



Have  
*your*  
*Say*



# Hello...



... and welcome to the second edition of *Have Your Say*.

During 2012/13, you provided us with feedback on how to make our service even better and, since then, we've acted on your ideas.

Thanks to what you told us, we made 29 commitments for 2013/14 and put actions in place so that we achieve them.

To take this further in 2014/15, we want to hear from you again – so tell us what we should be focusing on, how we can use our resources more effectively, and what we should be leading and influencing on.

You can do that by completing the survey in this document and posting it back to us, or online at our Talking Networks website. So get in touch, we promise to listen to your feedback.

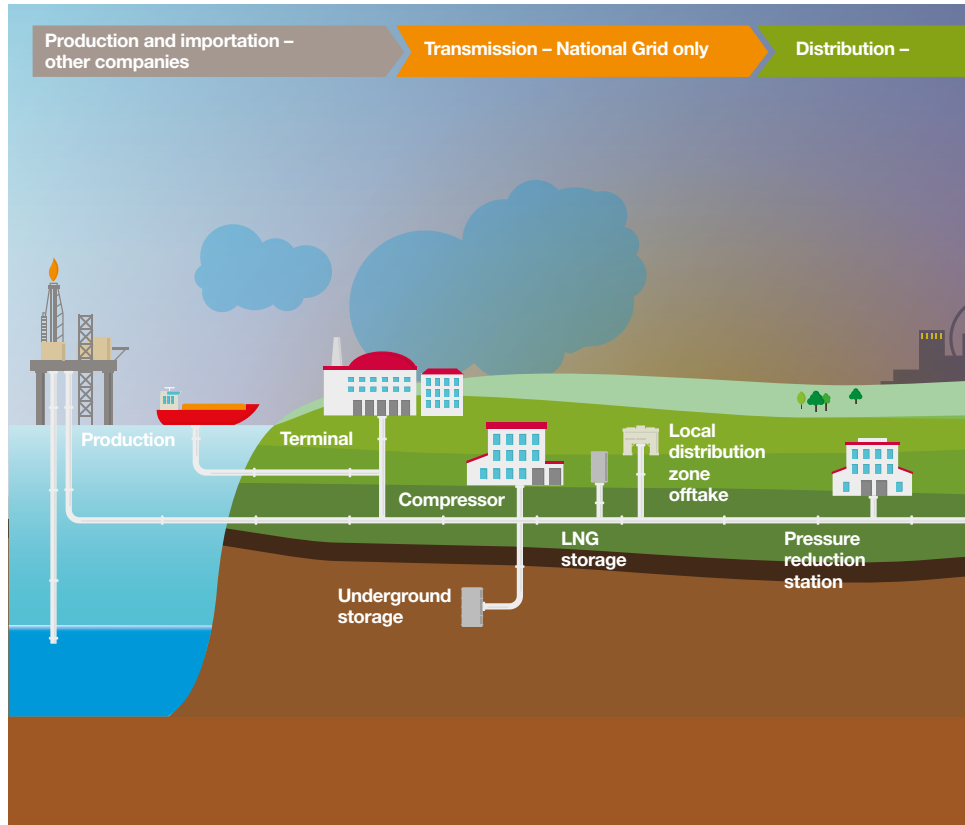
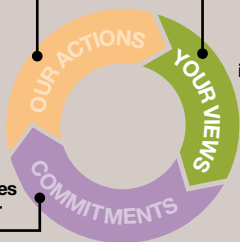
Emma Fitzgerald,  
Director – Gas Distribution

## Where are we in the process?

How we're acting on your feedback

**YOU ARE HERE**  
Tell us how we can improve our services

We share our promises for the year



# Who we are

Our gas distribution networks keep the services your community relies on running all year round

**A**t National Grid Gas Distribution our job is to make sure people are connected to the gas they need for heating, cooking and to keep their businesses operating.

Our services include managing the national gas emergency number, responding to gas escapes and repairing leaks. We also connect new customers to our network, alter the position of customers' supply pipes and disconnect gas supplies that are no longer needed.

In addition to this we are responsible for replacing our gas mains infrastructure to make it safer and more reliable for future generations.

### NETWORKS

We own and operate four of the eight regional gas networks in the UK – the East of England, North London, North West and West Midlands.

Our Gas Distribution business

supplies gas to around 11 million homes, businesses and schools through 131,000 kilometres of pipeline, providing energy to some of England's largest cities and highest profile companies.

The regions we operate in make our gas distribution networks the largest and most diverse in the UK, covering densely populated residential neighbourhoods and widely dispersed rural communities.

### VALUE

National Grid Gas Distribution, along with the three other gas distribution companies that operate throughout the UK are regulated by Ofgem (the Office of Gas and Electricity Markets) to make sure, as natural monopolies, we give customers the best value for money.

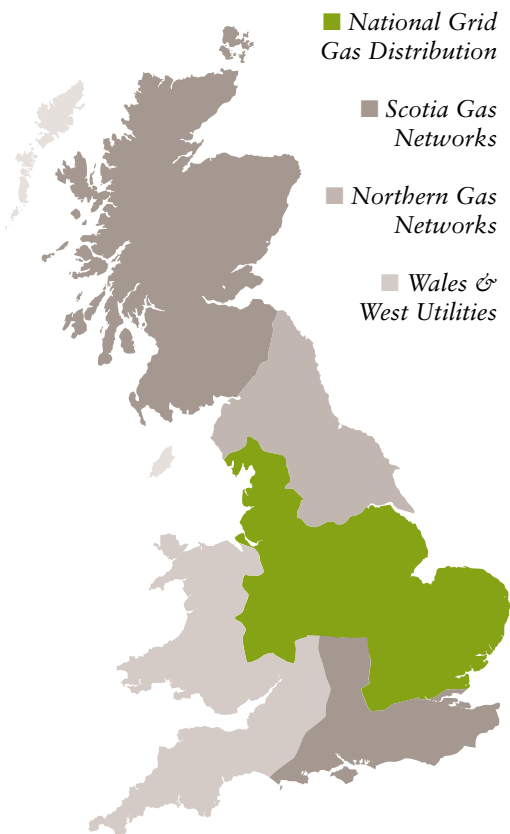
Our latest price control, known as RIIO-GD1, started in April 2013 and is in place for the next eight years.





National Grid and others      Supply – other companies

**WHAT WE DO**  
Covering the East of England, North London, North West and West Midlands, we transport gas through a network of pipes to our customers' homes and to businesses.  
One of our key roles is to make sure the infrastructure we rely on to power our lives every day is available whenever it is needed.



# “ Talking Networks ”

## Our commitment to you

To provide the best possible service to you, we need to fully understand your needs and expectations.

Armed with your feedback, we can put you at the heart of our business decisions and services.

We set up Talking Networks to do just that, so we can share how your views influence our decisions and to offer an accessible communication channel for group and one-on-one discussions.



Talking Networks will keep to our engagement principles of acting with:

- Integrity
- Accountability
- Transparency
- Inclusivity

## How to contact us

If you have got a question, any feedback or an opinion on any of our stakeholder engagement activities, feel free to get in touch with us.

**EMAIL:** [talkingnetworks.distribution@nationalgrid.com](mailto:talkingnetworks.distribution@nationalgrid.com)

**PHONE:** 01926 656923

**WRITE:** Tracy Hine, National Grid House, Warwick Technology Park, Gallows Hill, Warwick CV34 6DA

**TALKING NETWORKS WEBSITE:** [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)

**General Enquiries & Customer Support**

**EMAIL:** [customersupport@nationalgrid.com](mailto:customersupport@nationalgrid.com)

**PHONE:** 0845 835 1111

**WRITE:** Customer Support Team, National Grid, Brick Kiln Street, Hinckley, Leicestershire LE10 0NA

**Smell gas? Please call the 24-hour Gas Emergency line: 0800 111 999**

## Our 29 commitments

Based on your feedback, we have made 29 commitments to make our service even better. These commitments are the promises we made to you following our stakeholder engagement in 2012 and early 2013.

Part of this engagement was a formal consultation called Have Your Say, which gave you the opportunity to let us know what we should be doing throughout 2013.

We have been working on these commitments since April 2013 and

have provided an update for each one in our Acting On Your Ideas booklet, which is available now at [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com).

For some of the commitments, we have provided more detail on the work we're doing to meet them. You can find this by looking through the case studies section in our Acting On Your Ideas booklet.

**TURN OVER THE PAGE TO SEE WHAT WE'VE PROMISED ▶**

# Our commitments

PRIORITY	YOUR FEEDBACK AND OUR COMMITMENT
<p><b>We will... keep you safe and warm</b></p>	<p>Continue to provide a safe and secure network, while informing the general public about how to stay safe using gas and the dangers of carbon monoxide (CO). We will consider consumer safety as the smart metering programme rolls out.</p> <p><b>WE WILL...</b></p> <ol style="list-style-type: none"> <li>1. Review and refresh our education and safety campaigns.</li> <li>2. Work with key stakeholders in the roll-out of smart metering.</li> <li>3. Improve public awareness of CO.</li> <li>4. Publish our safety commitments and report annually.</li> </ol>
<p><b>We will... be reliable</b></p>	<p>Maintain the integrity of the system, manage the mains replacement programme and minimise disruption, while ensuring accuracy of data. Security and resilience of supply from third party interference is also being considered.</p> <p><b>WE WILL...</b></p> <ol style="list-style-type: none"> <li>5, 6, 9. Work collaboratively with highway and local authorities.</li> <li>7. Review our planning process with Land &amp; Development.</li> <li>8, 10. Work with others, focusing on innovative solutions and techniques, and move seamlessly from existing to new ways of working.</li> <li>11. Enhance security of sites against the threat of terrorist activity and general theft.</li> </ol>
<p><b>We will... safeguard future generations</b></p>	<p>Take a role in the transition to a low-carbon economy, educate and include consumers in the energy debate. Focus on impact of smart technology, and support vulnerable and fuel-poor consumers.</p> <p><b>WE WILL...</b></p> <ol style="list-style-type: none"> <li>12. Explore how we make decisions using data from smart technology in the future.</li> <li>13. Facilitate fuel-poor connections and work with key stakeholders to influence the framework.</li> <li>14. Develop partnerships and support networks in relation to vulnerable customers.</li> <li>15. Help educate stakeholders and take a lead in exploring the future role of gas.</li> <li>16. Work to remove barriers for bio-methane connections and other technologies.</li> </ol>
<p><b>We will... deliver quality service</b></p>	<p>Maintain and improve working relationships, ensuring we increase our profile in the industry and provide a timely and cost-effective service. Lead in some areas of industry frameworks, including theft of gas, supporting change in the industry and sharing best practice.</p> <p><b>WE WILL...</b></p> <ol style="list-style-type: none"> <li>17. Continue our programme of stakeholder engagement, reporting annually.</li> <li>18, 22. Establish a consumer challenge group and industry forums.</li> <li>19. Improve brand awareness.</li> <li>20, 24. Share and learn from best practice, lead and support industry change.</li> <li>21. Involve customers when upgrading our website and ensure information is timely and relevant.</li> <li>23. Review our IT methods of communications with stakeholders.</li> </ol>
<p><b>We will... provide value for money</b></p>	<p>Focus on transparency of price changes, as well as ensuring we are delivering value for money. Consider energy costs, and drive an efficient and innovative organisation with minimal waste. Provide an understanding of how we charge and how bills are made up.</p> <p><b>WE WILL...</b></p> <ol style="list-style-type: none"> <li>25. Consider the use of a collaboration forum and web-based innovation portal.</li> <li>26. Drive innovation to maximise value.</li> <li>27. Publish a scorecard of our outputs, demonstrating how we are performing.</li> <li>28. Publish our model for charging, refining charging data, and show how our distribution prices are derived.</li> <li>29. Continue to publish spend information and investigate how to publish this.</li> </ol>



Find out more about the work and projects we're doing to achieve our commitments by checking out our Acting On Your Ideas booklet on the Talking Networks website [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com).



# It's time to have your say

The closing date for sending in your feedback is **FRIDAY 14 FEBRUARY 2014**



Tell us how we can improve our stakeholder and customer services so that we can plan for the year ahead – your opinion can make a real difference

## How to respond



Complete the form and send it to the postal address below. Alternatively, fill in the form online

**POST:** Tracy Hine,  
Stakeholder Engagement Manager,  
National Grid House,  
Warwick Technology Park,  
Gallows Hill, Warwick  
CV34 6DA

**ONLINE:** [www.surveymonkey.com/s/Nov13HaveyoursayOurquestionstoyou](http://www.surveymonkey.com/s/Nov13HaveyoursayOurquestionstoyou)

For more information, register on our website at: [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)

**EMAIL:** [talkingnetworks.distribution@nationalgrid.com](mailto:talkingnetworks.distribution@nationalgrid.com)

**PHONE:** 01926 656923

**WORKSHOPS:** Please let us know if you have existing forums you would like us to attend or if you would like us to organise a dedicated workshop



### HOW ARE WE DOING?

Whether you've given us feedback in the past or this is your first time, we want to hear what we're doing well and where we can improve.

#### 1 How often do you engage with us?

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#### 2 Do you feel that the engagement you took part in was a worthwhile use of your time? (Please specify)

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#### 3 Do you feel you were listened to/had a chance to have your say? (Please specify)

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#### 4 Do you feel that you were treated fairly during the engagement?

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#### 5 Do you feel we have acted on your feedback, or if not, explained why we have not? (Please specify – our snapshot on page 4 gives an overview of what we have committed to for this year)

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.....  
.....

**PLEASE TURN OVER FOR MORE QUESTIONS >**



# Have your say

## 6 If you have made use of our Talking Networks website, how do you rate it?

1 = Poor / 5 = Excellent

A) Ease of use	1	2	3	4	5	N/A
B) Informative	1	2	3	4	5	N/A
C) Relevance	1	2	3	4	5	N/A
D) Timeliness of information	1	2	3	4	5	N/A

## 7 Do you have any other comments?

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.....

## ENGAGING WITH US

We want to make sure we are engaging in a way that meets your needs and that we are engaging with the right people.

## 8 If you would like to engage with us, what would be your preferred method?

(Please specify all that apply. Our Stakeholder Engagement framework, below, provides some examples)

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## 9 During our previous engagement we have used pre-reading material and factsheets. If you have used these, please can you tell us how useful they have been? How can they be improved?

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## 10 We have consulted with a broad range of individuals and groups, as shown on page seven, but recognise these may change over time. Who else should we be consulting with? (See Our Stakeholder Groups on p7)

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## 11 Any other comments?

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## YOUR PRIORITIES

**12** What would you like us to focus on?

**13** What else is important to you?

## TELL US ABOUT YOU

Let us know a bit about you so that we can update our records and find out who we've communicated with. All information and responses will be kept confidential.

Name:

Company name (if applicable):

Phone number:

Email/postal address (as preferred):

Is there anything else we can do to help you take part in this or future consultations?



### Our stakeholder groups

Customers, communities and consumer groups	National, regional and local government
Fuel poverty groups	Employees Trade unions
Environmental (incl. sustainability and renewables)	Regulators and industry bodies (incl. health & safety)
Energy groups	Supply chain partners
Shareholders	Business-to-business customers
Trade bodies	Skills and education
NGOs and think tanks	Service providers
General public	Other networks

## NEXT STEPS

The responses from this consultation and our new commitments will be published together in our Committing To You booklet for 2014/15.

We welcome your feedback

throughout the year, so please feel free to get in touch at any time.

Our Stakeholder Engagement Strategy will continue to evolve, based on your feedback.



For more information and updates please register at:

[www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)



## *How to contact us*



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