

A photograph of a man and a woman in a meeting. The woman is in the foreground, seen from the side, gesturing with her hand. The man is in the background, looking towards her. The scene is brightly lit, likely by a window.

nationalgrid

# Customer Commitment

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Delivering on our actions

# Our commitment to our UK Transmission customers

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**What we do every day matters. Safety and reliability are at the core of our business, as we work to connect people to the energy they use.**

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**We are the backbone of the UK's energy industry, supporting the networks, and enabling energy to flow into homes, offices, schools and hospitals.**

## **Why we are implementing a UK Transmission Customer Commitment**

This is important to us all at National Grid and we're passionate about it. But having passion for something isn't always enough.

To continue being successful, we know that we need to operate differently. The world around us is changing, so we want to be part of that change and to help drive it.

Everyone in National Grid is working together to make sure that when you do business with us, you experience a flexible, 21st century utility that's in tune with your business needs as a customer. To spell out exactly what you can expect from us we've created a customer commitment for our UK Transmission business – and you can hold us accountable for delivering it.

From feedback that we have received we know that our customers are starting to experience the focus that we are putting on our customer service. We'll keep checking to make sure that we continue to improve your customer experience and deliver the levels of service you need from National Grid.



# Our Commitment

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**We will work closely with you to build a foundation for trust through open and honest relationships**

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**We will listen, understand your needs and expectations, and seek solutions that work for you**

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**We will help you understand our business so that we can work better together**

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**We will be accountable for delivering a clear and timely service**

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**We will seek and act upon your feedback.**

## **What will we deliver**

Our Customer Commitment sets out what you, as a customer, can expect from everyone in UK Transmission.

We have listened to feedback from our customers. You have told us that you are pleased with how we work with you, but we can do better.

We need to get the basics right and we need to make our processes more transparent, communicate more clearly and work more flexibly.

Here are some of the ways in which we're working to make things better.

“This document provides a high-level overview of Transmission’s customer strategy and provides guidance to the business in relation to the Customer Commitment which the business is expected to adopt and implement.”

### **Contacting us**

We need to make it easier for you to get in touch with us. So, if you are not sure who to speak to – or if you can’t reach your usual contact – we’ll make sure you know how to contact us.

### **Responding to your queries**

When you get in touch with us you expect a response. We already have agreements in place as part of our ongoing consultations process and operational commitments, so we will continue to work to those. In other cases, we commit to getting back to you within two working days following receipt of your query, with details of when you can expect a fuller response. We’ll also give you an update if there are any changes to the information we are planning to provide or if the timescales change.

### **Finding solutions for you**

We know that our business and the processes in operation across the energy sector can seem complex. We want to help you understand the areas that are relevant to you. We will ask questions about your particular needs and what matters to you, we will listen to what you tell us, and then, with an open mind, find a solution that works for you.

### **Explaining our decisions**

We want to develop open and honest relationships with you. We have a unique role within the UK energy sector and often have to balance many competing priorities. Sometimes, unfortunately, we are not in the position to say ‘yes’ to a request. So, if we say ‘no’, we’ll take the time to explain our business decisions to you.

### **Escalating any concerns**

Part of having an open and honest relationship involves listening to your concerns. So if the person you are dealing with can’t address your concerns, they will make sure it is passed to someone at a senior level who can.

If you are not happy with something, we will give the relevant part of our business the opportunity to put it right.

If you remain dissatisfied, you will be able to contact us by phone, by email or in writing through our complaint procedures.



“If you want to know more about our Transmission customer strategy, please go to: [www.nationalgrid.com/uktxcustomercommitment](http://www.nationalgrid.com/uktxcustomercommitment)”

# We're listening

**We'll keep checking to make sure that we're still doing what you need us to do. Our customer feedback programmes are ongoing, and we will also provide you with an online feedback process.**

If you want to know more about our Customer Commitment, or wish to speak with someone, please go to:  
[www.nationalgrid.com/uktxcustomercommitment](http://www.nationalgrid.com/uktxcustomercommitment)

We're on a journey towards a better way of doing things for you.

## Who to contact

For complaints relating to unlicensed High Voltage Maintenance, Spares Provision or other unlicensed services provided to a third party organisation with a contract with National Grid UK Energy Services (UKES), please contact your UKES Account Manager by phone, by email or in writing.

- Phone: 0800 783 9228
- Email: [ukes.unlicensed@uk.ngrid.com](mailto:ukes.unlicensed@uk.ngrid.com)
- By Post:  
UK Energy Services, National Grid House,  
Warwick Technology Park, Gallows Hill,  
Warwick CV34 6DA

Complaints relating to the location of National Grid's assets or land policies and associated publications or communications should be referred to our Land and Development department.

- Email:  
[ld.customercomments@uk.ngrid.com](mailto:ld.customercomments@uk.ngrid.com)
- By Post:  
Land & Development, National Grid House,  
Warwick Technology Park,  
Gallows Hill, Warwick CV34 6DA

If your complaint does not relate to the specified areas, you can contact our Customer Strategy team, by telephone, email or in writing.

- Phone: 01926 655986  
(Monday to Friday: 9am – 4pm)
- Email:  
[transmission.customerstrategy@uk.ngrid.com](mailto:transmission.customerstrategy@uk.ngrid.com)
- By Post:  
Diane Whilding, National Grid House,  
Transmission Customer Services,  
Gallows Hill, Warwick CV34 6DA



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