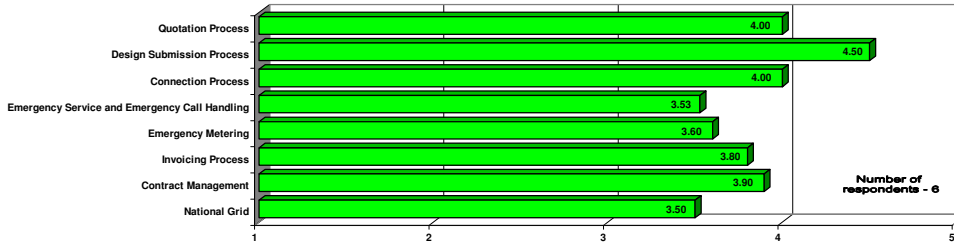


IGT Customer Satisfaction Survey Results

Period 1 (January 2010 - June 2010)

Executive Summary

IGT Customer Satisfaction Results - P1 2010



Quotation Process	
IGT Scores and Comments	The overall rating this period decreased to 4.00 from 4.50 in the last period A customer raised concern regarding the lack of SLAs for providing a response to a Sufficiently Complex job
National Grid Response and Actions	National Grid is working to improve this situation and wherever possible Network Strategy will provide updates indicating progress with the work.
Design Submission Process	
IGT Scores and Comments	The overall rating for this period increased to 4.50 from 4.0 in the last period No comments were received for this activity and customers who scored this area gave satisfied and very satisfied ratings.
National Grid Response and Actions	National Grid welcomes this rating
Connection Process	
IGT Scores and Comments	The overall rating increased to 4.00 from 3.50 in the last period No comments were received for this activity and customers who scored this area gave neither or 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 remained at 3.5 this period Customers have commented that they find it difficult resolving emergency issues as there are no out of hours contacts and they have been unable to communicate with despatch or the appropriate engineer. The 48hr fax notification does not always carry sufficient job information and includes job outcome codes which are difficult to interpret. The fax notification is being received later than 48hours
National Grid Response and Actions	Thank you for the feedback, we are currently looking at what we can do to help resolve the issues out of hours and will work with our Customers so that the best possible solution for both parties is implemented. We have been working closely with our Customers on the fax notifications. As a result of the feedback we have introduced a revised dispatch process to ensure that abbreviations are kept to an absolute minimum and greater clarity is included so that the reason for the visit, the work done and the outcome can be clearly identified. In addition, the issue around late faxes is understood and we believe that this relates to situations with temporary addresses. This has now been addressed and Customers should now see an improvement in this area. We would welcome comments if this has not improved.
Emergency Metering	
IGT Scores and Comments	The overall rating has increased to 3.60 this period from 3.33 in the last period The majority of ratings for this category were either satisfied or very satisfied. A customer raised a concern that they didn't receive any meter exchange forms following emergency work.
National Grid Response and Actions	The process for submitting the emergency meter work forms is being briefed to operations via our best practice teams so this should now be improving.
Invoicing Process	
IGT Scores and Comments	The overall rating has reduced this period to 3.8 from 3.92 in the last period A Customer commented that there were frequent occurrences of incorrect scheduled rates being used. In addition the invoice information was poor with details missing and on occasions the details did not match those recorded on the fax. Job does not provided The majority of customers who scored this area gave satisfied ratings
National Grid Response and Actions	Thank you for the feedback. With regards to the information on the invoices, we have briefed our team and we are continuing to carry out our regular quality audits. In instances where there continue to be 'data issues' we would welcome discussion with our Customers and can be contacted using the names and numbers provided. With regards to the 'blue job cards', as part of the changes encompassed by our GDFO programme, the job cards may no longer be available as it is envisaged that the data collection will be automated. We are currently assessing what information is being captured and how this can be formatted for onward transmission to our Customers, we will then look to provide these details for each damage incident. In the meantime, where paper copies are available we will continue to provide these as required. The invoice layout is set out by the invoicing SAP system and therefore changes may be difficult, however, we would welcome feedback on this to determine what changes were required.
Contract Management	
IGT Scores and Comments	The overall rating has increased this period to 3.90 from 3.67 in the last period A customer reported that the absence of polygons on National Grid maps defining IGT sites was continuing to cause concern. IGT customers also raised that they were keen to resolve any outstanding issues relating to the variation to the Final Connection Agreement. The majority of customers who scored this area gave satisfied or very satisfied ratings
National Grid Response and Actions	National Grid welcomes this feedback and acknowledges the comment relating to the polygons. We are currently considering how we can take this forward and will respond once a potential solution is known. We also acknowledge the delay in relation to the Final Connection Agreement we are currently reviewing the most recent document and will be providing feedback in the New Year
National Grid	
IGT Scores and Comments	The overall rating has reduced this period to 3.5 from 3.75 in the last period A customer commented that their overall impression was one of impartiality as they were satisfied in some areas but dissatisfied in others. They requested support to resolve the areas of dissatisfaction. Customers rated this area equally under neither and satisfied.
National Grid Response and Actions	National Grid welcomes this feedback and is working with our customers to improve accuracy and efficiency issues raised in this survey and we are confident that improvements have now been made and this will be reflected in the next survey.