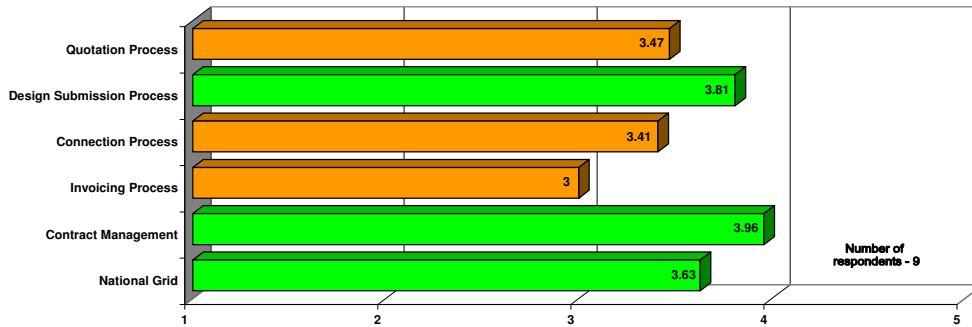


UIP Customer Satisfaction Survey Results

Period 1 (January 2006 - June 2006)

Executive Summary

UIP Customer Satisfaction Results - P1 2006



Quotation Process	
UIP Scores and Comments	3 of 5 categories scored 3.5 or more. "Quotation turnaround generally good at present", "Escalation process works well" "National Grid contact list out of date"
National Grid Response and Actions	National Grid issue 99% of Quotations within the published service standards, with many issued inside these standards. - Connections are designed in accordance with T/SP/NP14/E which makes use of standard specifications where possible. Action (Completed) - Standard Connection charges published, facilitating a Self Quotation process (in accordance with T/SP/NP/14/E). Action (Completed) - Website contact information has been updated and shall be reviewed on a monthly basis. Updates shall be at monthly review or as appropriate.
Design Submission Process	
UIP Scores and Comments	Feedback was good with 5 UIP's scoring 'satisfied' against both categories. "The electronic transfer of 'p' numbers (requests) would be appreciated rather than relying on the post" "We have developed a good rapport with the personnel at Hinckley and find them to be helpful and efficient" National Grid respond to over 99% of design submissions within the D+5 timescales.
National Grid Response and Actions	Action (via consultation) - Review, via consultation, potential to introduce audit approach to design authorisation Action (December '06) - National Grid to consider the electronic transfer of the 'P' reference (requests) number via existing fax server.
Connection Process	
UIP Scores and Comments	6 of the 9 categories scored 3.5 or more with only 1 score recorded for dissatisfied, this related to the tidiness of site on completion. "1 or 2 sites have caused problems particularly MP connections which are not connected at first visit"
National Grid Response and Actions	Action (December '06) - National Grid processes are being reviewed and feedback shared to address any specific issues.
Invoicing Process	
UIP Scores and Comments	Average score of 3.0 recorded, with some low scores recorded against ease of payment. "Some invoices are received months after the works are completed" "Refunds are very difficult to track, we will supply an address and account information in future in case a refund is necessary"
National Grid Response and Actions	Action (January '07) - National Grid to review invoicing process to address any specific issues.
Contract Management	
UIP Scores and Comments	3 of the 4 categories scored 4.0 or more, however dissatisfied scores were recorded by 2 customers relating to website accessibility. "Cannot locate the information on the website" "Contact names on website are out of date"
National Grid Response and Actions	Action (January '07) - Full review of external website pages to be undertaken to improve accessibility, a search facility to be considered - Customers views welcomed on structure/location, etc during connection consultation.
National Grid	
UIP Scores and Comments	Feedback was generally encouraging for the services provided by National grid. "We have found current staff to be approachable and very willing to discuss particular projects to achieve a mutual agreement" "In general we feel that the process has settled down and is now working satisfactorily as far as we are concerned" "Lead times for reinforcement works are generally excessively long, and seem sometimes not to be programmed in effectively by the NG operations department to allow the final connection to proceed. The NP14 standard pressure table is helpful in allowing us to provide our clients with prompt quotations, but the pressure/mains combinations that are subject to a post acceptance network analysis means that we are unable to provide clear lead times to our clients in these cases" "NG website could be improved such that documents / information can more easily be located. Search facility would be helpful"
National Grid Response and Actions	- National Grid recognises that customers have experienced some problems, partly due to technical issues, relating to the programming of reinforcement works. Action (January '07) - Work is in progress to review and improve our reinforcement process, together with identifying and addressing any issues which may impact on committing to work commencement dates. Action (January '07) - Full review of external website pages to be undertaken to improve accessibility.