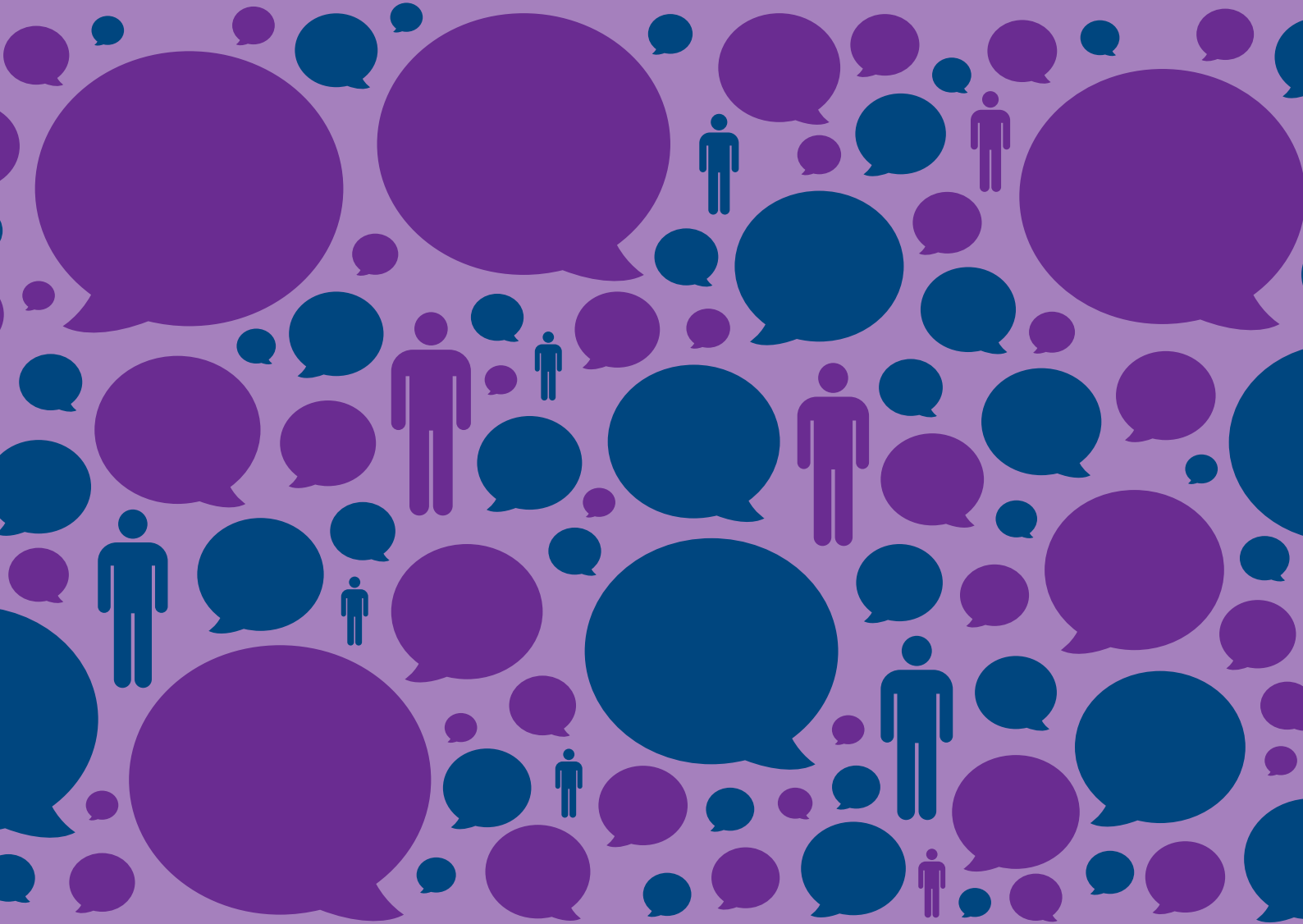




nationalgrid

**ELECTRICITY
TRANSMISSION
COMMITTING TO
YOU FOR 2013**



Contents



P01 Welcome to National Grid Electricity Transmission



“Thank you for taking the time to respond to our recent consultation. This publication summarises the feedback you have given us and outlines our commitments for 2013/14.

Based on this feedback we aim to improve the way we engage with you by organising ourselves better and focusing on dedicated workshops and face-to-face engagement, where appropriate, to reduce the burden on you. More specifically, some of the other changes we are making are to remove one of our energy scenarios, improve our website and improve our connections processes for all customers and stakeholders.

We will continue to engage with you as we work together in shaping the future.”



We are committed to becoming a truly listening business that responds and adapts to what our stakeholders are telling us.

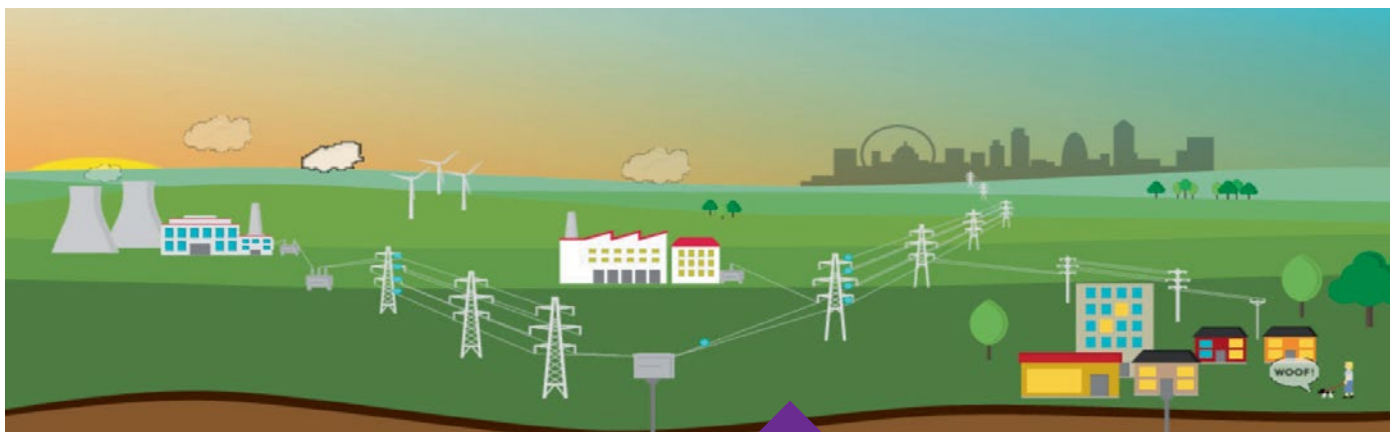


NICK WINSER
Executive Director, UK

Planning for the future

Our vision	Our five priorities	Our stakeholder strategy
<p>Connecting you to your energy today, trusted to help you meet your energy needs tomorrow</p>	<ul style="list-style-type: none">■ Safety: “we will keep you safe”■ Reliability: “we will deliver energy reliably”■ Environment: “we will safeguard the environment”■ Customer Satisfaction: “we will deliver quality, value-for-money services”■ Connections: “we will make connecting to our network as easy as possible”.	<p>We will:</p> <ul style="list-style-type: none">■ Identify our stakeholders■ Engage with you using a variety of methods■ Understand and discuss your needs■ Act on your ideas■ Keep you informed■ Monitor, review and improve our strategy

P02 About us



Who we are

At National Grid our job is to connect people to the energy they use – whether that's to heat and light homes, or to keep factories, shops and businesses going. We all rely on having energy at our fingertips; our society is built on it.

That puts us at the heart of one of the greatest challenges the UK faces – how the country will meet its ambitious low carbon energy targets and connect that new energy supply to communities.

What we do

We transport electricity through our network on behalf of electricity suppliers.

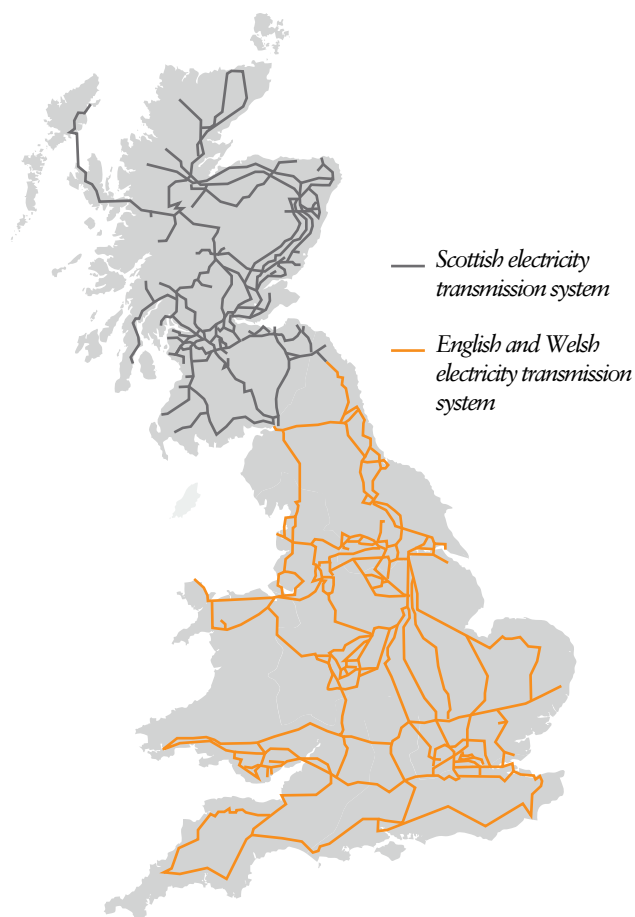
Our role is to ensure that the transmission infrastructure we all rely upon every day delivers electricity to homes and businesses whenever it is needed.

Where we work

We own and maintain the high voltage electricity transmission system in England and Wales, together with operating the system across Great Britain, balancing supply with demand on a minute-by-minute basis.

The transmission networks can be likened to motorways; high capacity networks linking major conurbations.

These networks are natural monopolies regulated by Ofgem (Office of the Gas and Electricity Markets). Our next price control, known as RIIO-T1, started in April 2013 and will last for eight years.



The first includes the specific actions we are committed to delivering across our business based on the feedback you have given us through our recent stakeholder engagement consultation and the ongoing engagement we have with you. These include service improvements and commitments on

The second focuses on our more generic commitments in areas such as safety and reliability. These are the things you have told us are important and you expect us to continue delivering and maintaining the standards we have already set and / or are obliged to meet.

These commitments are numbered to enable you to easily cross-reference to the further detail contained on pages 7-9 in this document.

Output Area	Our commitments: We will	More Detail
Reliability	1) Engage with stakeholders on our Network Development Policy and Electricity Ten Year Statement.	Page 9
Environment	2) Consult annually on the development of our energy scenarios through our Future Energy Scenarios process.	Page 7
	3) Publish indicative costs associated with our power generation scenarios.	
	4) Consult with stakeholders on the allocation of funds available to mitigate the visual impact of existing lines in National Parks and Areas of Outstanding Natural Beauty.	
	5) Continue to engage with communities to assess the visual amenity impact of new connection options as part of our engagement on new potential routes.	
	6) Continue to engage on the initiatives that were identified at our Sustainability Summit.	
Customer Satisfaction	7) Ensure our people are accessible and respond to your queries in a timely manner.	Page 8
	8) Simplify the tariff information we publish and work with stakeholders to improve the quality of this information.	
	9) Refresh and upgrade our website by October 2013.	
	10) Improve our outage booking process through providing better and clearer information.	
	11) Improve our engagement with industry participants on complex balancing services.	
	12) Keep you informed through industry forums about the development of EU network codes and other European developments.	
Connections	13) Continue to work with all of our customers and stakeholders to improve the process of connection.	Page 8
	14) Continue to work with you to improve engagement throughout the lifetime of your project and reconcile any charges within the contracted timescales.	

P04 What we are delivering

Based on your feedback



2. Commitments Part Two

Output Area	Our commitments	More Detail
Safety	15) Deliver our commitments to protect our staff, contractors and general public.	Page 9
	16) Comply with all safety legislation applicable to the operation of the electricity transmission network and deliver world class safety performance.	
	17) Ensure our network is designed and constructed to be safe.	
	18) Structure our investment programme to ensure the safety and integrity of the network.	
Reliability	19) Focus our maintenance policy and approach to replacement on the assets in the poorest condition and with the greatest potential impact on safety, reliability and/or the environment, while maintaining the required level of network reliability.	Page 9
Environment	20) Deliver our statutory environmental obligations.	Page 7
	21) Minimise SF6 leakage and consider this issue as we make investment decisions.	
Customer Satisfaction	22) Implement an action plan to address areas of concern that are raised through our customer and stakeholder surveys.	Page 8
	23) Benchmark our customer strategy against other organisations to make sure we are delivering what you need.	
	24) Continue to make connections offers within three months of a connection application.	

“”

These are the things you have told us are important and you expect us to continue delivering and maintaining the standards we have already set.



P05 Your feedback

How are we doing?



The first section of our consultation focused on ‘How we are doing’.
The respondents to our consultation had all engaged with us before, ranging from once to over 30 times.

This engagement took place at a variety of events including our Talking Networks price control engagement, Future Energy Scenarios consultation, local community engagement for specific projects and at industry meetings.

The majority of stakeholders believe that engaging with us is worthwhile, increased their level of knowledge and their understanding of what we do. A small number of stakeholders felt less satisfied with the engagement at a local level, particularly on issues related to visual amenity.

The majority of our stakeholders also felt that they were listened to during our engagement processes and that they had the opportunity to give their views and ask questions with the engagement seen as an effective two-way discussion.

Some stakeholders felt that we had acted upon their feedback, for example in the development of our future energy scenarios. Other stakeholders, again focused on the area of visual amenity, felt that the outcomes of the engagement process did not reflect their views. We will continue to work with these stakeholders to explain our decision-making.



Overall our stakeholders view our engagement positively, with the majority seeing it as a good use of their time and an opportunity to have their views listened to. We will continue to monitor how we are doing, report back regularly and work with you to improve.

“*There was a good opportunity for individual participants to raise issues at the workshop I attended.*”

What you said



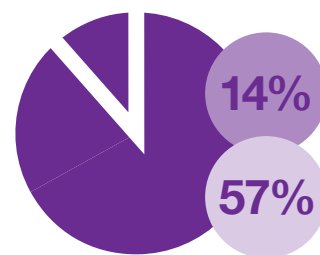
Time

82% of respondents felt that our engagement was a good use of their time.



Listen/Discuss

82% felt they had been listened to and had their chance to have their say.



Act

57% felt we had acted on their feedback, or if not, had explained why not with a further 14% stating it was too early to say.

P06 Your feedback

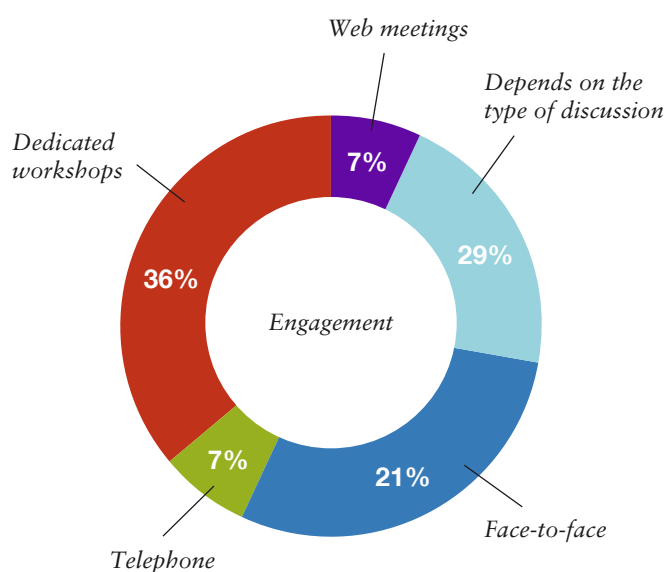
How do you want to engage with us?



The second part of our consultation focused on how you want to engage with us. The majority of respondents preferred methods of engagement focused on face-to-face discussions, whether that was in dedicated workshops or bi-lateral discussions.

Stakeholders told us that the type of engagement depends entirely on the issue or topic being discussed. We will continue to ensure that all our stakeholders have a platform to engage with us, which is appropriate for them and the topic being discussed.

How do you want to engage with us?



The feedback through the consultation is that we consult and engage with the right stakeholders and that no groups are excluded. It was noted that we have to continue to ensure local stakeholders are included where relevant.

One other important comment was that the **decisions we make now with regard to energy will have a lasting impact**. It is therefore important that stakeholders are involved in our decision-making process.

A range of methods is usually helpful depending on the particular stage of the project and the issue under consideration.



Our commitment to engagement

Using this feedback we will focus our engagement on workshops and face-to-face meetings, organising ourselves to collect your feedback through these methods of engagement. We will also continue to aim to consolidate our engagement, such as via seminars covering a variety of topics, to reduce the burden on you.

We will also look to reduce the amount of formal written consultation where it is appropriate to do so. We are committed to collecting your views on how we are doing and reporting back to you regularly.

We will also make our engagement activities stakeholder specific, engaging with you in the way that you want.

P07Your feedback Our commitments



Our role in facilitating a low carbon economy is important to you. It is also clear that visual amenity is a highly emotive subject for you, providing a wide range of views.

Your feedback through this consultation, our engagement as part of our infrastructure projects and through our price control ‘Talking Networks’ programme continually highlighted the importance of the environment.

We are committed to engaging with you and involving you in the allocation of the funds to mitigate the visual impact of existing lines in National Parks and Areas of Outstanding Natural Beauty.

Additionally, our updated energy scenarios, that underpin the investment in our Transmission system and include scenarios that meet wider industry environmental targets, reflect the feedback you have given us.

In all aspects of the environment we will continue to seek your views and engage with you.



You said	We will
Consider dropping our ‘Accelerated Growth’ energy scenarios as it is not plausible.	2) Consult annually on the development of our energy scenarios through our Future Energy Scenarios process, ensuring a range of outcomes including those that meet the wider industry environmental targets. Our updated set of scenarios for 2013 will be published in July 2013 and will reflect the feedback we have received with the Accelerated Growth scenario removed.
Information about the cost of delivering the future energy scenarios would be useful.	3) Publish indicative costs associated with our power generation scenarios as part of the supporting material underpinning our Future Energy Scenarios event in July 2013.
You told us that our role as a facilitator of a low carbon economy is vital, in particular connecting gas-fired power stations and additional storage to the network.	4) Consult with stakeholders on the allocation of funds available to mitigate the visual impact of existing lines in National Parks and Areas of Outstanding Natural Beauty. We will consult on the approach to the allocation of these funds and how the stakeholder Advisory Group will input into this process in August 2013 for 8 weeks.
It is important that local stakeholder groups and communities should be included in engagement in new infrastructure projects.	5) Continue to engage with communities to assess the visual amenity impact of new connection options as part of our engagement on new potential routes. These will include the assessment of screening options, undergrounding and the innovative new T-Pylon.
Furthermore, you told us we need to consider our visual impact on the environment.	6) Continue to engage on the initiatives that were identified at our Sustainability Summit. These include working with suppliers to deliver innovative projects with sustainable outputs; reducing business travel; delivering sustainable land management plans to enhance local habitats and benefit local communities and embedding a culture of sustainability. We will report back on progress in September 2013 – one year on from the summit.
You told us we should take account of the impact on the environment of our day-to-day activities and ensure we meet our statutory environmental requirements.	20) Deliver our statutory environmental obligations and be a recognised leader in sustainability.
	21) Minimise SF6 leakage and consider this issue as we make investment decisions.

P08 Your feedback Our commitments



You have told us that the process of gaining an electricity connection to the network has improved, but there is still room for further improvement.

We are committed to improving the services we provide to you, as well as ensuring everything we do provides value for money.

We will continue to work with you to improve the processes and frameworks that underpin the services we provide and strive to ensure they work within the commercial and regulatory environment in which we all operate.

We will improve the information we provide to you, for instance improving the outage information we provide and improving our engagement on complex balancing services.

We are committed to becoming a truly listening business that responds and adapts to what our customers tell us.

“Continue to work with you to improve engagement throughout the lifetime of your project and reconcile any charges within the contracted timescales.”

You said	We will
You told us that transparency and predictability of charges are of critical importance.	7) Ensure our people are accessible and respond to your queries in a timely manner. We will provide an acknowledgement of any complaint within 2 working days of receipt and provide a full response within 20 working days of receipt.
	8) Simplify the tariff information we publish and work with stakeholders to improve the quality of this information. We will publish a quarterly update on next years issue of system tariffs and an annual view of use of system charges over the next five years.
	9) Refresh and upgrade our website by October 2013 to make information more accessible for stakeholders.
	10) Improve our outage booking process through providing better and clearer information, keeping stakeholders up to date with changes and following up when we get things wrong.
	11) Improve our engagement with industry participants on complex balancing services through our new industry welcome days (July 2013), and a new demand-side forum commencing in summer 2013.
	12) Keep you informed through industry forums, such as the Joint European Standing group (JESG) and DECC/Ofgem Stakeholder Group, about the development of EU network codes and other European developments arising from the European Network of Transmission System Owners – Electricity organisation (including the Ten Year Network Development Plan) . We will also ensure that there is effective engagement with all stakeholders in relation to the transposition of the requirements of the EU Codes into the GB regime, utilising existing GB Code governance arrangements where appropriate.
	13) Continue to work with all of our customers and stakeholders to improve the process of connection, either directly connected, embedded within a DNO, offshore or connections from another country.
You told us that our website needs refreshing to make information more accessible.	14) Continue to work with you to improve engagement throughout the lifetime of your project and reconcile any charges within the contracted timescales. We will work with you to find alternative commercial solutions that allow you to connect ahead of the fully compliant solution.
	22) Implement an action plan to address areas of concern that are raised through our customer and stakeholder surveys.
	23) Benchmark our customer strategy against other organisations to make sure we are delivering what you need. We will continue to seek your feedback on our customer service and strive to improve the services we provide to you.
You expressed a desire for us to do more to engage and make our existing events and seminars more accessible.	24) Continue to make connections offers within 3 months of a connection application and work to ensure (where possible) that we can meet your desired connection date and explain to you the reasons why we can't.
Your feedback has highlighted that while our customer service has improved, there is still room for improvement.	

P09 Your feedback

Our commitments



You have told us that safety and reliability are very important to you – safety is a given and reliability should be maintained at current levels.

We will include the output from our new Network Development Policy (NDP) in our annual Electricity Ten Year Statement (ETYS) document. This was developed in conjunction with our stakeholders and published for the first time in 2012 and we will work with you to develop both the NDP and the ETYS.

Our belief is that safety is paramount. We will protect people and the environment from the risk of major accidents through our Process Safety Management System and the right safety – focused culture.

In order to maintain safety and reliability at the current levels, investment in the network is required and we will be open and transparent about our decision-making processes for future investment.



You said	We will
You expect us to be transparent about our decision-making with regard to the development of the Transmission network.	1) Engage with stakeholders on our Network Development Policy and Electricity Ten Year Statement to ensure transparency in our decision making with regard to network reinforcement. In August 2013 we will publish a summary of your feedback and how we plan to include this in the 2013 document.
You expect us to continue managing safety as we have been doing, ensuring we comply with the required standards.	15) Deliver our commitments to protect our staff, contractors and general public.
You told us that reliability is seen as a crucial aspect of our service with a high level of reliability expected, delivered in an affordable way for consumers.	16) Comply with all safety legislation applicable to the operation of the electricity transmission network and deliver world class safety performance.
Focus on safety is a given and is very important to you, with the electricity industry seen as experts in this area.	17) Ensure our network is designed and constructed to be safe.
	18) Structure our investment programme to ensure the safety and integrity of the network.
	19) Focus our maintenance policy and approach to replacement on the assets in the poorest condition and with the greatest potential impact on safety, reliability and/or the environment, while maintaining the required level of network reliability.

P10 Continuing to engage with you

Our commitment to you

We are committed to stakeholder engagement: listening to stakeholders and acting on what they tell us.

Working with a wide range of stakeholders we developed 'Talking Networks', providing channels through which we will listen, discuss and act on what you tell us.

Talking Networks will:

- provide information to show how your views have influenced our business decisions
- where possible, use existing forums to engage with you rather than take up more of your time
- make us accessible for one-to-one discussions where an open forum is not appropriate.

Our Engagement Principles

Integrity – We will be open, honest and create an environment which enables you to discuss what is important to you.

Accountability – We will show you how we have taken your views into account. Where we have not, we will tell you why.

Transparency – We will ensure all relevant information is easy to access quickly.

Inclusive – We will be flexible enough to provide opportunities for everyone to be involved.



How to keep in touch

We would be delighted to hear from you if you have any questions, feedback or views on this document or any other part of our stakeholder engagement activities.

The best way to do this is to send an email to: talkingnetworkstransmission@nationalgrid.com

Alternatively you can write to us at the following address:
Steven Thompson,
Stakeholder Strategy Manager,
National Grid,
National Grid House,
Warwick Technology Park,
Gallows Hill,
Warwick, CV34 6DA

Or call us on: **01926 656380**

If you would like to be kept informed you can also register with our Talking Networks website. This will also enable you to receive automatic updates.
www.talkingnetworkstx.com

If you have an enquiry or complaint about our transmission network (high voltage electricity cables wires and equipment) in the UK, please contact us:

Call: **01926 655986**

Email: **transmission.customerstrategy@uk.ngrid.com**

Write: **Transmission Customer Support,**

Transmission Customer Services,

National Grid, National Grid House,

Warwick Technology Park, Gallows Hill,

Warwick CV34 6DA

If you spot a dangerous situation near a pylon or high voltage overhead electricity line, please call: **0800 404090***

*All calls are recorded and may be monitored for training purposes. Some mobile network operators may charge for the call.

