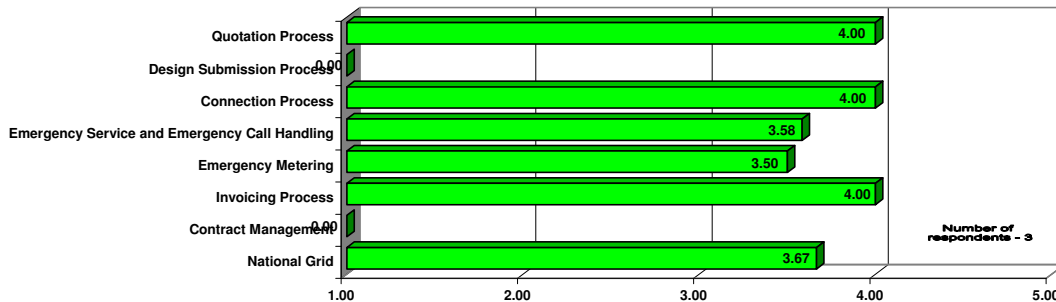


IGT Customer Satisfaction Survey Results

Period 2 (July 2010 - December 2010)

Executive Summary

IGT Customer Satisfaction Results - P2 2010



Quotation Process

IGT Scores and Comments	The overall rating this period remained at 4.00 the same as the last period No comments were received for this activity and customers rated this category as satisfactory
National Grid Response	National Grid welcomes this rating

Design Submission 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.
National Grid Response and Actions	National Grid welcomes this rating

Connection Process

IGT Scores and Comments	The overall rating this period remained at 4.00 the same as the last period No comments were received for this activity and customers who scored this area gave satisfied ratings.
National Grid Response and Actions	National Grid welcomes this rating

Emergency Services and Emergency Call Handling

IGT Scores and Comments	The overall rating increased slightly to 3.58 from 3.5 in the last period The 48hr fax notification does not always carry sufficient job information and includes job outcome codes which are difficult to read The fax notification is being received later than 48hours Customer reference numbers are not always used on fax notifications resulting in duplication of work
National Grid Response	Thankyou for the feedback, we have introduced a new process to ensure that abbreviations are kept to an absolute minimum We will revisit the fax process to see why faxes are being delivered late and will also investigate the temporary address issue We will look to include customer reference numbers wherever this is possible.

Emergency Metering

IGT Scores and Comments	The overall rating has reduced to 3.50 this period from 3.60 in the last period No comments were received for this activity and customers who scored this area gave satisfied ratings.
National Grid Response	National Grid welcomes this rating

Invoicing Process

IGT Scores and Comments	The overall rating has increased this period to 4.0 from 3.8 in the last period A customer commented that the invoice layout wasn't satisfactory. In addition they were receiving invoices containing errors All customers rated this category as satisfied
National Grid Response and Actions	Thankyou for the feedback. With regards to the information on the invoices, our teams have been rebriefed and we continue to carry out our regular quality audits. In instances where there continues to be 'data issues' we would welcome discussion The invoice layout is set out by the invoicing SAP system and therefore changes may be difficult, however, we would welcome any suggestions.

Contract Management

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.
National Grid Response and Actions	

National Grid

IGT Scores and Comments	The overall rating has increased this period to 3.67 from 3.50 in the last period A customer commented that their overall impression was one of impartiality as they were satisfied in some areas but thought there were areas for improvement Another customer commented that they were well supported on both connections issues and emergencies Customers rated this area under neither and satisfied.
National Grid Response and Actions	National Grid welcomes this feedback and would welcome further feedback in relation to issues with customer service.