

UIP Customer Satisfaction Survey Results

Period 2 (July 2009 - December 2009)

Executive Summary



Key Feedback

Quotation Process

The average score for the Quotations process has increased this period to 3.70 from 3.67 in the last period

UIP Scores and Comments A UIP customer commented that response times were not flexible in instances where an urgent quotation was required. In addition they felt that costs between the networks were not consistent.

National Grid Response and Actions We are obliged to process all quotations requests/applications in date /consequential order to ensure that all our customers are treated fairly and equally and we comply with the Competition Act. We work to standards of service agreed by Ofgem and documented in the National Grid Connections Business Rules. A customer will receive compensation, where applicable, if we fail to achieve the required level of performance.

We do endeavour to assist our customers, wherever possible, in achieving required timescales but not to the detriment of other customers. If you have a quotation which is urgent please contact Neil Sorrell who will endeavour to help; however these requests should be minimal.

Design Submission Process

The average score for this activity has reduced this period to 4.00 from 4.12 in the last period

UIP Scores and Comments A UIP customer raised concern regarding the communication where issues were found with design submissions. They were also concerned that following resubmission of the revised design, the 5 day validation timeline was causing further delays.

No other comments were received and those other customers who scored this area gave satisfied or very satisfied ratings.

National Grid Response and Actions National Grid welcomes this feedback. There is a lead contact assigned for each customer within the Design Validation team to aid/improve communication and they will be happy to discuss any issues with submissions.

In relation to design re-submissions, where the original rejection is classified as minor (we are happy to provide further clarification on this) and information is received from the customer we will endeavour to process the re-submission on the same day to ensure minimal delay to the customer. However if the rejection is classified as 'major' or information is not received on the same day, resubmissions will be validated in date/consequential order to ensure that all our customers are treated fairly and equally and we comply with the Competition Act. As with the quotations process all standards of service have been agreed by Ofgem (in this case D-5) and are documented in National Grid's Connections Business Rules. A customer will receive compensation if we fail to achieve the required level of performance.

If a customer has met the required criteria and a job is eligible, an original submission or re-submission can be processed via the design pre-authorisation scheme which aims to reduce timescales for design authorisation. Customers can view the detail of the Pre-authorisation scheme in Briefing Note 16 on National Grid's website.

Connection Process

The average score for this activity has reduced this period to 3.11 from 3.63 in the last period

UIP Scores and Comments A UIP customer raised concern that simple underpressure connections were now taking 2 days to complete rather than the 1 day provided in the quotation.

Another UIP customer commented that when the process runs smoothly there are no issues, however, should there be a construction problem then communications appear to break down especially where other National Grid departments are involved.

National Grid Response and Actions We will review the process for National Grid providing the final connection to ensure that in future customers are informed if there are any expected delays to the process. However a simple under pressure tee connection would be expected to only take 1 day if the site was prepared prior to the arrival of the National Grid operations team. We are happy to discuss individual instances where problems/issues have been encountered by customers.

Invoicing Process

The average score for this activity has reduced this period to 2.83 from 3.55 in the last period

UIP Scores and Comments A UIP customer raised concern that they were unable to pay upon completion for the works. No further comments were raised for this activity and those other customers who scored this area gave satisfied or neither ratings.

National Grid welcomes this feedback and would be willing to discuss any specific issues with our customers around the invoicing process.

National Grid Response and Actions In relation to pre-payment, this was introduced from April 2007 following a review of payment across all of our customer groups. The review highlighted that the majority of our customers already pre-paid for their work and therefore pre-payment was introduced to ensure that all of our customers were treated in a fair and equitable manner.

Contract Management

The average score for this activity has reduced this period to 3.69 from 4.12 in the last period

UIP Scores and Comments A UIP customer commented strongly that changes to policy and procedures were not notified prior to publishing on the National Grid website. No other comments were received and those other customers who scored this area gave satisfied or neither ratings.

National Grid Response and Actions National Grid welcomes this feedback and would be willing to discuss any specific examples where this has occurred. In instances where a new policy or procedure is being introduced or amended we do try to notify our customers prior to loading onto the website. In future we will ensure that we have the correct contact details and that timely communication is sent out.

National Grid

The average score for National Grid overall has reduced this period to 2.75 from 4.00 in the last period

UIP Scores and Comments A UIP customer raised a strong concern regarding a particular land easement issue. No other comments were received and those other customers who scored this area gave satisfied or neither ratings.

National Grid Response and Actions As a priority for 2010 we are currently reviewing the UIP land easement process and will incorporate the lessons learned from the issue raised to develop a revised process. We will, as with other initiatives, trial this process with one of our customers to gain feedback prior to implementing the final solution. As stated in the above section relating to Contract Management these changes will be communicated to customers and also documented onto National Grid's website via a Briefing Note. In the meantime please escalate any land easement issues to Steph Wootton/Annette Bunn.