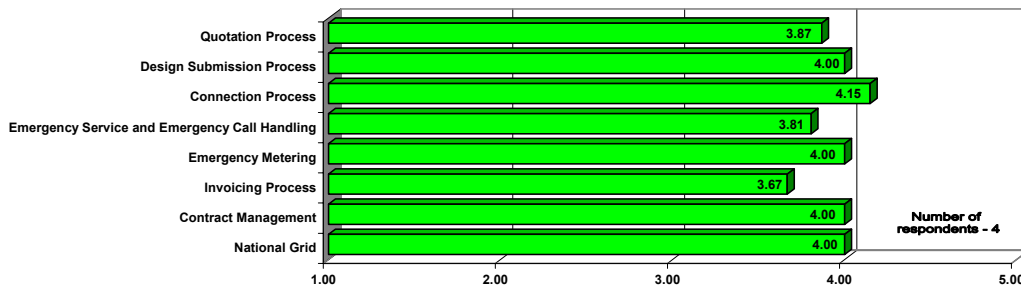


IGT Customer Satisfaction Survey Results **Period 2 (July 2007 - Dec 2007)**
Executive Summary

IGT Customer Satisfaction Results - P2 2007



Quotation Process	
IGT Scores and Comments	Average score of 3.87, a drop from 4.27 in the last survey. No additional comments
Design Submission Process	
IGT Scores and Comments	Average score of 4.0, consistent with the results in the last survey. No additional comments
Connection Process	
IGT Scores and Comments	Average score of 4.15, a slight improvement from 4.11 in the last survey. No additional comments
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	Average score of 3.81, a slight drop from 4.17 in the last survey. Specific comments received from IGTs related to the quality of information being provided on the fax notifications and to recent problems with our fax machine (hard to read due to lines printing on paper) resulting in wasted time calling up for missing information. Also problems with the way invoice query's and disputes are managed and questioning whether National Grid's dispute process had recently changed.
National Grid Response and Actions	The information recorded on the fax notification is taken directly from the initial emergency call we receive and in some instances this does not clearly indicate the nature of the physical work required once our operative attends site. Some work has been undertaken to ensure that the information we do receive is recorded clearly on the fax before being submitted to the IGT. As much detail as possible relating to the actual work undertaken on site is then clarified in the final invoice and this ties back to the original fax by a unique reference number. We continuously review the services we provide to our IGT customers and every effort is made to resolve as quickly as possible any issues brought to our attention, such as recent issues with a faulty fax machine and printer and we ensure the IGTs are kept informed of the situation at all times. Moving forward consideration is being given to the use of email to communicate on emergency activities in an effort to move away from the current paper based process. Any decision to change the existing process will be notified in the normal way. The way we manage invoice queries and disputes has not changed. For clarity, we will be publishing our invoice query and dispute process on the IGT homepage of our internet site www.nationalgrid.com/uk/Gas/Connections/IGT/ during July 2008. This will include the criteria we use to determine a dispute or query and also an electronic copy of the invoice dispute proforma.
Emergency Metering	
IGT Scores and Comments	Average score of 4.0, consistent with the results in the last survey. No additional comments
Invoicing Process	
IGT Scores and Comments	Average score of 3.67, a fall from 4.0 in the last survey. Comments received on the layout of National Grid's new invoices. IGTs found it difficult to read, particularly when more than one charge applies (going over more than one). Also issues with one IGT not receiving all their invoices - this was not picked up until summary statements were received. Comments also received on the recent backlog of invoices.
National Grid Response and Actions	Some issues have been identified with the format of the new SAP invoices implemented in October 2007 and these have been passed to our project team current working on the next release of our SAP system. Invoices are generated automatically from our SAP system, however where missing invoices are identified we would be happy to provide reprints where requested. We have addressed the recent backlog of invoices and apologise for any inconvenience this may have caused to our IGT customers.
Contract Management	
IGT Scores and Comments	Average score of 4.0, an improvement from 3.83 in the last survey. No additional comments
National Grid	
IGT Scores and Comments	Average score of 4.0, consistent with the results in the last survey. No additional comments