

Metering

Customer newsletter

August 2021



Welcome to our latest newsletter

Dear Customers,

Firstly, I would like to take the opportunity to thank you for taking part in our customer satisfaction survey and providing feedback on what is working well and how you feel we can improve. As the year progresses we will be sharing the actions we are taking as a result of this.

Like many organisations we continue to manage the impact of the pandemic on our operational procedures. At this stage we are maintaining all current safety protocols to do our utmost to protect and give confidence to our people, our customers and the communities we work within.

The first quarter of the performance year has started positively with overall performance being in line with plan, more details will be in your specific account packs.

We also continue to contribute to our local communities and you can see some examples of our achievements this year.

Culturally we strive to build and nurture partnerships that are trusting, where we openly share ideas and learnings for the benefit of everyone and we would welcome your continued feedback as we progress throughout the year.

Warmest regards,

Max



Customer news

We are pleased to announce our invoice production times are now reduced

As a result of regular conversations with our customers and your feedback, we have acknowledged that there were some challenges with the validation of our metering charges, in particular the meter rental charge, prior to the end of month when payment would typically be expected.

As a result of this, we have carried out a full end-to-end review of our invoice production process and have identified a number of areas where we could reduce the time taken to process the data and produce the invoices.

The result is that we have successfully managed to improve upon the original schedule by two days so that now both invoices and supporting data files are available and dispatched two days earlier in the month with the payment due date remaining unchanged but essentially we have provided two additional days to support any validation activity.

There are a number of other initiatives that we are working on including making the same files available via a SharePoint facility rather than being reliant on an IX facility, and sending a single file being sent rather than multiple files.

We expect these improvements to be introduced over the coming months and we will keep you updated as and when these releases are implemented.

If you have any invoice related queries, or even provide us with any additional feedback, then please get in touch with us at the following email address:

box.Rainbow.Billing.Metering@nationalgrid.com

Are you taking advantage of our customer portal?

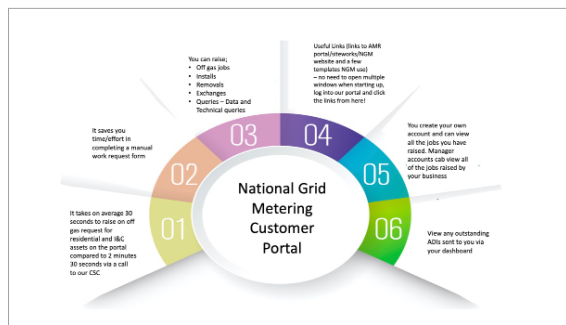
The below graphic shows the benefits of using the customer portal to enable you to self-serve and support your Customer Experience!

You can access the customer portal here:

meteringcustomerportal.nationalgrid.com/

For training contact

Box.NGM.CustomerReports@nationalgrid.com



Articles from across National Grid Metering

Life as an asset manager at National Grid Metering



Ant Stokes, Asset risk and strategy specialist for National Grid Metering provides his thoughts and insights into what it takes to provide a great asset management service.

When you work in a company that own assets that supply such customers as chemical processing plants, Buckingham Palace and more ordinary houses lived in by some of our own employees; Asset Management is never still!

All of these sites have their own requirements and nuances that make the management of an asset portfolio of around eight million of them a really interesting and exciting challenge.

Behind that challenge sit three important principles; and these enable us to focus on the why of what we do. Firstly, to maintain safety. This is non-negotiable. The impact of poor safety can be catastrophic, and we make no apologies to return to this theme regularly. Next and along with safety come our customer's other needs. The energy suppliers require security of supply, fit for purpose assets; that deliver measurable gas flow at the correct levels to those various end consumer, available support services and of course it must come at the right price for them. The third consideration is for NGM to provide these first two elements at a cost for us that is effective in order to deliver a profitable business.

Behind these outcomes sits a fair amount of work to understand our assets, their purpose, costs to operate, and how they wear and tear over time and eventually fail. This then enables Asset Management to understand the risks involved in operation of those assets. From this we develop policies and procedures for maintenance, testing strategies and replacement programmes which enable us to manage risk that enables us to deliver those three key principles. And then like all good processes; we evaluate outcomes, and then go again, ever seeking to improve.

This work all sits against a backdrop of commercial market; which is highly competitive for metering services and where individual sites have sometimes very different needs to each other. Where to be off gas for even four hours at the wrong time can potentially cost our customers' lots of money. The aim we have is for our customers to have a seamless uninterrupted service. Our asset management system ensures that service is maintained for them. We manage our assets proactively before they experience any issues. Using various asset management tools which we have developed, we manage asset health. This enable us to either replace or maintain our assets, at the right time, before a failure occurs and inconveniences people.

When we focus on delivering improvements, we often forget that for many millions of our customers their satisfaction is measured in their lack of need for interaction with us.

My job is about people as much as the assets. Relating our customers' needs and requirements to our assets and asset strategy. Taking an academic risk model for example, and then relating the results into strategy and work programmes that we then engage with service providers to deliver on our behalf.

Truth is we are all asset managers; from cars to houses, from washing machines to X-boxes. It's a very easy thing to understand that we want something that works reliably for the occasion, but also gives us an experience that is cost effective and delivers when it needs. NGM's assets are very niche in their purpose, but the principles of Asset Management are found in our everyday experiences.

If we don't appreciate people; then we miss opportunities to listen, learn and collaborate. This enables us to connect our asset story with our customers' own experiences. Then everyone benefits when we all understand the values that drive our work. Delighted customers, and happy asset managers!

Women in Engineering



To celebrate International Women in Engineering Day, one of our GIRS designers, **Sarah Parker** (EngTech MIGEM, AIOSH) has been profiled by IGEM - Institution of Gas Engineers & Managers.

You can read the fantastic article in which Sarah gives an insight into how she managed to forge a successful career as an accredited GIRS designer by clicking the link here:

<https://www.igem.org.uk/membership/which-grade/engineering-technician-member-engtech/spotlight-on-engtechs/>

Events

Come and join our safety webinar – “Beyond human error”

Have you received your invitation for our Safety webinar taking place on 2nd September and 9th September? Come and listen to our safety experts, Chris Cleveland and Phil Roberts as they give real life examples of how this culture empowers our team and delivers a world class safety record.

To sign up for the 2nd September event the link is:

<https://www.eventbrite.co.uk/e/national-grid-metering-webinar-beyond-human-error-tickets-164115308305>

To sign up for the 9th September event the link is:

<https://www.eventbrite.co.uk/e/national-grid-metering-webinar-beyond-human-error-tickets-164116822835>

Community news

We have a name for our Guide dog!

You may remember from the last edition of the newsletter that we have sponsored a Guide Dog for the Blind and were waiting on the confirmation of a name.

Please join us in welcoming ‘**Biscuit**’ into the world and onto the Guide Dogs training scheme.



She will soon be placed with her Puppy Walker, who will start to teach her the skills that she will need as a future guide dog.

This is the beginning of a very exciting journey for Biscuit. For now, she is an uncoordinated bundle of fluff, but over the next few weeks and months she will start her transformation into a responsible guide dog.

“

Having a guide dog is like someone handing you the keys to the world and saying ‘go on, go enjoy it’ You feel like you can go wherever you like because you know that you’ll be safe.

”

NGM’s Community Group collaborate with University Hospital, Birmingham for a successful delivery!



National Grid Metering’s community group have been working with University Hospital, Birmingham to donate the money and assist in the preparation of 100 packs for premature babies.

National Grid Metering’s community group have been working alongside the University Hospitals group in Birmingham over the past two years on a variety of activities.

Their latest venture was to assist the charity with preparing Premature baby packs for their Neo-natal Units at Good Hope and Heartlands hospitals.

Each year the hospitals distribute 1,000 packs to the families at a cost of £7 per pack.

The premature baby packs consist of a baby grow, water bottle, tea and coffee as well as a welcome pack all in a handy bag.

National Grid Metering employees Jackie Batchelor and Faye Dowling went to help the staff from University Hospital Birmingham to prepare 100 packs, with the money for the packs coming from our Charity Group budget.

Did you enjoy our newsletter?

Please send any feedback on its contents or any suggestions for future content to:

gillian.howard@national.grid.com