

15 October 2007

## **National Grid proposal to direct connection customers to third party providers**

Dear customer,

We are looking to introduce a scheme where customers approaching National Grid Gas for a connection and show an interest in obtaining a competitive quotation are given the opportunity to have their details passed onto third parties interested in providing a connections service.

Our proposal is that customers would log on to the National Grid website and would be advised of their choice in the competitive market.

The intention is that the customer would populate an electronic form with minimum information that could be forwarded to companies interested in that work category.

The same opportunities will also be available to those customers using the existing telephone and paper based enquiry service.

We are not offering the opportunity for third parties to work on our behalf and benefit from any GT NRSWA powers or fund the connection allowance, etc, just the opportunity to provide the customer with a competitive UIP quotation.

### **Criteria**

Our proposal is that all third parties would be invited to participate in the scheme, where they would undertake the final connection and National Grid Gas would adopt the asset. In addition we would anticipate that they would meet the following criteria:

- be a signatory to the UIP/GT connection, service disconnection, service alteration agreement
- have an appropriate GIRS registration
- agree to sign on to relevant terms (i.e. data protection, confidentiality and publicity etc.)
- have a facility to receive electronic correspondence.

Similar to the SBGI and Lloyds register site we would require third parties to specify the category of works they wish to quote for e.g. domestic/I&C connection, alterations, disconnections etc.

Development of this facility is still at early stage and further work is required before we are in a position to make this facility available. However, it is our intention to get this scheme activated by the end of the year.

Your views would be welcomed on this proposal, particularly in the following areas:

- minimum information required from the customer

Our view is that we will capture name, correspondence and site address, contact telephone number, e-mail address and category of work requested only. Please let us know your views on whether we should capture any further details.

- criteria

Your views whether the above criteria are appropriate.

Please feel free to pass on your views on the above either in writing or by contacting myself on 01926 654 781 or Steve Dugmore on 01926 655 214 where we would be happy to discuss in more detail. In view of the above timescale, we would appreciate your views by 19 October 2007.

Thank you in advance and look forward to hearing from you.

Regards,

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UK Distribution Customer Support – Contracts (C3)