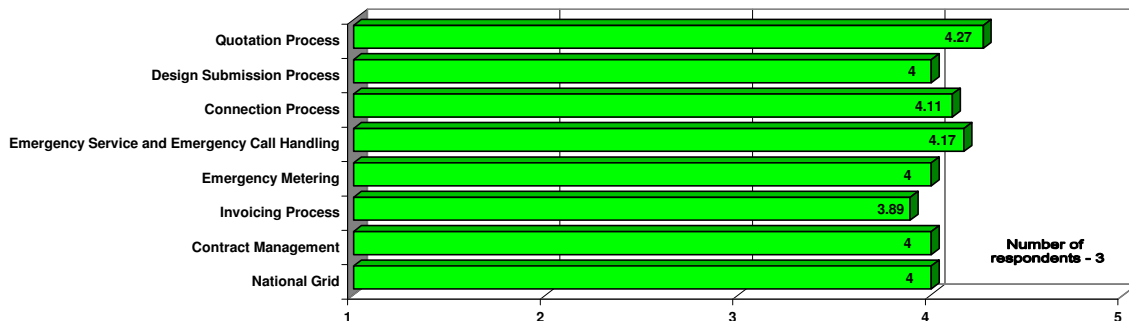


IGT Customer Satisfaction Survey Results

Period 1 (January 2007 - June 2007)

Executive Summary

IGT Customer Satisfaction Results - P1 2007



Quotation Process	
IGT Scores and Comments	Average score of 4.27, an improvement from 3.9 in the last survey. No negative scores. No additional comments
Design Submission Process	
IGT Scores and Comments	Average score of 4.0, consistent with the results in the last survey. No negative scores. No additional comments
Connection Process	
IGT Scores and Comments	Average score of 4.11, an improvement from 3.6 in the last survey. Negative scores related to "Keeping you fully informed of the works being undertaken" "Not kept informed of reinforcement progress / completion" "There is a lack of communication. All I get is a planning letter stating when the connection is to take place I receive no details or communications about the physical works taking place except on the schedule 2 quotation where it may state 90mm off 90mm but does not always state type of connection example branch saddle or insert tee. This does not mean we do not receive this information it is possible that your office may deal with our on site contractor directly."
National Grid Response and Actions	- A review of the reinforcement process has been undertaken in response to feedback received. A new monitoring system shall be introduced to more accurately record the status of reinforcement works. The communications process will also be updated so that the quotations team shall act as a point of contact regarding reinforcement and will be in a position to provide customers with regular updates as to the status of reinforcement works. Changes to the reinforcement process shall become effective in January 2008. - Where the customer requests National Grid to undertake the final connection and the load is >1733kW/h the quotation will detail what connection type will be undertaken. Where the "Fast Track" process is used for loads <1733kW/h the customer selects the connection type from table A9 in policy document NP14 (The Design of System Extensions, Connections and Services to below 7bar National Grid Systems). Plan dates are agreed with a specific site contact provided by the customer. Once agreed the customer who made the initial request for the plan date is informed verbally and in writing.
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	Average score of 4.17, an improvement from 3.72 in the last survey. No negative scores. "Could you make sure that our correct company name, address and fax number are on the Emergency faxes. They do not seem to have been updated and are being sent to our depot instead of the head office."
National Grid Response and Actions	- Required updates have been agreed with specific customer and actioned
Emergency Metering	
IGT Scores and Comments	Average score of 4.0, consistent with the results in the last survey. No negative scores. No additional comments
Invoicing Process	
IGT Scores and Comments	Average score of 3.89, a fall from 4.0 in the last survey. No negative scores. No additional comments
Contract Management	
IGT Scores and Comments	Average score of 4.0, an improvement from 3.83 in the last survey. No negative scores. No additional comments
National Grid	
IGT Scores and Comments	Average score of 4.0, consistent with the results in the last survey. No negative scores. "The company is very satisfied with the service provided by National Grid. The fact that there is an IGT contact helps us to resolve any problems quickly and efficiently"