

Metering

Customer newsletter

December 2021



Welcome to our latest newsletter

Dear Customers,

The market has certainly changed since our last edition as we see the pressure of prices result in an increasing number of SoLR arrangements and the impact of these on our friends and wider colleagues across the industry.

In the midst of this, many of you took the time to provide us with your feedback in our recent Customer satisfaction survey which is really appreciated and will help inform our future plans.

I hope you enjoy reading about our projects and contributions to the community which remain very close to our heart. We look forward to continuing to support you in the months and year ahead and hopefully a return to more stable trading conditions in the not too distant future.

With my very best wishes,

Maxine Long

Director of UK Metering



Our latest CSAT results are in!

Customer feedback	Scores
NPS	+53
Customer Satisfaction Index	85
Trust Index	85
Ease of doing business	86
Act as a result of the survey	89

Customer feedback is incredibly important to us at National Grid Metering as it helps us to understand our customers wants and needs and enables us to improve our products and services.

We like to gather this feedback twice a year as we use it to continuously improve our service, with the aim to create the best possible customer experience for you.

From previous surveys we are seeing and hearing how the improvements we have made in areas such as our AMR offering are now being felt. This is a great example of how we have used your feedback and implemented changes to a specific service we provide. However, we won't stop there as we are always looking to improve our customer experience. Below are just some of the comments provided to us on things we do well.



One other area of improvement of note is the score "Act as a result of the survey" which has increased by four points. We can see that this means you trust us to act upon the feedback you provide and make those necessary changes.

As always, we thank you for your feedback and please keep telling us how we are doing via your Account Managers or in our next Customer Satisfaction Survey which is due in April 2022.

National Grid Metering

Premium Industrial and Commercial gas installation support and assistance explained



Are you aware of all the benefits you receive with your industrial and commercial gas installation managed by us?

Benefits include:

- our technical engineers are on standby 24/7, 365 days a year with the highest standards of technical expertise
- if you have an off-gas situation or fault, an engineer will be dispatched to site to ensure continuity of supply
- you have access to over 1000 engineers across the UK working across all pressure tiers
- calls answered within 30 seconds with our award-winning 24/7 customer service centre
- we carry a large holding of strategic stock within NGM and our service partner locations across the UK
- you can be confident that we provide safe, reliable and accurate assets
- we provide a fully assigned unique maintenance programme
- our team reacts quickly and has the capacity to manage big projects.

Read about our safety culture in the British Safety Council Magazine

We were recently featured in the latest edition of the British Safety Magazine for our pioneering safety culture, where we focus improving procedures and systems after an incident rather than the individuals involved.

You can read the article in the latest version of the British Safety Council magazine.

Email gillian.howard@nationalgrid.com if you would like a copy.

Our recycling facility is now fully functional following Environmental Permit.

As the owner of over eight million gas assets, how we recycle these assets and how we protect the environment is of the utmost importance to us.

We have recently been successful in securing an Environmental Permit for our new Meter Assessment and Recycling Centre (“MARC”) in Birmingham, following a rigorous assessment process.

The MARC facility is where displaced gas meters are returned and sorted for refurbishment or recycling.

A permit from the Environment Agency is required due to the proportion of meters containing a tilt switch. Each tilt switch holds a small amount of mercury encased in a steel pod, classed as hazardous waste.

The process for treating these meters is to cut the front from the meter body, which ensures the encased mercury remains in place, with the front of the meter being collected so it can be treated at a further waste facility.

This operation has recently moved premises as part of a move to consolidate our warehousing, laboratories, and recycling operations under one roof.

The Environmental Agencies strict regulations meant that it wasn't possible to transfer the existing permit to the new site and a new permit was needed.

Aidan Hearfield, Site Logistics Lead, who oversaw the work said:

“

Securing the new Environment Permit is a great result, we were able to transition operations to our new site with minimum disruption to both our supply chain and our customers.

”

Say hello to a new edition to the National Grid Metering team, Hamish the cockapoo!



He is getting on really well in the office and behaving tremendously!

It has been recognised that engaging with a dog through stroking and petting can reduce cortisol levels and increase oxytocin levels.

Our very own Sarah Gwilliam is his proud owner and says his favourite things are bacon treats, chasing squirrels and playing in the water.

Initiatives like this are another reason why National Grid Metering is such a great place to work!



Events

Did you know that we are sponsoring the upcoming Utility Week Awards?



We are pleased to announce that we are sponsoring the upcoming Utility Week Awards.

The event takes place on December 13th at the Grosvenor Hotel in London.

We look forward to seeing you there and wishing our customers who have been shortlisted the best of luck for the awards!

Website



We have a new shorter address for our website which is:

nationalgrid.com/metering

Head over to our re-vamped website where you can access the portal, find any contact details, download our brochure and watch our videos.

Community news

Raising money for foodbanks by walking our furry friends!

It was a win-win for dogs and charity as 10 people and their furry friends met up for a wellbeing walk in the park behind our office in Solihull.

For every person who attended the walk, the National Grid Metering Community Group donated £25 to buy supplies for foodbank charities in our local area.

This is essential support as we approach the winter months and more people require help as the colder winter months come in.



Making Xmas a little easier for disadvantaged women and children across Birmingham and Solihull

Our community and charities group have supported the Birmingham and Solihull Women's Aid Christmas campaign.

We helped the Lilac fairy to gather 30 thoughtful and appropriate Christmas gifts for the women and children who will be spending Christmas in the refuge this year.

The Lilac Fairy will then deliver the gifts and try to make Christmas as special as possible for everyone at the refuge.



Did you enjoy our newsletter?

Please send any feedback on its contents or any suggestions for future content to:

gillian.howard@nationalgrid.com