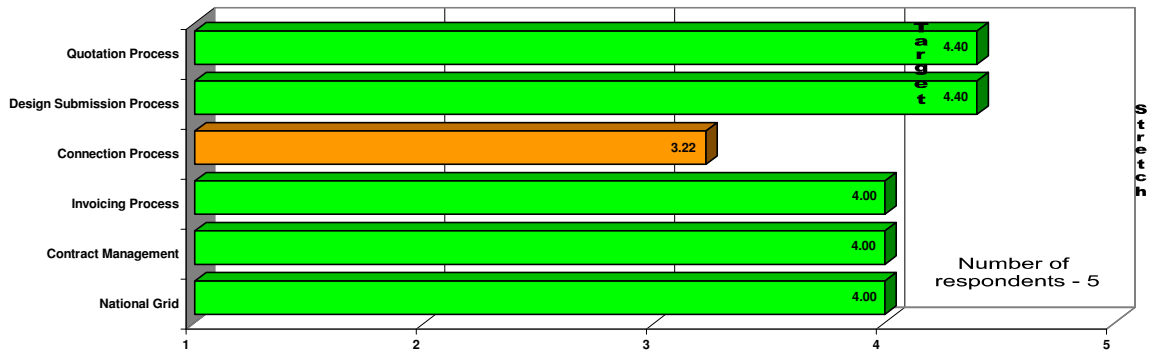


UIP Customer Satisfaction Survey Results

Period 1 (January 2011 - June 2011)

Executive Summary

UIP Customer Satisfaction Results - P1 2011



Key Feedback

Quotation Process

UIP Scores and Comments

The average score for this activity has increased to 4.40 this period from 3.80 in the last period.
One customer commented on the SLA for a full CSEP. They would like to see more flexibility around the current 21 working days in some cases.

National Grid Response and Actions

National Grid welcomes this rating and will continue to improve our quotation process. While the 21 working days is an agreed standard, we endeavour to respond to customer requests as soon as possible following receipt.

Design Submission Process

UIP Scores and Comments

The average score for this activity increased to 4.40 this period from 4.17 in the last period.
One customer commented that they were very pleased with the service provided by National Grid to process their applications. Another UIP customer raised that occasionally their design submission approvals were sent to the GT which caused delays.

National Grid Response and Actions

National Grid welcomes the feedback and will continue to work with our customers to provide satisfactory services. In relation to the comment regarding the design submission approvals being sent to the GT, the response is addressed to the documented Principle Customer but includes the address of their agent (should go to the agent). We would welcome some examples if this is still an issue and we will work with you to correct the situation.

Connection Process

UIP Scores and Comments

The average score for this activity reduced to 3.22 this period from 3.47 in the last period.
One customer commented that on a very rare occasion their requests for work were not planned in and resulted in a delay in start date months after the request was made.

National Grid Response and Actions

We apologise if you have experienced issues in the provision of the gas connection performed by National Grid. National Grid would be willing to discuss any specific issues with our customers around the connection process. If you are still experiencing similar issues then please do not hesitate to contact us.

Invoicing Process

UIP Scores and Comments

The average score for this activity increased to 4.00 this period from 3.22 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 and would welcome feedback from all of our UIP customers in future surveys.

Contract Management

UIP Scores and Comments

The average score for this activity increased to 4.00 this period from 3.75 in the last period.
No comments were received for this activity. Customers were generally satisfied with this area however among the three ratings on "Accessibility and quality of information available on National Grid website", one rated dissatisfied, one rated neither and one rated satisfied. National Grid welcomes this rating.

National Grid Response and Actions

In relation to the National Grid website we have recognised that this could be improved. There is currently a company wide initiative to refresh the information on our website 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

UIP Scores and Comments

The average score for National Grid overall has remained at 4.00 the same in the last period.
One customer commented that they were very satisfied with the service provided by National Grid in some specific areas, three others rated satisfied however one customer rated neither.

National Grid Response and Actions

National Grid welcomes this rating and would welcome feedback from all of our UIP customers in future surveys.