



Continue To Have Your Say



UK GAS DISTRIBUTION



April 2015

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

Phone: 01926 656 923

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

Talking networks website: www.talkingnetworksngd.com

General Enquiries & Customer Support

Email: 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 Continue to Have Your Say, which provides you with the opportunity to let us know what you think about how we engage and our service throughout the year.

We were delighted to receive more than 130 responses to our formal three-month consultation, Have Your Say, which we launched in November 2014. Thank you to all those that took the time to respond to the consultation, letting us know how we are doing and what our focus should be for the coming year.

In April 2015, on our Talking Networks website, we published Committing To You, which shares the results of the Have Your Say consultation, together with our new commitments based on the feedback that we received.

It is important to us to receive continual feedback from our stakeholders; this helps us plan ahead and get better at what we do. So please do get in touch with us throughout the year, your feedback and views can make a difference to the service we provide and what we focus on. This can be done by completing the survey in this document and posting it to us or online at our Talking Networks website at www.talkingnetworksngd.com

Emma FitzGerald,
Director – Gas Distribution

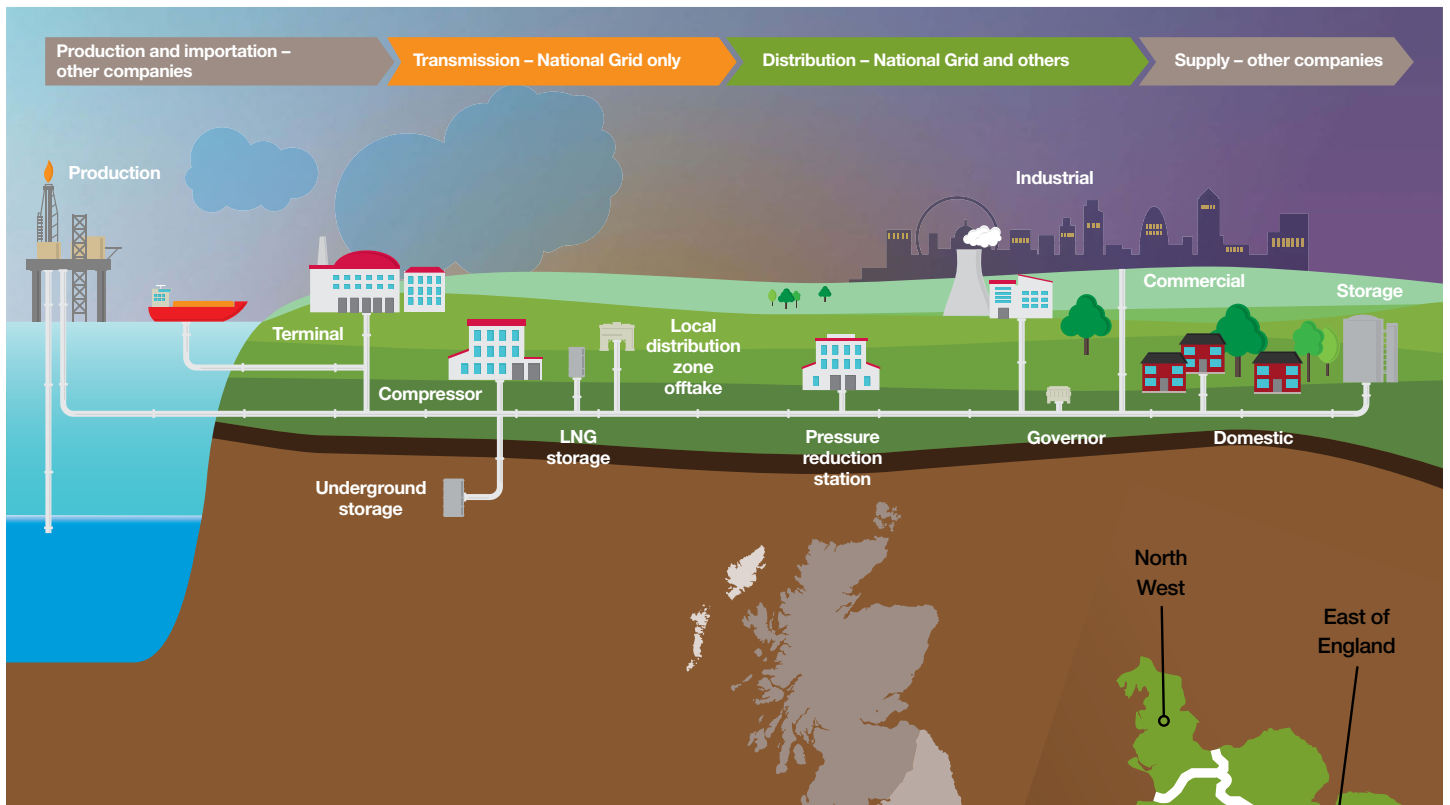
Our commitment to you

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) 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 eight years.

Our commitments for 2015/16

Our stakeholder commitments are based around our RII0 priorities, which were set with you in 2013 and will be in place until 2021, and the outcomes that you have told us you want us to deliver for the coming year. Our wide-ranging commitments will help us deliver and measure these outcomes. We provide an update on our commitments every November on our Talking Networks website.

Over the next page you will find our new commitments for 2015/16. These commitments were based on the feedback that we received from our three-month formal consultation Have Your Say, which closed in February 2015.

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

Our commitments for 2015/16

OUR OUTCOME We keep our communities safe and warm

NEW FOR 2015/16

WHAT YOU SAID:
Continue the work to help people stay safe from the dangers of carbon monoxide and also help those in vulnerability and fuel poverty. Improve the performance and coordination of streetworks, work safely and efficient management of traffic on site.

- OUR COMMITMENTS:**
1. We will continue to develop partnerships to raise awareness of the dangers of carbon monoxide to help change our customers' behaviour.
 2. We will innovate to provide additional services to our vulnerable and fuel-poor customers.
 3. We will work more closely with local and highway authorities to undertake our works safely, improve planning and coordination and deliver innovative solutions to minimise disruption.

OUR OUTCOME We are easy to do business with

NEW FOR 2015/16

WHAT YOU SAID:
Improve the process for accessing our asset data, making it quicker and more efficient. Continue to focus on the major changes that will impact the gas industry and look for improvements in our processes for non-standard jobs. Continue to listen to stakeholders, including our supply chain, and improve communication channels.

- OUR COMMITMENTS:**
4. We will work with our stakeholders to review our asset data service to identify improvements.
 5. We will continue to help shape industry change, working collaboratively to simplify processes that deliver positive outcomes for our customers.
 6. We will work with our customers to review the service we provide for our non-standard works, for example diversions.
 7. We will improve our communication and access channels.

OUR OUTCOME We're developing a future network

NEW FOR 2015/16

WHAT YOU SAID:
Continue to make changes to our bio-methane connection process to increase response times and customer service; focus on the future of our network for a low-carbon environment, making sure we have the right skills to do this.

- OUR COMMITMENTS:**
8. We will continue to improve the bio-methane process and innovate for new uses and gas sources.
 9. Through our people and our networks we will help shape the transition to a low-carbon future.

OUR OUTCOME We will deliver value for money

NEW FOR 2015/16

WHAT YOU SAID:
Continue to communicate our RIIO performance and maintain an efficient network.

- OUR COMMITMENTS:**
10. We will continue to share our RIIO performance annually with our stakeholders and operate a safe, reliable and efficient network.



Continue To Have Your Say

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)

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: brws.it/continuetohaveyoursay

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

For more information, register on our Talking Networks website:
www.talkingnetworksngd.com

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 ►



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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HOW WE'VE BEEN ENGAGING WITH YOU



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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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
Shareholders & Investors	Service Providers
Consumer Groups	Regional and Local Government, including Local and Highway Authorities and Public Services
Business-to-business Customers	Other Networks
Trade Bodies and Professional Institutions	General Public
Regulators and Industry Bodies (incl. health and safety)	

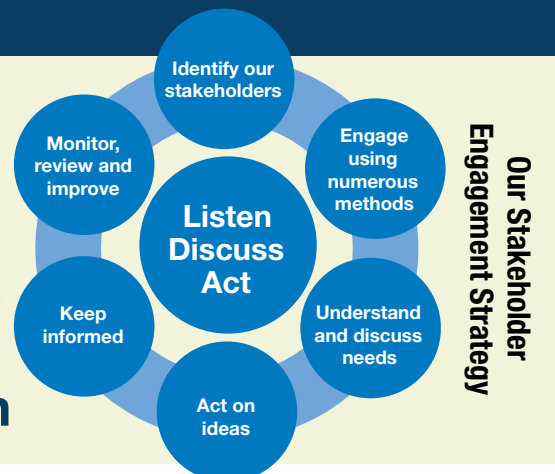
NEXT STEPS

We published our Committing To You document for 2015/16 in April. This document provides a summary of our findings from our November 2014 Have Your Say consultation together with our

new stakeholder commitments for 2015/16. 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





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