

nationalgrid



# Acting On Your Ideas



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 Acting On Your Ideas. During 2013/14, you provided us with feedback on how to make our service even better. Thanks to what you told us, we made 12 broad commitments

for 2014/15 that would help us to deliver the outcomes you desire and put actions in place to achieve them. This document gives you an interim update against each of the commitments, together with a number of case studies that provide further detail on what we've been up to. If you have any comments or questions about these updates, please let us know. We now need to understand what's important to you for the next 12 months, so please tell us what we should be focusing on in 2015/16. We promise to listen to your feedback, which you can submit using our Have Your Say document – it is available on our Talking Networks website at [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)

**Emma FitzGerald,**  
**Director – Gas Distribution**

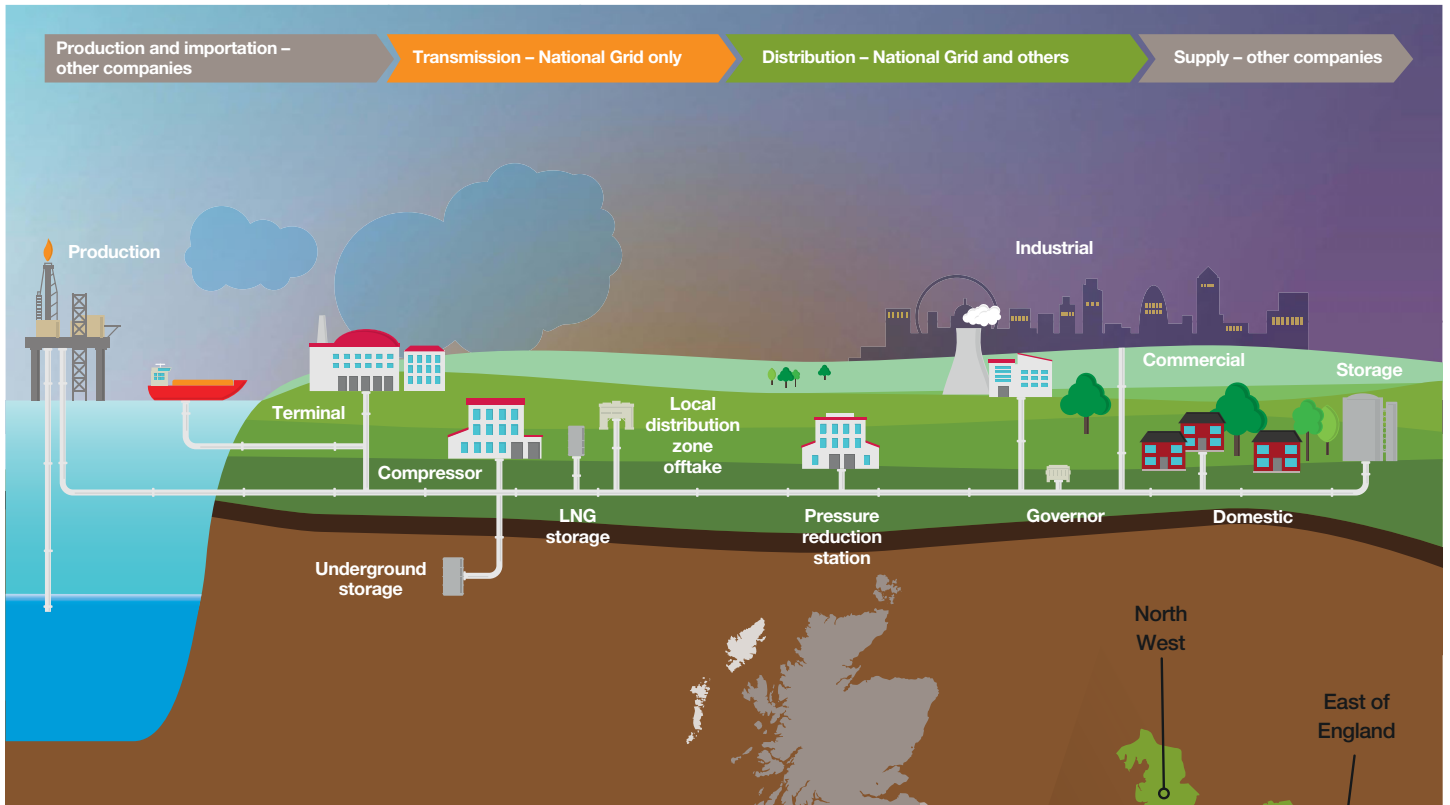
## Our commitment to you

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 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.

## Our 12 commitments for 2014/15

From the feedback that you provided to us, we made 12 broad commitments against our RIIO priorities to make our service better and to help deliver the outcomes you desire for 2014/15.

Part of the engagement with you to gather this feedback was through a formal consultation called *Have Your Say*, which provided you with the opportunity to let us know how we are doing and what we should be focusing on for 2014/15. We have been working on these commitments since April 2014 and this document provides a progress update for each one.

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 on pages 6-11. ▶

# We will... keep to our 12 new 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

OUR 2014 COMMITMENT	OUR UPDATE	STATUS
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.	We continue to lead the cross-industry off-gas grid working group, which is developing a database of off-gas grid properties, as well as helping to inform and shape government policy and develop fit for purpose solutions for those in fuel poverty. Working with National Energy Action (NEA) and our strategic partners Affordable Warmth Solutions (AWS) we have also launched a new Energy Efficiency Innovation Award Scheme. We are also leading an industry-wide Customer Safeguarding Working Group (CSWG) to support those in vulnerability. The aim of the group is to identify and provide a fair and tailored response to eligible customers through a coordinated industry approach. See page 6.	■
2. We will work collaboratively to deliver cross-industry solutions related to carbon monoxide (CO) and other safety-related issues.	We are working on a wide range of initiatives and have spoken at a number of conferences, including the launch of Gas Safety Week at the House of Commons. We continue to work closely with the other gas networks and other industry players, including the Gas Safe Register, All-Party Parliamentary Carbon Monoxide Group, Institute of Gas Engineers & Managers and Policy Connect. We continue to work in partnership with Staffordshire Fire and Rescue Service, advising vulnerable customers about CO and providing CO alarms. We are looking at rolling this out in our other networks. We have attended freshers' fairs to provide awareness to students and in collaboration with other GDN's, we have supported the production of a home safety comic for schoolchildren. See page 6.	■
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.	Innovation is a key theme for us and we have carried out a number of trials to help minimise the impact of our works. For example, we recently trialled two new keyhole technologies: CISBOT – a robotic machine used to seal and strengthen many joints from one excavation; and a replacement system, which minimises excavations, called a Tier One Replacement System (TORS) that will renew a gas main within a street using just two excavations at each end of the road. In many areas, we are now sharing our long-term mains replacement plans with local authorities and in the areas where we haven't, we are developing our plans and will engage with local authorities in due course. See page 6.	■

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

2014/15 OUTCOME WE WILL DELIVER

### We are easy to do business with

OUR 2014 COMMITMENT	OUR UPDATE	STATUS
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.	Engaging with our stakeholders, we're driving the changes required to the gas industry contract between shippers and transporters for the next stage of Project Nexus – a major change to industry systems – to ensure a smooth and orderly change. We've been working closely with shippers to provide assistance and guidance, where required, for the development of modifications to the gas industry contract. Furthermore, we've reduced the number of shipperless and unregistered sites by c30%. We now hold regular stakeholder days and gas industry forum days to provide an insight into our business and industry changes. Working closely with our key stakeholders, we continue to identify key issues and solutions for our stakeholders in preparation for smart metering roll-out. See page 8.	■
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.	We recently trialled QR codes on street barriers to provide instant access to information about the works we are carrying out. The trial provided valuable feedback about the size, position, colour and information on the boards and how we need to do more to promote the codes to local stakeholders who are affected by our works. We have been asked to share our knowledge of the trial at future industry conferences. We continue to improve the information we share on roadworks.org. for example, we now have links to videos and leaflets that explain in more detail the work we are doing and why. We are also trialling new gas distribution visual identity branding on our barriers in our London network to help increase visibility of what we do. See page 8.	■
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.	We have set up a customer panel to gather feedback throughout the year through in-depth telephone surveys, face-to-face focus groups and online discussions. The panel, consisting of 1,000 customers, will enhance our customer focus in a cost-effective way and allow us to use their input in our improvement initiatives, starting with changes to our gas mains replacement process. In conjunction with National Grid Land & Development, we are in the final stages of putting in place a one-stop shop, provided by AMEC, for gas distribution and gas transmission strategic planning requests from local authorities. See page 9.	■

In April this year we made 12 broad commitments to help deliver the outcomes that you would like following the feedback that we received from you during our consultation. We have provided an interim update on each of these commitments below, together with any commitments that were outstanding from the previous year's consultation. We will provide our final update on these commitments in our next stakeholder publication in April 2015.

## 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

OUR 2014 COMMITMENT	OUR UPDATE	STATUS
7. We will continue to improve and modernise the sustainable gas connections process.	Following our successful first commercial bio-methane gas to grid project in October 2013 in Doncaster, we have made several changes to our connection process based on the feedback that we received from stakeholders, internal and external, involved in this project. Changes include new technology and a revised gas sampling regime. We have also commissioned four further projects and will continue to capture the learning from each project to improve the process and service delivery. See page 9.	■
8. We will focus on innovation, facilitating new uses of gas sources.	Together with our partners, we have obtained funding to build a plant that demonstrates renewable gas production by thermal gasification of domestic and commercial waste. The project, due for completion by March 2017, could mean that by early next decade, a fleet of Bio-SNG (Synthetic Natural Gas) plants could be in operation, injecting large quantities of renewable natural gas into Britain's gas pipelines. We have also carried out extensive research into the use of CNG (Compressed Natural Gas) for large vehicles to establish if our gas network can support this development and the benefits it would bring. We continue to engage with Department of Energy & Climate Change and Department for Transport on this proposal. See page 10.	■
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.	We continue to assess the long-term options for the gas grid, looking at the impacts of bio-methane and other sources of gas, such as shale gas, into the gas network, as well as the role of gas in transport and power to gas technology. We are working with the other gas distribution networks to look more specifically at the gas distribution impact of different futures. See page 10.	■

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

### 2014/15 OUTCOME WE WILL DELIVER

## We will deliver value for money

OUR 2014 COMMITMENT	OUR UPDATE	STATUS
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.	We published our RIIO performance document on Talking Networks in September 2014. The document shares with our stakeholders our safety and reliability performance, as well as our customer and environmental outputs. We have continued to engage with shippers at the Distribution Charging Methodology Forum around the data required for transportation charging purposes and have now provided information in order for shippers to gain visibility of our charging changes. See page 11.	■
11. We will focus on our end-to-end processes, bringing improvements and efficiencies.	Responding to feedback from independent gas transporters and utility infrastructure providers, we have used Performance Excellence – a framework and set of tools used to improve efficiency and customer focus, and to reduce waste – to make changes to the process for responding to design queries by balancing our workload and resource. We have also made changes to our telephony system by holding review sessions to identify improvements that make it easier for our customers and stakeholders to contact us. See page 10.	■
12. We will work across our supply chain, including smaller organisations, and identify areas for collaboration.	We are in the process of implementing a new Supplier Contract Control Framework that covers the end-to-end contract management process and will include sourcing. We will work with our supply chain as this develops. We have also commenced a review of our mains replacement processes to bring improvements across the whole end-to-end process. See page 11.	■

KEY: ■ Solutions identified and plans developed ■ On target to complete per plan or complete

# We will... keep you safe, warm and be reliable

## CASE STUDY: COMMITMENT 1

### Helping our vulnerable customers

**YOU SAID...** Continue to work across the industry to help those customers who are in fuel poverty and vulnerability.

**WE DID...** We continue to lead the cross-industry off-gas grid working group, which is developing a database of off-gas grid properties, as well as helping to inform and shape government policy and develop fit for purpose solutions for those in fuel poverty. Through our community interest company, Affordable Warmth Solutions (AWS), we are trialling non-gas technologies, such as air source heat pumps (ASHP), to find alternative solutions where gas will not be economical to connect. Through AWS we are also contributing to a joint study with the Children's Society and National Energy Action (NEA) to study the effects of cold, damp homes on children and young adults, which will be completed by June 2015.

We are also leading an industry-wide Customer Safeguarding Working Group (CSWG) to support those in vulnerability. The aim of the group is to identify and provide a fair and tailored response to eligible customers through a coordinated industry approach. The group has three sub groups looking at Data, Shared Best Practice and Incidents & Severe Weather. Each group will report later in the year.



*'We've attended fresher fairs at eight universities raising awareness of CO'*

## CASE STUDY: COMMITMENT 2

### Awareness of CO

**YOU SAID...** Continue to increase awareness of carbon monoxide (CO).

**WE DID...** We've attended fresher fairs at eight universities raising awareness of CO to students. Our focus also included those students who will be living in private rented accommodation.

Working with Energy Networks Association (ENA) and the other gas distribution networks we have sponsored a 'home safety' comic book for schoolchildren, teaching them about general home safety and CO.

We jointly sponsored the Institute of Gas Engineers and Managers (IGEM) CO conference: Knowledge is Power.



This brought together a wide body of experts and participants, providing the opportunity to share experiences and research so that we can carry on the fight together to reduce the number of CO instances.

We have continued our pilot with Staffordshire Fire and Rescue Service. CO awareness has been provided to over 1,200 vulnerable customers through home safety visits and many were given CO alarms. We are hoping to roll this out in other 'hot spot' areas to provide CO awareness to many more vulnerable customers.

### Have your say

Tell us how you would further improve our service by filling in our Have Your Say questionnaire at

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





**CASE STUDY: COMMITMENT 3**

**i**  
 To see a video of the Camden trial of CISBOT, please visit <http://brws.it/cisbot>

# Innovation to minimise disruption

**YOU SAID...** Continue to operate a safe and reliable network, while minimising disruption to our customers.

**WE DID...** To help reduce the impact of our works, we recently carried out a trial of the Cast Iron Sealing Robot (CISBOT) within our London network. The robot can seal about 100 leaking joints from one excavation, significantly reducing the length of time required to carry out repairs in the street. We will continue to assess the capabilities of CISBOT, with the aim of using it across all our networks to repair pipes.

We are also investing in a replacement system that minimises excavations called a Tier One Replacement System (TORS). The overall objective for TORS is to renew a gas main within a street using just two excavations at each end of the road. TORS

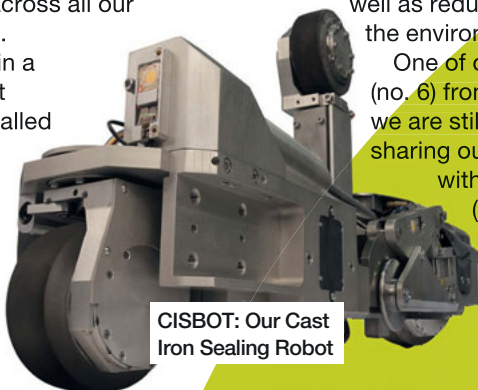
is currently in development and, if the technology proves to reduce the time and cost of jobs, as well as disruption, we will use this technology across our networks.

In addition to this we now treat our pipes using a spray called mono-ethylene-glycol (MEG), which is absorbed by the gas and reduces the rate at which gas leaks from the joints. We are looking to significantly increase the levels of MEG in our pipes to reduce the chance of leaks even further, in turn reducing the amount of disruption from roadworks, as well as reducing the impact on the environment.

One of our commitments (no. 6) from 2013/14 that we are still working on is sharing our long-term plans with local authorities (LAs) and highway authorities. In many areas we have developed our eight-year forecast; these

plans continue to evolve and we continue to liaise with LAs to update them on these changes. In areas where we haven't, we are currently developing the eight-year plans and will engage with all the LAs in due course.

*'The [CISBOT] robot can seal about 100 leaking joints from one excavation'*



CISBOT: Our Cast Iron Sealing Robot

# We will... deliver quality service

## CASE STUDY: COMMITMENT 4

### Working collaboratively

**YOU SAID...** Play our role in industry change while understanding the issues of others.

**WE DID...** We are working across the industry while understanding the issues of others. We host regular industry forum days, giving our stakeholders the opportunity to learn and input into changes within our business and the wider industry, covering topics such as transportation charges, changes to the contract between gas transporters and gas shippers, and the future role of gas.

We also hold stakeholder days so that our stakeholders can meet us, understand what we do, and for us to understand their

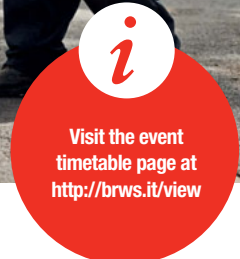
*It's important our stakeholders find it easy to do business with us'*

issues. It is important that our stakeholders find it easy to do business with us, and feel able to input into what we do.

Working with shippers, we are leading the next stage of Project Nexus (a major industry system change) so that there will be minimal impact to customers leading up to implementation. We are driving the changes required to the industry framework and working collaboratively with others to make this happen. In addition, we have been providing assistance to shippers, where advice is needed, to help shape modification changes to the industry contract between shippers and transporters. We are also working closely with Xoserve, the industry data holder, to reduce the number of consumers who are not contracted with a gas shipper or registered their property for using gas by c30% over one year. These consumers cost the industry millions of

pounds, which is passed on to legitimate customers.

Developing the distribution network's role and using data from smart technology were two of our outstanding commitments (no. 2 and no. 12). Smart metering continues to remain a focus and we have a dedicated project team working across the industry to ensure the roll-out happens as smoothly as possible for our customers and stakeholders. We have made changes to our systems to capture smart metering data for future workload planning and have been training our staff to ensure they know how to deal with smart meters.



## CASE STUDY: COMMITMENT 5

### Keeping our communities informed

**YOU SAID...** Provide timely communication about our street works.

**WE DID...** We recently trialled QR codes on the barriers around our street works in our London network. The QR code, when scanned with a smartphone, takes the viewer to [www.roadworks.org](http://www.roadworks.org) where they can find current information on the works. The trial, which saw a total of 1,693 hits during April to August 2014, provided us with valuable feedback on how well they were received and how we can make improvements to the QR code

signage. Feedback from the teams on site and our customers suggested that the QR codes could be more effective if they are made larger, and the roadworks sign be redesigned to combine both the QR code and information from the existing permit and courtesy boards.

We received positive feedback from senior authority officials, many suggesting that all utilities, and even their own major

works, should display a QR code, delivering consistency across the industry. We shared our knowledge and findings from the trial at the Low Carbon Networks & Innovation Conference in Aberdeen in October and at other industry events. The trial also provided us with constructive feedback on how we can make [www.roadworks.org](http://www.roadworks.org) more engaging and informative for our stakeholders, for example, providing a link to frequently





## CASE STUDY: COMMITMENT 6

### Acting on feedback

**YOU SAID...** Listen to our stakeholders and make improvements.

**WE DID...** Through our membership of Quality of Experience (QoE), an organisation that helps share best practice with customer-focused organisations, we have established a customer panel of 1,000 customers who have already used our services or been affected by our works. These customers have agreed to help us improve the services we provide and how we prioritise resources. Regular engagement will consist of face-to-face workshops, telephone surveys and online forums. Initially, we will use the panel's expertise to help make improvements to our gas mains replacement processes and customer communications, getting to the heart of what's important.

We are also looking for process improvements for our stakeholders, and working with our Transmission business and service provider, AMEC, we are in the final stages of providing a one-stop shop for LAs to contact us for their long-term strategic planning requests. This will enable LAs to gather information on our distribution and transmission businesses together.



asked questions and updates about why the teams are not currently on site. The trial also identified that we need to do more work to promote the QR codes to local stakeholders affected by the works as the best means of sharing up-to-date information locally.

# We will... safeguard future generations

## CASE STUDY: COMMITMENT 7

### Our bio-methane connections process

**YOU SAID...** Improve the customer experience in relation to our gas to grid connection process.

**WE DID...** Following the successful delivery of our first commercial bio-methane gas to grid project in October 2013 for Future Biogas at their Doncaster site, we have engaged with our internal and external stakeholders from this project. We have listened to their feedback to capture the valuable learning points so that we can improve the customer experience for others. Our improved process has embraced the changes our stakeholders requested regarding:

- the introduction of new technology, in the form of a single kiosk for their entry facility
- a revised gas sampling regime to enable gas to flow to grid at the earliest opportunity
- improving our assurance processes
- facilitating greater customer control with delivery of the overall project.

We have recently commissioned four further projects at Widnes, Chittering, Hibaldstow and Minworth and intend to continue to capture the learning from each project to improve our connection process and service delivery.

Our stakeholders have also told us that our process for connections to

the higher pressure system (Local Transmission System – LTS) needs improving and we recognise this.

Our project for Severn Trent Water at Minworth was our first LTS project and we will ensure that we build upon the experience gained. We have already started the journey to improve and have undertaken some preliminary discussions to ease the way.

We have two pilot LTS projects underway where our customer is using an external contractor to carry out the pipeline construction and connection to the LTS. As part of the pilot, we are enabling this to happen, subject to certain conditions being met. This gives our customers the control they want over the majority of the project.

We are committed to listening to our customers and driving improvements in the process, as well as looking at new ways of working. The success of connecting sustainable energy resources is key to continuing to provide the reliable gas supply, both now and in the future, and we remain dedicated to delivering on the promises we have made.



For more information  
about sustainable  
gas, visit  
<http://ngrid.com/1156tto>

*'By capturing [stakeholders'] feedback, we are improving the customer experience'*

Continued: We will... safeguard future generations

### CASE STUDY: COMMITMENT 8

## Innovation and new gas sources



**YOU SAID...** Look to innovation for new ways of working, while considering the environmental impact.

**WE DID...** Together with our partners, we have obtained funding to build a plant that demonstrates renewable gas production by thermal gasification of domestic and commercial waste. The project, started in April 2014 and due to complete at the end of March 2017, could mean that by early next decade, a fleet of Bio-Synthetic Natural Gas (Bio-SNG) plants could be in operation, injecting large quantities of renewable natural gas into Britain's gas pipelines.

We are also researching Compressed Natural Gas (CNG) and its potential

to be used as a fuel for vehicles; its combustion produces fewer undesirable gases than petrol and diesel. We have carried out extensive research looking at the possibilities of using our distribution network for fuelling CNG vehicles. In particular, we are looking at heavy goods vehicles (HGVs). Although relatively few in number, they account for around 20% of greenhouse gas emissions from road users.

We will continue to engage with the Department for Transport and Department of Energy & Climate Change and are developing a project to demonstrate the potential of CNG with a HGV manufacturer and a major retailer.

*'We have been investigating innovative new gas sources and developments'*

### CASE STUDY: COMMITMENT 9

## The future of gas

**YOU SAID...** Continue to tell the story of the future of gas.

**WE DID...** Following on from the research we led last year to understand the role of gas in a low-carbon economy, and published in our report Pathways for Decarbonising Heat, we continue to assess the long-term options for gas and the role that the gas network plays in facilitating this for our customers. We have continued to support the development of bio-methane, working with the Renewable Energy Association, Anaerobic Digestion & Biogas Association (ADBA) and others to evolve the market and look at different ways the network can operate. We are also exploring the impact that other sources of gas, such as shale,

could have on the network.

We are looking into how these technologies and others could interact to provide a low-carbon solution, eg bio-methane injecting into the distribution network and being taken away by CNG trucks for a lower carbon transport solution. This is a focus for future innovation work.

In addition, working with other Gas Distribution Networks, we are undertaking scenario analysis to see how the network may need to develop to adapt to changes in the supply and demand balance, including assessing how demand may change as a result of the roll-out of smart metering and how we might use further demand data. We will continue to work collaboratively to progress this work and influence the debate on the future of gas.

# We will...

### CASE STUDY: COMMITMENT 10



### CASE STUDY: COMMITMENT 11

## Creating improvements and efficiencies

**YOU SAID...** Identify areas to improve.

**WE DID...** Using our Performance Excellence techniques – a framework and set of tools to help improve our customer focus, efficiency and reduce waste – we have reviewed the service we provide to our Utility Infrastructure Providers (UIPs) and Independent Gas Transporters (IGTs). By improving our processes, we have been able to reduce the time we respond to design queries to three working days.

In addition, we have also held sessions to look at the improvements that we can make to our telephony system to make it easier for our UIP and IGT stakeholders to do business with us. The improvements that are currently being finalised for implementation include:

- changing the menu options at the beginning of the call to ensure that the

# provide value for money



To see our first year performance on Talking Networks, visit <http://bit.ly/1w9ViBD>



## Our first year RIIO performance

**YOU SAID...** Provide information on how we spend your money and our RIIO performance.

**WE DID...** In September we published our first year performance under the new RIIO price control on our Talking Networks website. This document shares with all our stakeholders our performance during the first year of RIIO and our impact on an average domestic gas bill. We will publish this document every year to share our performance with you.

This year, we have exceeded our target for our emergency service standards across all four of our networks. We have answered your emergency gas escape calls, provided advice and attended your property within the hour, all helping to keep you safe. We are also on track to meet our gas mains replacement targets. We scored 9/10 or above for our emergency customer satisfaction across all four networks, but we still have improvements to make in other

areas, particularly when we carry out gas mains replacement work, or when you ask us to make a new gas connection.

Our reliability stands at 99.999%, however, we still need to reduce the amount of interruptions we cause to the gas supply when carrying out planned repair work, and we have plans to improve our performance over the coming years. Reducing the impact on the environment is vital to maintaining sustainable gas distribution networks, and we are on track to deliver our environmental targets across the first RIIO year.

Working closely with shippers, who have asked for better information on how our transportation charges are calculated, at the Distribution Charging Methodology Forum (DCMF), we have shared our methodology for calculating these charges. This methodology, together with the development of the quarterly revenue report, provides a transparent view of the factors affecting our charges in current and future years.



- caller is directed to the appropriate team
- operatives' phone availability will increase to 75%, so it is easier to make contact with the same person – we will monitor this performance
  - additional training, call scripts and hand-outs that help us determine the best action to resolve common queries on the first call
  - a contact list for customers providing the relevant phone numbers and team to call, depending on the stage of the job.

### Have your say

Tell us how you would further improve our service by filling in our Have Your Say questionnaire at [www.surveymonkey.com/s/Nov14Haveyoursay](http://www.surveymonkey.com/s/Nov14Haveyoursay)



### CASE STUDY: COMMITMENT 12

## Working with our supply chain

**YOU SAID...** Work with our supply chain to focus on innovation and reduce cost.

**WE DID...** We are in the process of implementing a new Supplier Contract Control Framework that covers the end-to-end contract management process and will include sourcing. As part of this, we will be looking at the individual contract strategy for each procurement event and this will include how we engage with our

supply chain. The Framework will include allocating contract managers to supplier contracts and they will be accountable for monitoring contract performance, which will include performance of both suppliers and National Grid.

This Framework will provide opportunities to improve communication, for example, during Contract Review meetings, where things such as areas for innovation can be discussed, along with better resolution management of any issues.

## 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

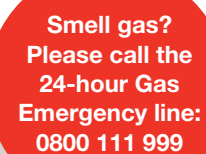
**Talking networks website:** [www.talkingnetworksngd.com](http://www.talkingnetworksngd.com)

**General Enquiries & Customer Support**

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

**Phone:** 0845 835 1111

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

A red circular callout containing white text.

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