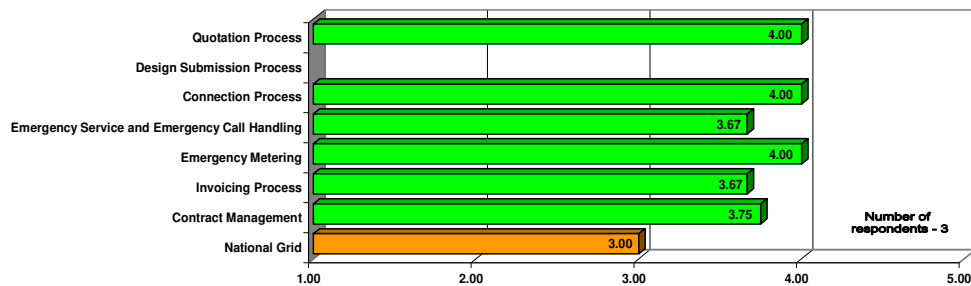


Executive Summary

IGT Customer Satisfaction Results - P2 2008



Quotation Process	
IGT Scores and Comments	The average score increased to 4.00 this period, from 3.55 in the last survey. No comments were received this period for this activity.
National Grid Response and Actions	Network Strategy have been engaging with customers to ensure that the process and service continues to improve.
Design Submission Process	
IGT Scores and Comments	No ratings were provided for this activity this period
National Grid Response and Actions	The customers who responded this month did not comment on this area of activity
Connection Process	
IGT Scores and Comments	The average score of increased to 4.00 this period, from 3.61 in the last survey. No comments were received this period for this activity.
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	The average score of decreased slightly to 3.67 this period, from 3.87 in the last survey. One customer commented that insufficient information is provided on the fax notification and in some instances the information is not always accurate. In addition it was felt that the current query process is out of date and needs revision. 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 when our operatives attend site. We will always try to capture as much detail as possible before submitting to teh iGT. Further information is then captured from the engineer once the work has been completed and this is provided on the final invoice. Discussions have taken place with our dispatch teams to ensure that the faxes are as clear as possible and we would welcome feedback on whether this has improved.
National Grid Response and Actions	The query process is well established and subject to internal Service Level Agreements which are currently being met, however we would welcome further discussion on any specific issues to determine where improvements could be made.
Emergency Metering	
IGT Scores and Comments	The average score increased to 4.0 this period, from 3.67 in the last survey. No comments were received this period for this activity.
Invoicing Process	
IGT Scores and Comments	The average score of 3.67, is consistent with the score in the previous survey. A customer raised specific comments this period relating to the clarity of information provided in the invoice narrative and also the application of hourly rates. In addition a request was made to provide third party paperwork with the invoice. We welcome the feedback regarding clarity of the invoices. The upgrade to our invoice system has allowed us to provide a standard format and we will ensure that clearer wording is used on all occasions. We would welcome any further feedback on whether this has now improved.
National Grid Response and Actions	In relation to the hourly rates, these are being applied in line with the current emergency contract, however a price review is scheduled for April 2009 and we are willing to discuss any proposals during the negotiation process. Third party paper work may not always be available at the time of sending the invoice, however, we recognise the importance of the information to our customers and will provide as much information as possible.
Contract Management	
IGT Scores and Comments	The average score decreased to 3.75 this period, from 3.88 in the last survey. No comments were received this period for this activity.
National Grid	
IGT Scores and Comments	The average score decreased to 3.00 this period, from 3.60 in the last survey. One customer raised concern that National Grid had not added their recognised SCO AEs and CPs to the EUS database In addition concern was raised regarding the communication process associated with notification following incidents and replacement projects affecting their customers.
National Grid Response and Actions	National Grid is undertaking a review of the EUS process to determine the feasibility of posting scanned certificates on to the database. We acknowledge that communication to customers following an incident should be improved and we are currently carrying out a review of the process so that lessons learnt from the Rossendale incident can be introduced.