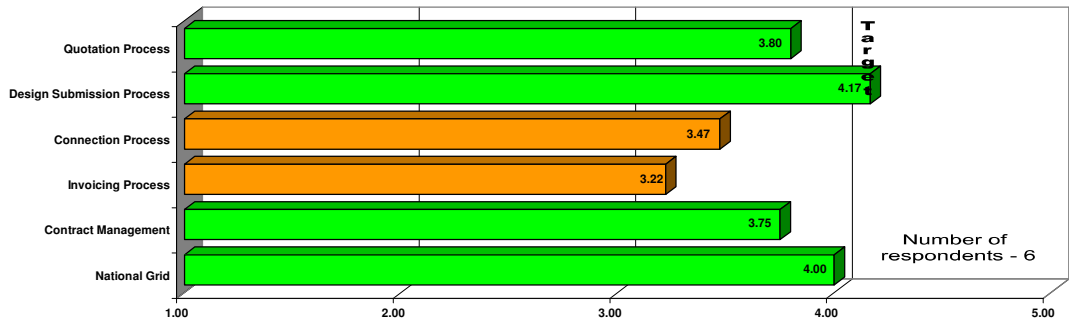


UIP Customer Satisfaction Survey Results

Period 2 (July 2010 - Dec 2010)

Executive Summary

UIP Customer Satisfaction Results - P2 2010



Key Feedback

Quotation Process

<b>UIP Scores and Comments</b>	The average score for the Quotations process has increased this period to 3.80 from 3.50 in the last period No comments were received for this category this period
<b>National Grid Response and Actions</b>	National Grid welcomes this rating

Design Submission Process

<b>UIP Scores and Comments</b>	The average score for this activity increased this period to 4.17 from 4.00 in the last period One UIP customer commented that they were very pleased with the service provided by National Grid to process their application.
<b>National Grid Response and Actions</b>	National Grid welcomes this feedback

Connection Process

<b>UIP Scores and Comments</b>	The average score for this activity reduced this period to 3.47 from 4.22 in the last period One customer raised concerns regarding communications with Operations teams on a specific job and also in relation to the Mains Location process. No further comments were received for this activity and all other customers who responded provided ratings of satisfied
<b>National Grid Response and Actions</b>	National Grid welcomes this feedback and is willing to discuss any specific issues with our customers around the Mains Location process. A review of communications with Operations will be undertaken to ensure that customers are contacted in line with their expectations

Invoicing Process

<b>UIP Scores and Comments</b>	The average score for this activity reduced this period to 3.22 from 3.67 in the last period A UIP customer commented that on occasions they needed to chase VAT invoices and invoices were not always accurate. No further comments were raised for this activity and those other customers who scored this area gave satisfied ratings.
<b>National Grid Response and Actions</b>	National Grid welcomes this feedback and would be willing to discuss any specific issues with our customer around the invoicing process. All invoices should be accompanied by a spreadsheet which details all of the project included within the invoice. Should you have any queries in the meantime please escalate any invoicing issues to Claire Davies/Tina McKie.

Contract Management

<b>UIP Scores and Comments</b>	The average score for this activity reduced this period to 3.75 from 4.25 in the last period A UIP customer commented that they did not receive all communications from National Grid believing the current contacts to be out of date. In addition they proposed changes to simplify the National Grid website to make access to documents easier. No further comments were received for this activity and all other customers who scored this area gave satisfied ratings.
<b>National Grid Response and Actions</b>	National Grid welcomes this feedback and we have now amended our distribution list in line with the information provided. In relation to the Connections pages on the National Grid website we have recognised that these could be improved. There is a currently company wide initiative to refresh the information on our web ages and we anticipate that changes will be made over the course of the coming year to make them more user friendly for our customers.

National Grid

<b>UIP Scores and Comments</b>	The average score for National Grid overall has increased to 4.00 this period from 3.80 in the last period No comments were received for this activity and those customers who scored this area gave satisfied ratings.
<b>National Grid Response and Actions</b>	National Grid welcomes this rating and would welcome and encourage feedback from all of our UIP customers in future surveys.