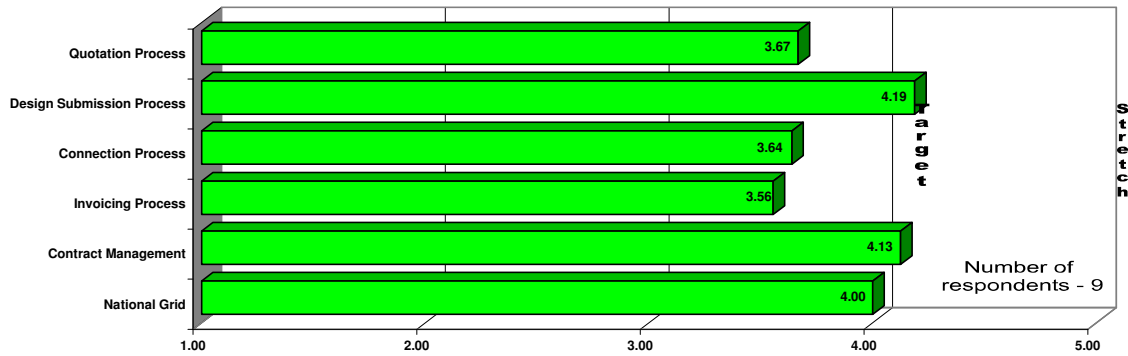


UIP Customer Satisfaction Survey Results

Period 1 (January 2009 - June 2009)

Executive Summary

UIP Customer Satisfaction Results - P1 2009



Key Feedback

Quotation Process

UIP Scores and Comments	The average score for the Quotations process reduced this period from 4.2 in the previous survey to 3.67. One customer commented that they believed the quotation price to be excessive in relation to the work being carried out. A customer also raised concern that they previously had a nominated contact for each part of the process, but this did not appear to be the
National Grid Response and Actions	National Grid acknowledges the feedback regarding quotation prices, however, these are based upon the costs that we incur in order to carry out customer contacts are in place within Network Strategy and we will be happy to provide details if issues are still arising.

Design Submission Process

UIP Scores and Comments	The average score for the Design process increased this period from 3.83 in the previous survey to 4.19. Customers were generally pleased with the service being provided by Network Strategy
National Grid Response and Actions	National Grid welcomes the ratings and would be happy to discuss individual feedback as it arises

Connection Process

UIP Scores and Comments	The average score for the connections process increased this period from 3.33 in the previous survey to 3.64. A customer commented that the quality of service provided in completing CSEPs had improved significantly over the last 12 months. Another customer was concerned about the speed for provision of quotes for mains diversions and disconnections. A concern was also raised in relation to the volume of rejections associated with completion files
National Grid Response and Actions	National Grid acknowledges the comments regarding the diversions and disconnections and we are currently reviewing the end to end process. At the GIRS forum in November 2009, National Grid confirmed completion files are only rejected when constructed infrastructures are not

Invoicing Process

UIP Scores and Comments	The average score for the invoicing process reduced slightly from 3.83 in the previous survey to 3.56. No specific comments were raised but customers who scored this area gave satisfactory or neither ratings
National Grid Response and Actions	National Grid welcomes the ratings and would be happy to discuss individual feedback as it arises

Contract Management

UIP Scores and Comments	The average score for the overall Contract Management of the UIP process increased slightly from 4.00 in the previous survey to 4.13. No specific comments were raised but customers who scored this area gave satisfied or very satisfied ratings
National Grid Response and Actions	National Grid welcomes the ratings and would be happy to discuss individual feedback as it arises

National Grid

UIP Scores and Comments	The average score for the overall service provided by National Grid increased from 3.67 in the previous survey to 4.00. No specific comments were raised but customers who scored this area gave satisfied or very satisfied ratings
National Grid Response and Actions	National Grid welcomes the ratings and would be happy to discuss individual feedback as it arises