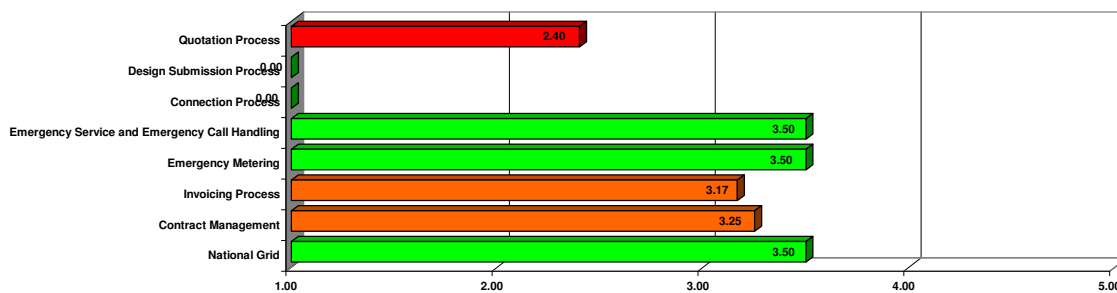


Executive Summary

IGT Customer Satisfaction Results - P1 2012



Quotation Process	
<b>IGT Scores and Comments</b>	The overall rating this period reduced to 2.40 this period from 4.00 in the last period
<b>National Grid Response and Actions</b>	Only 1 customer commented in this category this period and the rating refers to a specific reinforcement job. In relation to reinforcement generally this is being reviewed as part of a wider project. We are looking to improve the process to ensure that customers are more informed during the reinforcement timescales. In the case of the specific example raised we are more than willing to discuss this further if issues still persist.
Design Submission Process	
<b>IGT Scores and Comments</b>	The customers who responded to this survey did not provide ratings for this category. No comments were received for this activity.
<b>National Grid Response and Actions</b>	We welcome feedback in the next survey
Connection Process	
<b>IGT Scores and Comments</b>	The customers who responded to this survey did not provide ratings for this category. No comments were received for this activity.
<b>National Grid Response and Actions</b>	We welcome feedback in the next survey
Emergency Services and Emergency Call Handling	
<b>IGT Scores and Comments</b>	The overall rating reduced to 3.50 this period from 4.00 in the last period Customers raised concern around the overall performance of National Grid in the provision of emergency services generally. Fax information appears to indicate IGT customers were very concerned about the number of occasions where their customers have been left without gas as a result of misunderstandings related to emergency services contracts. A customer commented that they would prefer a named contact to be provided in the IGT query team as they do not always know who has dealt with the query.
<b>National Grid Response and Actions</b>	The current contractual performance measure reflects the overall GSOS performance measures and this shows that National Grid is currently meeting the 97% target level. We acknowledge the IGT comments regarding individual company performance and we are currently looking at providing a report that will meet our customer requirements. In addition regular audits are being undertaken on the quality of fax information provided and where necessary refresher training is being carried out. We are also looking to hold a series of workshops to review the end to end process to improve the service to our customers. The IGT query team has recently undergone some staff changes and the updated contact and escalation contacts will be provided.
Emergency Metering	
<b>IGT Scores and Comments</b>	The overall rating reduced to 3.50 this period from 4.00 in the last period An IGT customer commented that they were not always receiving the meter exchange forms following an emergency meter exchange
<b>National Grid Response and Actions</b>	National Grid recognises that there have been some issues with our returns process and this is being addressed through our GDFO improvement teams.
Invoicing Process	
<b>IGT Scores and Comments</b>	The overall rating has reduced to 3.17 this period from 4.00 in the last period An IGT customer raised concern about the use of the dispute process and also the quality of the information being put on the fax
<b>National Grid Response and Actions</b>	We recognise that there are issues with the dispute process and we are reviewing if the process in place at the moment is still fit for purpose. All invoicing teams will be briefed on the importance of the information on the invoice, this is linked to the fax process and we will ensure that details captured on the fax are reflective of the position actually on site.
Contract Management	
<b>IGT Scores and Comments</b>	The overall rating has reduced to 3.25 this period from 4.00 in the last period An IGT customer raised concern that the final connection agreement was nearing expiry and there had not been any updates from National Grid regarding our intent.
<b>National Grid Response and Actions</b>	This issue has been addressed and the agreement was extended to the 31st March 2013 to take account of changes taking place with our alliance partners and operations in general. Discussions are currently underway to consider the AiGt latest proposals.
National Grid	
<b>IGT Scores and Comments</b>	The overall rating reduced to 3.50 this period from 4.00 in the last period No comments were received for this activity.
<b>National Grid Response and Actions</b>	We welcome feedback in the next period