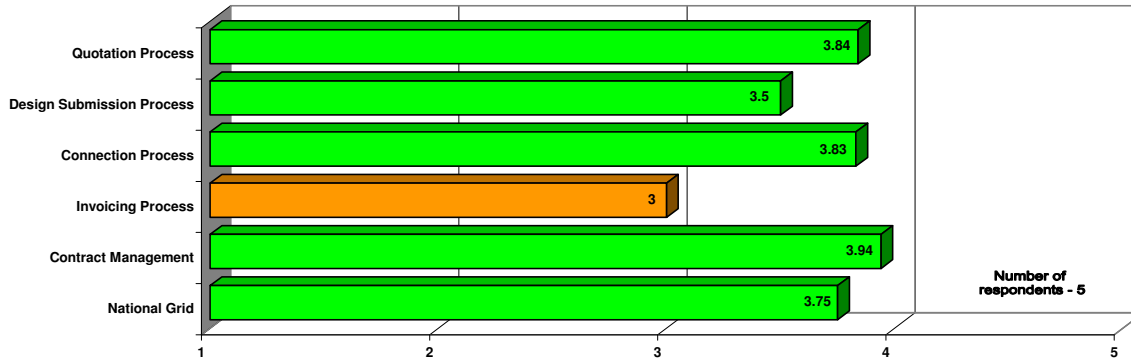


**UIP Customer Satisfaction Survey Results**

**Period 2 (July 2006 - December 2006)**

**Executive Summary**

**UIP Customer Satisfaction Results - P2 2006**



**Quotation Process**

**UIP Scores and Comments** 4 out of 5 categories scored 3.8 or more, an improvement on the previous results. 1 dissatisfied score against quote response time.  
"Notification of the S number on receipt of the initial enquiry would allow us to track the request and chase up the quotation with a lot more ease. An email would suffice with the number on so we can record it on our data base"

**National Grid Response and Actions** National Grid has identified that this appears to occur on Fast Track quotations only and a process review is now underway to ensure that acknowledgement letters with the job reference number are issued prior to the acceptance letter.

**Design Submission Process**

**UIP Scores and Comments** Average score down on previous results with 1 respondent registering dissatisfied against both categories.  
" Problems experienced with design rejections due to National Grid interpretation of NP14 and understanding FM138 forms.  
A further refresher course on how NP14 is applied would help resolve these problems"  
"FM176 (MP connections) too ambiguous – i.e. a pressure tier rating of MP270 is suppose to give a source pressure of 350 mbars  
It will be much clearer if you could just state the minimum design pressure available please"

**National Grid Response and Actions** - National Grid continue to review competency of staff and train staff to ensure a high level of understanding of policies and procedures used to appraise design submissions. Further training is being internally undertaken at present to develop greater knowledge of IGE/G5.  
- Pressure tier ratings are used by both metering organisations and Utility Infrastructure Providers (UIPs), and as such we provide this information in line with the requirements of the Gas Safety Management Regulations (GSMR). However, for UIPs we publish the design minimum mains pressure data for all pressure tiers in our publication NP14 (Table A.3)

**Connection Process**

**UIP Scores and Comments** 7 of the 9 categories scored an average 4.0, showing a slight improvement on previous results.

**National Grid Response and Actions** Following on from the recent consultation National Grid will be implementing initiatives relating to completion file, mains diversions and connections / reinforcements design charges during 2007. Details will be communicated during Q2 2007.

**Invoicing Process**

**UIP Scores and Comments** No improvement on previous average score of 3.0 with 1 customer registering dissatisfied scores against 2 of the 3 categories.  
"Invoices received from yourselves are paid promptly however, the same does not apply when we invoice you in return – payment is not forth coming"

**National Grid Response and Actions** National Grid are currently undertaking a review of the end to end invoicing process to ensure that the payment of invoices is processed within agreed timescales - review to be completed June 07. However, it is important that any variations associated with the approved connection works is agreed between the UIP and National Grid prior to the work being undertaken. Failure to agree costs upfront may delay payment.

**Contract Management**

**UIP Scores and Comments** 3 of the 4 categories scored an average of 4.0 or more, however 1 dissatisfied score was recorded relating to website accessibility.  
"Web site is difficult to use and find information on but I believe the changes due will improve this"  
"Timescales not always realistic, sometimes short. Verbal briefings / sessions (when used) used to be a very helpful part of the consultation process, although we recognise these are not always appropriate"

**National Grid Response and Actions** - As previously communicated National Grid will shortly be launching the new UIP/IGT web pages to improve access to existing information. Construction of these pages is in the final stages and is expected to be launched during June 2007. We will be encouraging customer feedback on accessibility and also for suggestions of any additional information that could be added to the site.  
- We always give consideration when identifying the method of consultation/implementation to ensure we address the needs of all customer groups, this includes industry briefing sessions and consultation for all major change and individual feedback is always encouraged and incorporated throughout the process.

**National Grid**

**UIP Scores and Comments** Average score of 3.75 recorded overall for National Grid, representing a slight improvement on the previous score of 3.63.

**National Grid Response and Actions** National Grid shall build on this positive feedback for the future.