients and ourselves to long delays. When we actually get someone to site they are not in the least helpful and on more than one occasion have simple said we think the main is there try and find it. That is not acceptable neither is leaving a piece of marker tape on a grass verge with two stones on it and a yellow mark on the road saying 90mm main "
 " We suffer losses and delays resulting from the incorrect NG record available, but these losses are not compensated for by NG "

The mains location process (UIP/IGT Briefing Note 11) was implemented in 2006, as agreed by GT and UIP companies, and is managed applying the same principals we use for our own service providers. However, following feedback received, a full review of the process will be undertaken early in 2008 to improve the customer experience and resolve a number of the issues that are being encountered presently. A focus of the review will be the on-site works undertaken by NG to locate apparatus.

Invoicing Process

UIP Scores and Comments
 The average score for the invoicing process has increased to 3.5 from the previous survey score of 3.00 with no specific comments received.

Contract Management

UIP Scores and Comments
 No change to the average score for Contract Management from the previous survey with the average score remaining at 3.94.
 " Information passed out has been informative and timely "

National Grid

UIP Scores and Comments
 The average score for National Grid overall performance fell from 3.75 in the previous survey to 3.5.
 " We submit UIP and CSEP requests and have found NG staff to be generally helpful with any minor issues that have occurred. There have been some issues with the documentation for IGT submissions, however we view these as part of the learning curve for new activities. We have found that where we have had problems NG staff have been prompt and helpful in their responses. Our aim has been to build up a partnership relationship with NG staff which we feel has been quite successful! "
 " Mostly satisfied with service provided, but distinct lack of feedback regarding 'problem jobs' (6 months to approve the CSEP in one instance) only written communication during the whole of the period that could be shown to the client "
 " One CSEP application was only acted on when chased up 3 weeks later.
 " No issues, contacts and escalation routes are clearly defined "

National Grid Response and Actions
 We will include all communication comments received as part of our ongoing review of the customers experience, as detailed above.