



Continue to have
your
say



Hello...



... and welcome to Continue to Have Your Say. In November 2013 we launched our three-month consultation.

We were delighted to receive more than 70 responses and I thank those that took the time to respond to the consultation.

Our Committing to You for 2014 publication shares the results and our new commitments, which can also be found on our Talking Networks website.

Your continual feedback is important to us and helps us to plan for the future, so we'd like to hear from you throughout the year. Please get in touch, your views make a difference to the services we provide and where we focus our resources.

To do this, complete the survey in this document and post it to us or online at our Talking Networks website at www.talkingnetworksngd.com

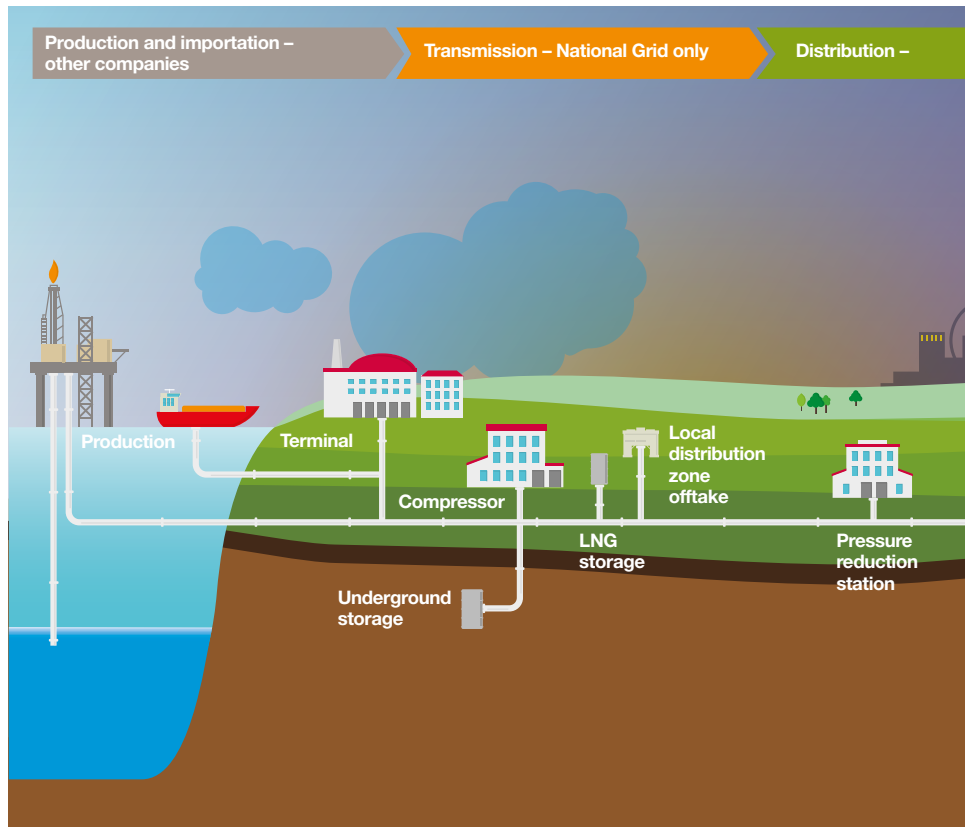
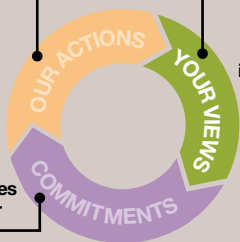
Emma Fitzgerald,
Director – Gas Distribution

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

At 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 (circa 82,000 miles) of pipeline, providing energy to some of England's largest cities and highest-profile companies.

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

VALUE

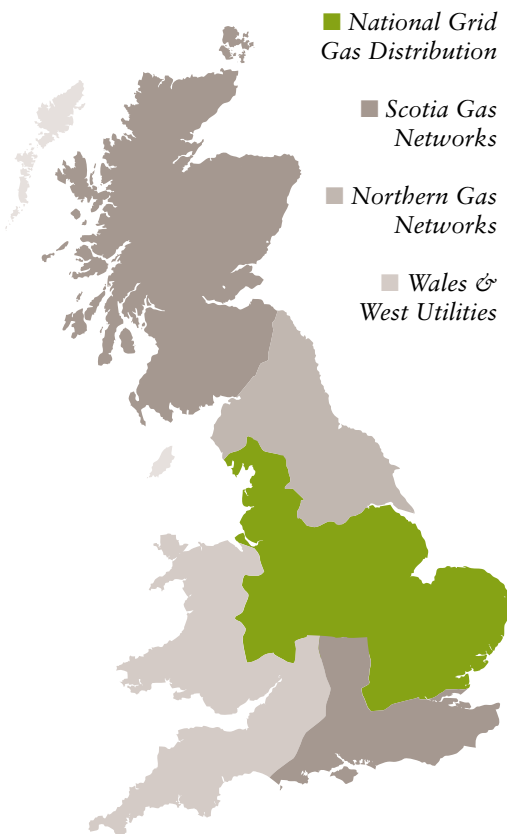
National Grid Gas Distribution, along with the three other gas distribution companies that operate throughout the UK, are regulated by Ofgem (the Office of Gas and Electricity Markets) to make sure, as natural monopolies, we give customers the best value for money.

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 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 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

PHONE: 01926 656 923

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

TALKING NETWORKS WEBSITE: www.talkingnetworksngd.com

General Enquiries & Customer Support

EMAIL: 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 commitments for 2014

We've taken a new approach to deliver the outcomes you wanted us to focus on this year by making broader commitments.

Our five RIIO priorities were set with you and will be in place until 2021, while our 2014/15 outcomes are based on your current stakeholder feedback.

These outcomes translate into 12 broad commitments that will help us to measure everything we achieve.



Find out what our commitments for 2014 are over the page ➤

Our commitments

RIIO PRIORITY	NEW FOR 2014
<p>We will... keep you safe, warm and be reliable</p>	<p>WHAT YOU SAID: Continue to run a safe, efficient and reliable network, working across the industry to help those in fuel poverty and vulnerability as well as increasing carbon monoxide safety for our customers</p> <p>OUTCOME: We keep our communities safe and warm</p> <p>COMMITMENTS:</p> <ol style="list-style-type: none"> WE WILL... work collaboratively to deliver cross-industry solutions for those in fuel poverty and vulnerability WE WILL... work collaboratively to deliver cross-industry solutions related to carbon monoxide and other safety-related issues WE WILL... work locally to deliver a safe, reliable network, delivering innovation to minimise the impact of our works
<p>We will... deliver quality service</p>	<p>WHAT YOU SAID: Continue our involvement in industry meetings; understand others' issues while facilitating changes to the gas industry, working together with local and highways authorities to improve our streetworks as well as providing timely honest communication to all</p> <p>OUTCOME: We are easy to do business with</p> <p>COMMITMENTS:</p> <ol style="list-style-type: none"> WE WILL... play our role in industry change, working collaboratively and across the industry, while understanding the issues of others WE WILL... be active in our communities; keeping them informed of local plans, working collaboratively with others for solutions, and increase visibility of what we do WE WILL... take an open and honest approach to develop effective working relationships, listening to our stakeholders and acting on their feedback
<p>We will... safeguard future generations</p>	<p>WHAT YOU SAID: Make changes to improve our bio-methane connection process, looking to innovation for new ways of working, while considering the environmental impact as well as telling the story for the future use of gas</p> <p>OUTCOME: We are developing a network for the future, connecting you to your energy, while supporting the social and environmental agenda at least cost</p> <p>COMMITMENTS:</p> <ol style="list-style-type: none"> WE WILL... continue to improve and modernise the sustainable gas connections process WE WILL... focus on innovation facilitating new uses of gas sources WE WILL... continue to articulate the story for gas, with a focus on the environment, while providing long-term value for money for consumers
<p>We will... provide value for money</p>	<p>WHAT YOU SAID: Provide information to you on how we spend your money, sharing our RIIO performance widely. Review our processes to identify areas to improve, and work with smaller companies and our supply chain to focus on innovation and reduce costs</p> <p>OUTCOME: We are delivering value for money</p> <p>COMMITMENTS:</p> <ol style="list-style-type: none"> WE WILL... provide transparency of costs and how money is spent, as well as how we are delivering our RIIO targets WE WILL... focus on our end-to-end processes, bringing improvements and efficiencies WE WILL... work across our supply chain, including smaller organisations, and identify areas for collaboration

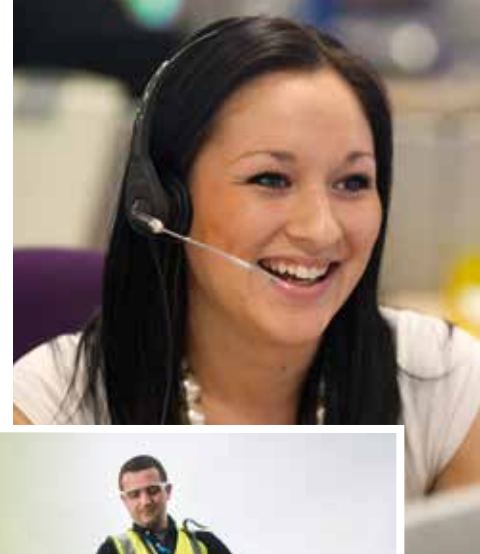


Find out more about our new commitments for the year ahead by checking out our Committing To You For 2014 booklet on the Talking Networks website www.talkingnetworksngd.com



Continue to have your say

Tell us how we can deliver the services you require so we can understand your priorities – your opinion makes a real difference



How to respond

Complete the survey 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/ContinuetoHaveYourSay2014

For more information, register on our website at www.talkingnetworksngd.com

EMAIL: talkingnetworks.distribution@nationalgrid.com

PHONE: 01926 656 923

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)

.....

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

.....

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

.....

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)

.....

TURN THE PAGE FOR MORE QUESTIONS ►



Continue to 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?

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 7, 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?

.....

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13 What else is important to you?

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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?

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Our Stakeholder Groups

Customers and Communities	Media
National Government	NGOs and Think Tanks
Fuel Poverty Groups	Employee Trade Unions
Environment (incl. Sustainability and Renewables)	Supply Chain Partners
Energy Groups	Skills and Education
Shareholder	Service Providers
Consumer Groups	Regional and Local Government, including Local and Highway Authorities
Business-to-business Customers	General Public
Trade Bodies	Other Networks
Regulators and Industry Bodies (incl. health and safety)	

NEXT STEPS

We published our Committing To You for 2014 in April that provides a summary of our findings from our November 2013 consultation and our new commitments for 2014/15.

We will continue to collate any feedback we receive and welcome your views throughout the year, so please feel free to get in touch with us.



For more information and updates please register at www.talkingnetworksngd.com



How to contact us



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

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