

Metering

Customer newsletter

May 2021



Welcome to our new look newsletter

Dear Customers,

I am delighted to introduce you to our new look newsletter designed to provide you with insight into what we've been up to.

We pride ourselves on our heritage and expertise across the gas metering market and in this edition you'll get to read about some of the projects we have been involved in, along with our industry published articles and hear more about the great work we have been doing to support our community.

The team and I are proud of the part we play in safely delivering high quality products and services to you our customers 365 days year, 24 hours a day, seven days a week - give us a call today to discuss your gas metering needs.

Enjoy the newsletter and we look forward to speaking to you soon.

Max



Customer Service news

Customer survey CSAT results

We are pleased to announce the results of our most recent Customer Feedback survey, thank you for everyone who took the time to complete this for us.

The results were:

Customer Satisfaction – 85%
Net Promoter Score - +56
Trusted by our customers – 87%
Ease of doing business – 86%

Ben Barry, Commercial Customer Account Manager says: "We will continue to deliver a high quality service to domestic and larger end users irrespective of whether they are they are a small business owner supplying food to their local community or an large commercial business researching infectious diseases, they are all important to us as a business. Our passion and desire to do things to the best of our ability reflect in our recent customer satisfaction scores."

National Grid Metering win bronze award at the European Contact Centre and Customer Service Awards 2021

Our team are celebrating after successfully winning the bronze award in the category 'Great place to work' at this year's European Contact Centre and Customer Service Awards 2021 (ECCCSA).

The awards are the longest running and largest awards programme in the customer contact industry with 26 countries competing across 36 categories. The team presented to a panel of judges to demonstrate how they deliver service to customers and support a culture that enables people to grow and develop.

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This is a huge testament and recognition of everyone in Metering, our ways-of-working, our commitment to each other, our communities, our customers and the positive impact this has on delivering strong outcomes for our business. I am so proud of the team and how we live our values. A big thank-you also goes out to all those who brought our business to life through the rigorous judging process.

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Maxine Long
Head of Metering

“

Winning an ECCCSA is something National Grid can be very proud of. They have been through a rigorous judging process, meeting highly experienced judges that can recognise ‘the best’ from our industry. Congratulations.

”

Ann-Marie Stagg
Chair of the Judges, ECCCSA

Operational news

Our safety culture

How a pioneering safety culture has helped National Grid Metering respond to the challenges of the pandemic.



As the largest gas meter asset manager in the UK, National Grid Metering must uphold the highest safety standards. Safeguarding the organisation’s people, partners and customers is integral to its operations, and has inspired an industry-leading safety culture. Most importantly, this distinctive approach has helped it act quickly and decisively in keeping the gas flowing for essential services during the Covid crisis.

Developed after detailed studies of many organisational culture models, the safety culture at National Grid Metering (NGM) is based on three principles: trust, report, learn. In practice, this means trusting the people who work directly with gas assets to report incidents, and then learning from this reporting to prevent similar incidents in the future. It’s a straightforward approach everyone in the organisation can understand immediately without special training – and this simplicity has been key to its success.

Examples of NGM’s response to customers’ more pressing needs during Covid include its involvement with a major NHS hospital in the East Midlands. The team was working on a large remedial project on the primary IP metering installation, when another part of the hospital’s equipment – which was not NGM’s responsibility – failed unexpectedly. This caused a loss of gas to the vital steam boiler, and the NGM team on site could not leave knowing the hospital might eventually lose its hot water, heating and decontamination services. They assembled an extended team to help, and within two hours, the supply to the boiler was re-established and the hospital was back up and running safely.

IGEM Gas Industry awards

We are delighted to announce that we have been shortlisted for two categories in the Gas Industry Awards 2021!



Congratulations go to Maxine Long (photo left) who has been shortlisted for the Leadership Category and to Megan Dudley (photo right) who has been shortlisted for the Young Person’s Achievement Award.

In East Anglia, a provider of intravenous equipment to hospitals contacted NGM when a recently installed combined heat and power (CHP) system could not be commissioned correctly due to inadequate gas-supply pressure (the oversight of a designer involved in the system's installation – again, not NGM's responsibility). Understandably, the need for a pressure increase was extremely urgent. Technical Delivery Lead at NGM, Damian Murray, put together a plan to solve the problem as speedily as possible. In just a week, the team had installed all the necessary new equipment, completed the paperwork needed for the upgrade to take place, and brought the pressure up to the levels required for the CHP system to function effectively.

At a multinational pharmaceutical company's manufacturing plant in the North-West, NGM planned to carry out remedial work on the gas infrastructure throughout 2020, as well as fulfilling an ongoing maintenance plan for the metering installation. This included examining two shell-and-tube heat exchangers, installed as part of the metering module, to ensure compliance with the Pressure Systems Safety Regulations 2000. As the Coronavirus pandemic developed during the first few months of the year, it became clear the customer would soon need to adapt and escalate operations at the site to contribute to the global response – specifically, to produce large quantities of vaccine. With this on the horizon, the NGM team accelerated its work there, and completed it by September, leaving the plant with a fully updated gas infrastructure, ready to meet the demands ahead. The early completion also meant NGM's engineers were no longer on site, except for routine maintenance.

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We could see the site was soon going to become extremely busy, so we pulled out all the stops to make sure we were out of the way at that critical time.

”

David McRoy
Technical Delivery Lead

Preparing for the continuing impact of the pandemic, NGM is carrying out a complex metering upgrade at a Cheshire-based hospital, due for completion in the second quarter of 2021. The work will ensure the site has the gas capacity required to meet the ongoing challenges presented by Covid-19 – and, most importantly, that the installation provides the highest levels of reliability. Of course, timing will be critical, and the organisation's safety culture will be central to meeting key deadlines.

Our performance over 12 months of lockdown

Our amazing team are really inspiring!



Whilst the past twelve months have been challenging at times, we have successfully managed to navigate the pandemic and ensure best performance for our customers as these amazing stats below show!



164,000

calls received with 90% answered within 30 seconds!



216,000

residential meter jobs completed



6,645

I&C meters maintained



104,000

emergencies responded

Our charity and community work

Working with Age UK throughout the pandemic



Members of our employee-led Community Focus Group have made over 2,700 welfare calls on behalf of Age UK Solihull, the local charity for older people.

The relationship with Age UK Solihull began in Christmas 2019, when staff hosted a Christmas lunch outing and carol singing in their office for local elderly residents. When the coronavirus lockdown started, Age UK Solihull asked for help with their welfare calls, to support their clients who were feeling isolated, vulnerable and anxious. Our Community Focus Group responded to support those most at need, as swiftly and safely as possible.

Conversations quickly became the highpoint of the day – not just for those who were most vulnerable, but also for those making the calls. These touchpoint calls provided reassurance for Age UK Solihull that local elderly people's wellbeing and immediate concerns, or need for food and prescriptions, were being met.

As a result of this community-spirited initiative, 45 elderly people have felt someone cared and had their days lifted during the long days, weeks and months of lockdown.

Donating food parcels and PPE

Alongside emotional support calls, the Community Focus Group provided additional support by supplying weekly food shopping to Age UK Solihull from Waitrose Solihull, who offered the volunteers critical worker shopping hours.

Over 500 people received food parcels during those eight weeks, which included drawings made by some of the staff's children, to lift morale and let those people know that they were not forgotten.

Age UK Solihull was also struggling to get PPE and hand sanitiser gel, so the team helped supply 940 masks and 6 litres of hand sanitiser to their frontline staff.

We are now sponsoring the distribution of digital tablets to elderly residents eager to regain some independence. They'll be shown how to do their own food shopping and home banking using the tablets and even how to facetime with grandchildren.

Supporting the NHS in University Hospital in Birmingham



In more community related kindness, our team have been sending their messages of gratitude to the NHS University Hospital in Birmingham. This is a hospital we have built a special relationship with through our Community Focus Group.

During this relationship we are so proud to have achieved the following with our support:

- Provided **1,000 scrub bags** for front line NHS staff;
- **Decorated Bottle Cottages** at QE hospital, which will be utilised for families with patients having cancer treatment;
- Provided the **funds to decorate and furnish** the Maternity Ward Staff Room at Heartlands Women's Unit.

We have sponsored Guide dogs for the blind



We also work with Guide dogs for the Blind and have already sponsored the training of two guide dogs who provide vital support.

When someone loses their sight, the charity "Guide Dogs" is there to make sure they don't lose their freedom, their guide dogs give hope, confidence, joy, independence and companionship. This all contributes to people affected by sight loss to live their lives to the full.

We have a new puppy on the way and we are eagerly awaiting its arrival and have conducted a staff survey to choose its name.

We will update you in the next edition of the newsletter!