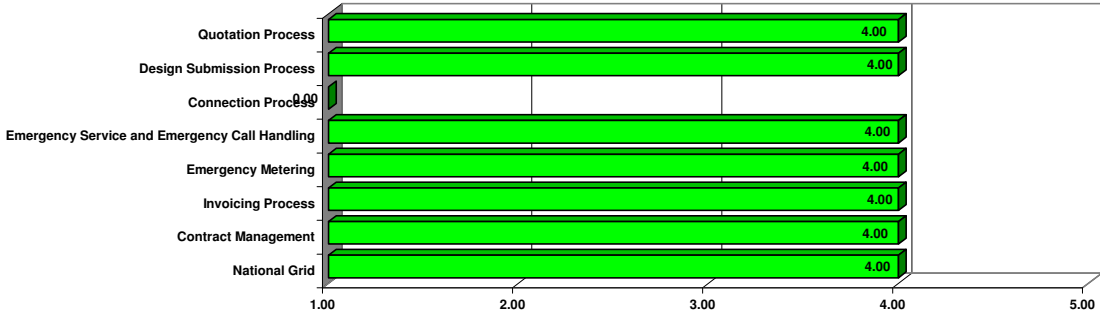


IGT Customer Satisfaction Survey Results **Period 2 (July 2011 - December 2011)**
Executive Summary

IGT Customer Satisfaction Results - P2 2011



Quotation Process	
IGT Scores and Comments	The overall rating this period increased to 4.00 this period from 3.70 in the last period
National Grid Response and Actions	No comments were received for this activity however the overall rating for this category was satisfied. National Grid welcomes this rating
Design Submission Process	
IGT Scores and Comments	The overall rating this period increased to 4.00 this period from 3.50 in the last period A customer commented on the timescales associated with the SCJ process
National Grid Response and Actions	National Grid are currently reviewing the SCJ process as part of our overall GDFO reviews. We recognise that this area needs improvement and hope to be implementing a revised process over the next few months.
Connection Process	
IGT Scores and Comments	The customers who responded to this survey did not provide ratings for this category. No comments were received for this activity however the overall rating for this category was satisfied.
National Grid Response and Actions	National Grid welcomes this rating
Emergency Services and Emergency Call Handling	
IGT Scores and Comments	The overall rating increased to 4.00 this period from 3.67 in the last period No comments were received for this activity however the overall rating for this category was satisfied.
National Grid Response and Actions	National Grid welcomes this rating
Emergency Metering	
IGT Scores and Comments	The overall rating has increased to 4.00 this period from 3.50 in the last period No comments were received for this activity and the customer who scored this area gave satisfied rating.
National Grid Response and Actions	National Grid welcomes this rating
Invoicing Process	
IGT Scores and Comments	The overall rating has increased to 4.00 this period from 3.50 in the last period No comments were received for this activity however the overall rating for this category was satisfied.
National Grid Response and Actions	National Grid welcomes this rating
Contract Management	
IGT Scores and Comments	The overall rating this period remained at 4.00 this period. No comments were received for this activity and the customer who scored this area gave satisfied rating.
National Grid Response and Actions	National Grid welcomes this rating.
National Grid	
IGT Scores and Comments	The overall rating this period increased to 4.00 this period from 3.50 in the last period. No comments were received for this activity and the customer who scored this area gave satisfied rating.
National Grid Response and Actions	National Grid welcomes this rating.