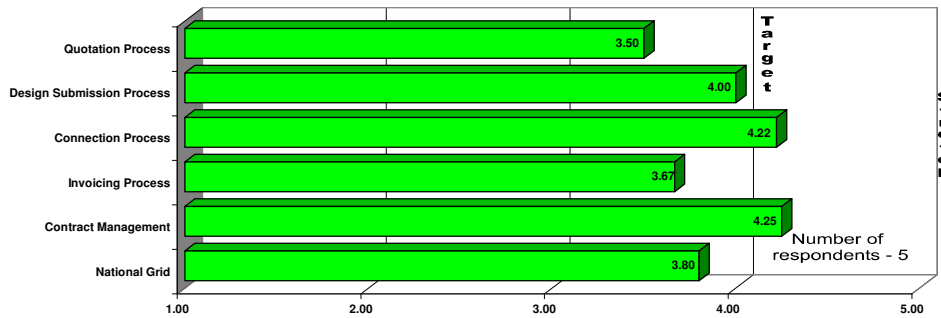


UIP Customer Satisfaction Survey Results

Period 1 (Jan 2010 - June 2010)

Executive Summary

UIP Customer Satisfaction Results - P1 2010



Key Feedback

Quotation Process

<b>UIP Scores and Comments</b>	<b>The average score for the Quotations process has reduced slightly this period to 3.5 from 3.70 in the last period</b> One UIP customer rated this section however no comments were received
<b>National Grid Response and Actions</b>	One UIP customer provided ratings for this section which indicate difficulties with response times for initial quote request and access to the correct team contacts. In the absence of any comments we will provide team contacts and are also willing to discuss specific issues as they arise.

Design Submission Process

<b>UIP Scores and Comments</b>	<b>The average score for this activity has remained at 4.00 for this period</b> One UIP customer commented that they were experiencing difficulties with the timescales associated with the Land Enquiry No further comments were raised and the majority of ratings for this activity were either satisfied or very satisfied.
<b>National Grid Response and Actions</b>	National Grid welcomes this feedback and would be willing to discuss any individual instances where problems/issues have been encountered by our customers or provide further clarity on the process. In relation to the minimum information if any is missing we endeavour to contact our customers by phone to ensure there are minimal delays to their request being processed. If the missing information is received within D+1 of the original request received date then the land enquiry is progressed within the original standards of service timeline. However if any of the requested missing information has not been provided within D+1 then the land enquiry is placed on hold and once all of the required information is received the land enquiry will be actioned in accordance with our standards of service ie D+5 as outlined in the Connections Business Rules. In our experience there have been very few occasions where enquiries have been placed on hold due to missing information.

Connection Process

<b>UIP Scores and Comments</b>	<b>The average score for this activity has remained at 4.22 for this period</b> There were no comments this period
<b>National Grid Response and Actions</b>	

Invoicing Process

<b>UIP Scores and Comments</b>	<b>The average score for this activity has increased this period to 3.67 from 2.83 in the last period</b> A UIP customer commented that on occasions it was not possible to identify which design submission job was being charged to 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 customers around the invoicing process. All invoices should be accompanied by a spreadsheet which details all of the project included within the invoice. A review of the existing process will be undertaken to ensure that this information is being provided with every 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>	<b>The average score for this activity has increased this period to 4.25 from 3.69 in the last period</b> A UIP customer commented that their contacts within network strategy are very professional and helpful in resolving any No other comments were received and those other customers who scored this area gave satisfied or very satisfied ratings.
<b>National Grid Response and Actions</b>	National Grid welcomes this feedback and will continue to work with our customers to maintain this professional service. In relation to the comment regarding response times for initial quote request and access to the correct team contacts. In the absence of any specific comments we will contact the customer to discuss their issues in more detail to ensure we can address their concerns.

National Grid

<b>UIP Scores and Comments</b>	<b>The average score for National Grid overall has increased to 3.80 this period from 2.75 in the last period</b> No comments were received for this activity and those customers who scored this area gave satisfied or very satisfied ratings.
<b>National Grid Response and Actions</b>	National Grid welcomes this rating and would welcome feedback from all of our UIP customers in future surveys.