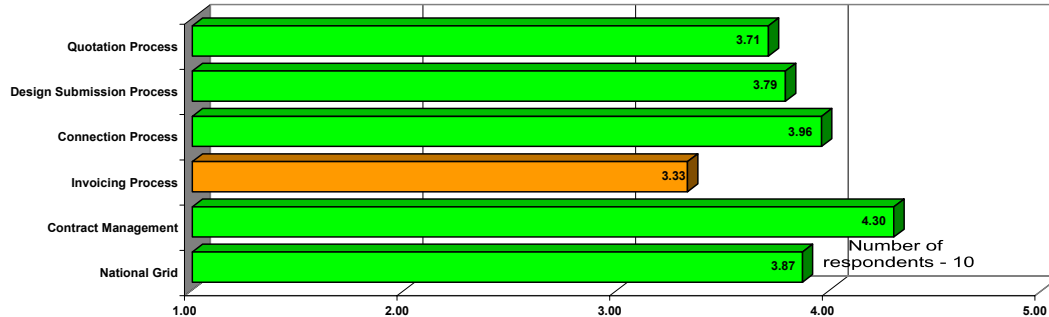


UIP Customer Satisfaction Survey Results

Period 2 (July 2007 - Dec 2007)

Executive Summary

UIP Customer Satisfaction Results - P2 2007



Key Feedback

Quotation Process

UIP Scores and Comments	<p>The average score for the Quotations process increased from 3.57 in the previous survey to 3.71.</p> <p>Specific feedback received relating to delays with quotations for reinforcement.</p> <p>Feedback also on occasions where reinforcement had been identified at initial request stage but subsequently not found to be necessary at acceptance - resulting in extra work and time delay.</p>
National Grid Response and Actions	<p>A process to monitor and track projects requiring reinforcement works has been developed and was implemented in June 2008. This will ensure customers are provided with regular progress of works and should improve the whole customer experience.</p> <p>Unfortunately there are occasions when reinforcement is identified at quotation but subsequently not required at the time of acceptance. This is primarily due to the time delay between quotation and customer acceptance, during which time other projects could be accepted and reinforcement installed, resolving the available pressure issue. Alternatively it could be identified that replacement in the area has allowed a small increase in pressure that would negate the need for reinforcement.</p>

Design Submission Process

UIP Scores and Comments	<p>The average score for the Design process increased from 3.42 in the previous survey to 3.79.</p> <p>Good feedback on responses from Network Strategy staff, able to address small issues on job detail by phone, etc.</p> <p>Problems experienced with Design submissions not being logged on correct and rejection reasons - suggested this was to maintain standards of service.</p> <p>Good feedback on the helpfulness of the design submission team.</p>
National Grid Response and Actions	<p>We endeavour to process all design submissions within the Statutory Instrument (SI) D+5 standard of service and try to resolve problems by telephone where possible, in order to meet customers expectations. If the query requires additional information or has a substantial error, the customer is asked to submit the missing paperwork or re-submit the request. Compliance to the SI is rigorously monitored both internal and external with an independent audit framework.</p>

Connection Process

UIP Scores and Comments	<p>The average score for the connections process increased from 3.24 in the previous survey to 3.96, making this the highest score to date.</p> <p>Good level of competence within connections team.</p>
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Invoicing Process

UIP Scores and Comments	<p>The average score for the invoicing process fell to 3.33 from the previous survey score of 3.50 with no specific comments received.</p>
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Contract Management

UIP Scores and Comments	<p>The average score for the overall Contract Management of the UIP process increased from 3.94 in the previous survey to 4.30, making this the highest score to date.</p> <p>Feedback on the benefits of a web based system to let UIP/IGTs see the progress of their design or significant CSEP requests - clients chase UIPs for the quotation which can be dependent on receiving details of your reinforcement cost, lead times, etc.</p> <p>Good feedback on communications being clear and timely.</p>
National Grid Response and Actions	<p>We currently have a project team looking at our long term system solutions which may include a more interactive web based service for customers.</p> <p>New gas connections activities are included within the scope of this work and any proposed changes will be communicated to our UIP/IGT customers in the normal way. Further UIP/IGT feedback and suggestions on this would be welcomed - email to steve.dugmore@uk.ngrid.com</p>

National Grid

UIP Scores and Comments	<p>The average score for the overall service provided by National Grid increased from 3.50 in the previous survey to 3.87, again making this the highest score to date.</p> <p>Good feedback on connections staff in general - always very helpful, very responsive to queries and generally very helpful, organised and friendly.</p> <p>Again feedback on the possibility of viewing job progress through the web site to progress each CSEP, particularly those where a reinforcement is probable - invariably UIPs are chased by the developer for a quotation which may have to include your reinforcement cost.</p> <p>Disappointment that when CSEP requests are incorrectly rejected due to an error by National Grid, UIPs are requested to resubmit - presumably to keep in standard of service.</p>
National Grid Response and Actions	<p>See above response regarding an interactive service, via our website.</p> <p>We endeavour to process all requests in an efficient and effective manner and try to resolve problems by telephone where possible. If the request requires additional information or has a substantial error, the customer is asked to submit the missing paperwork or re-submit the request.</p> <p>Network Strategy will investigate specific jobs if required.</p>