



# Have Your Say



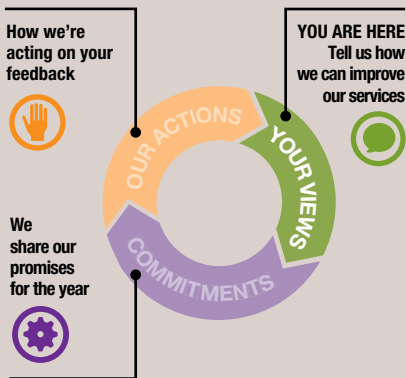
UK GAS DISTRIBUTION

November 2014



## Where are we in the process?

We consult with you each year to understand your priorities and how we can improve our service. We make commitments and share our promises for the year. Following this, we let you know how we are acting on your feedback.



## 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](mailto:talkingnetworks.distribution@nationalgrid.com)

**Phone:** 01926 656 923

**Write:** Tracy Hine, National Grid, Block 2, Brick Kiln Street, Hinckley, Leicestershire, LE10 0NA

**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, Block 2, Brick Kiln Street, Hinckley, Leicestershire, LE10 0NA

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

# Hello and welcome...



... to the third edition of Have Your Say. During 2013/14, you provided us with feedback through our consultation 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 12 broad commitments for 2014/15 to help us deliver the outcome that you desire and put actions in place so that we achieve them.

To take this further in 2015/16, we want to hear from you again, so please 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 at [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com). So get in touch, we promise to listen to your feedback.

**Emma FitzGerald,**  
Director – Gas Distribution

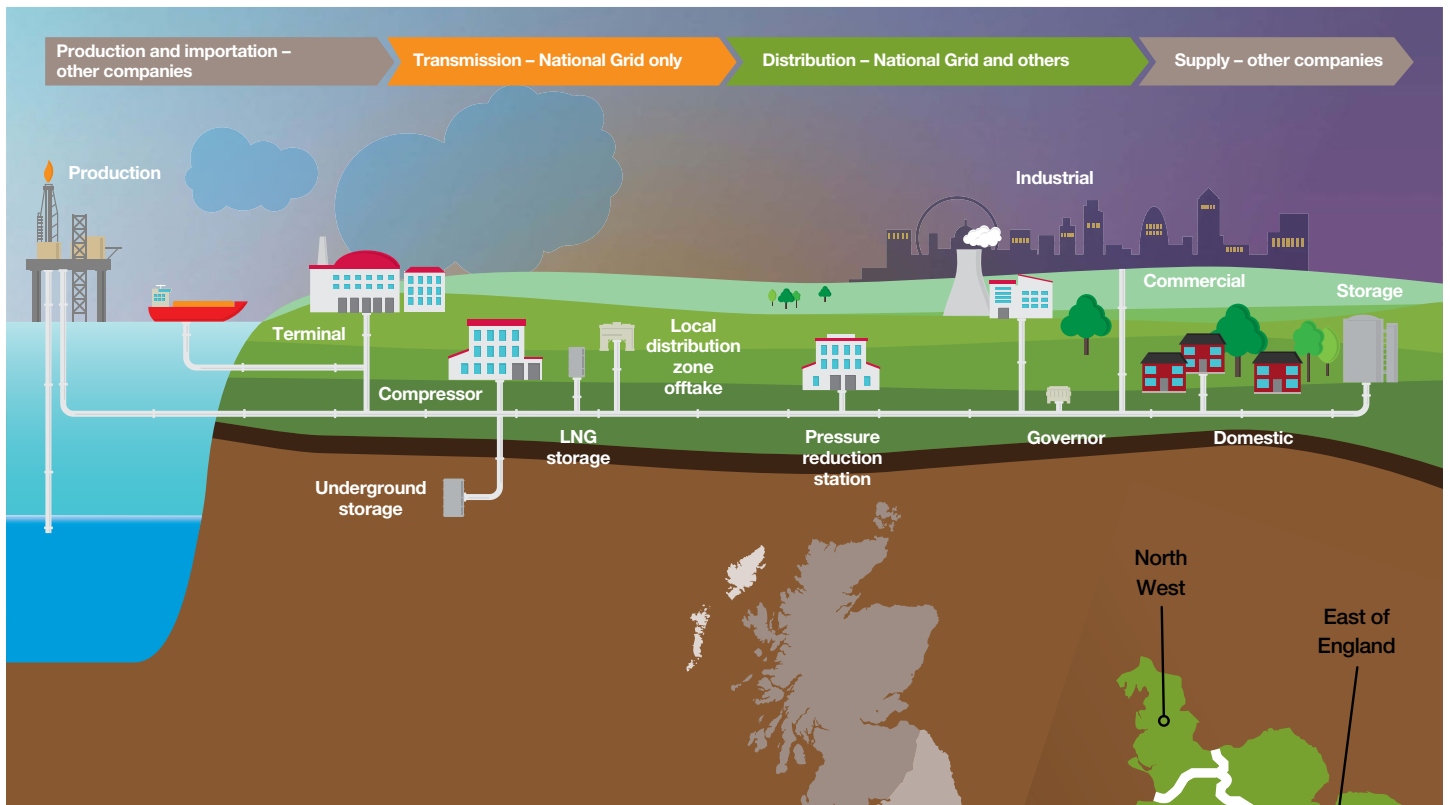
## Our commitment to you

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 ([www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)) 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
- Transparency
- Accountability
- Inclusivity





## Who we are and what we do

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.

### WHAT WE DO

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 – transporting gas to our customers through a network of pipes to around 11 million homes, businesses and schools through 131,000 kilometres

of pipeline, which laid out in a line would stretch round the world. We provide 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. 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.

### 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 all give customers the best value for money.

Our latest price control, known as RII0-GD1, started in April 2013 and is in place for the next eight years.

## Our 12 commitments for 2014/15

Based on your feedback, we have made 12 broad commitments to make our service even better. These commitments are the promises we made to you following our stakeholder engagement in 2013 and early 2014.

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 2014. We have been working on these commitments since April 2014 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 for 2014/15

## OUR RIIO PRIORITY: We will... keep you safe, warm and be reliable

2014/15 OUTCOME WE WILL DELIVER

### We keep our communities safe and warm

YOUR FEEDBACK AND OUR COMMITMENTS

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

1. We will work collaboratively to deliver cross-industry solutions for those in fuel poverty and vulnerability. This includes commitment no. 14 from 2013 – to review our role with vulnerable customers and work with the industry to develop partnerships and support networks.
2. We will work collaboratively to deliver cross-industry solutions related to carbon monoxide and other safety-related issues.
3. We will work locally to deliver a safe reliable network, delivering innovation to minimise the impact of our works. This includes commitment no. 6 from 2013 – work with local and highway authorities to provide more meaningful and longer-term information.

## OUR RIIO PRIORITY: We will... deliver quality service

2014/15 OUTCOME WE WILL DELIVER

### We are easy to do business with

YOUR FEEDBACK AND OUR COMMITMENTS

Continue our involvement in industry meetings; understand others' issues while facilitating changes to the gas industry, working together with local and highway authorities to improve our street works, as well as providing timely, honest communication to all

4. We will play our role in industry change, working collaboratively and across the industry, while understanding the issues of others. This includes commitment no. 2 from 2013 – develop the distribution networks' role in the roll-out of smart metering with key stakeholders.
5. We will be active in our communities, keeping them informed of local plans, working with others for solutions, and increasing visibility of what we do.
6. We will take an open and honest approach to develop effective working relationships, listening to our stakeholders and acting on their feedback. This includes commitment no. 7 from 2013 – review our planning process in conjunction with Land & Development to make required improvements.

## OUR RIIO PRIORITY: We will... safeguard future generations

2014/15 OUTCOME WE WILL DELIVER

### We're developing a future network to connect you to your energy

YOUR FEEDBACK AND OUR COMMITMENTS

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 of gas

7. We will continue to improve and modernise the sustainable gas connections process.
8. We will focus on innovation, facilitating new uses of gas sources.
9. We will continue to articulate the story for gas, with a focus on the environment, while providing long-term value for money for consumers. This includes commitment no. 12 from 2013 – use data from smart technology to inform the decisions we make.

## OUR RIIO PRIORITY: We will... provide value for money

2014/15 OUTCOME WE WILL DELIVER

### We are delivering value for money

YOUR FEEDBACK AND OUR COMMITMENTS

Provide information 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

10. We will provide transparency of costs and how money is spent, as well as how we are delivering our RIIO targets. This includes commitment no. 28 from 2013 – refine the data for charging purposes and publish our model for the next price control.
11. We will focus on our end-to-end processes, bringing improvements and efficiencies.
12. We will work across our supply chain, including smaller organisations, and identify areas for collaboration.

# It's time to have your say



The closing date for providing your feedback is **FRIDAY 13 FEBRUARY 2015**

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 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?

**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.)

## How to respond

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

**Post:** Tracy Hine, National Grid, Block 2, Brick Kiln Street, Hinckley, Leicestershire, LE10 0NA

**Online:** [www.surveymonkey.com/s/Nov14Haveyoursay](http://www.surveymonkey.com/s/Nov14Haveyoursay)

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

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

TURN THE PAGE FOR MORE QUESTIONS ►

# UK GAS DISTRIBUTION Questionnaire

## HOW ARE WE DOING?

**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 and how they can be improved?

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## HOW WE'VE BEEN ENGAGING WITH YOU



**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 page 7.)

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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):** .....

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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
Environmental (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)	

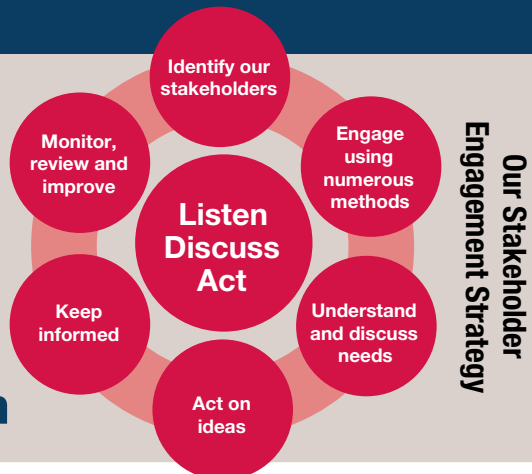
### NEXT STEPS

The responses from this consultation and our new commitments for the next year will be published together in our Committing To You booklet for 2015/16 in April 2015. 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)



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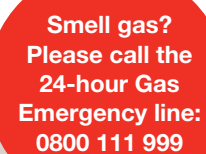
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Please call the  
24-hour Gas  
Emergency line:  
0800 111 999