

Confirmation of Changes to National Grid's Front Line Support Processes

Shared Services

Further to my note on the 23rd August I would like to confirm the details of when the front line processes which interface with the IGT community will be centralised within National Grid's Northampton location.

Migration of some of these activities/processes has been postponed by a week. The details of the new contact points and transfer dates are detailed below:-

IGT back office function

Activity - the calculation of IGT emergency bills and management of queries and disputes

Forecast Transfer Date – Wednesday 20th September 2006

Team Manager – John Burke

Team Officer – Reshma Bodalia

Query / Dispute E-mail Contact – Will remain as IGT_Queries@uktransco.com

Query / Dispute Telephone Number – Will remain as 0870 609 1544

Credit Risk Management function

Activity - the provision of credit management activities, including the control of the provision of credit terms and management and recovery of overdue debt

Forecast Transfer Date – throughout October 2006

Team Manager – Vickey King

Every effort will be made to ensure that minimal changes and impacts are experienced by customers as a result of the migration of the above processes.

Further information will be provided on the migration of the affected processes in due course but in the meantime, please do not hesitate to contact David Preston if you require any further information.

Yours sincerely,

Tony Nixon
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