

nationalgrid



# Have Your Say

UK GAS DISTRIBUTION

November 2015

## Where are we in the process?

We consult with you annually to understand your priorities. We then make commitments for the year and let you know how we are acting on your feedback.



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



## 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 654828

**Write** Debbie Mitchell, National Grid, Block 2, Brick Kiln Street, Hinckley, Leicestershire LE10 0NA

**Talking Networks website** [talkingnetworksngd.com](http://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



Welcome to our fourth annual stakeholder consultation for 2016/17. We'd be delighted to hear from you, so please let us know how you think we are doing and how you would like to engage with us going forward. We are working hard to put you, our customers and stakeholders, at the

heart of what we do. To help us do this, it is really important for us to understand what you believe our priorities should be, where we should be focusing our resources, and what we should be leading and influencing on. You can do that by completing the questions in this booklet. All feedback that we receive is important to us and we promise to listen to what you tell us. We will share the results of the consultation, together with our new commitments, in our next stakeholder publication in March 2016. An update on the 10 commitments that we made last year from our previous consultation and the work that we have been doing to deliver these promises can be found at [brws.it/actingonyourideas](http://brws.it/actingonyourideas).

**Chris Train**  
Director – UK 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.

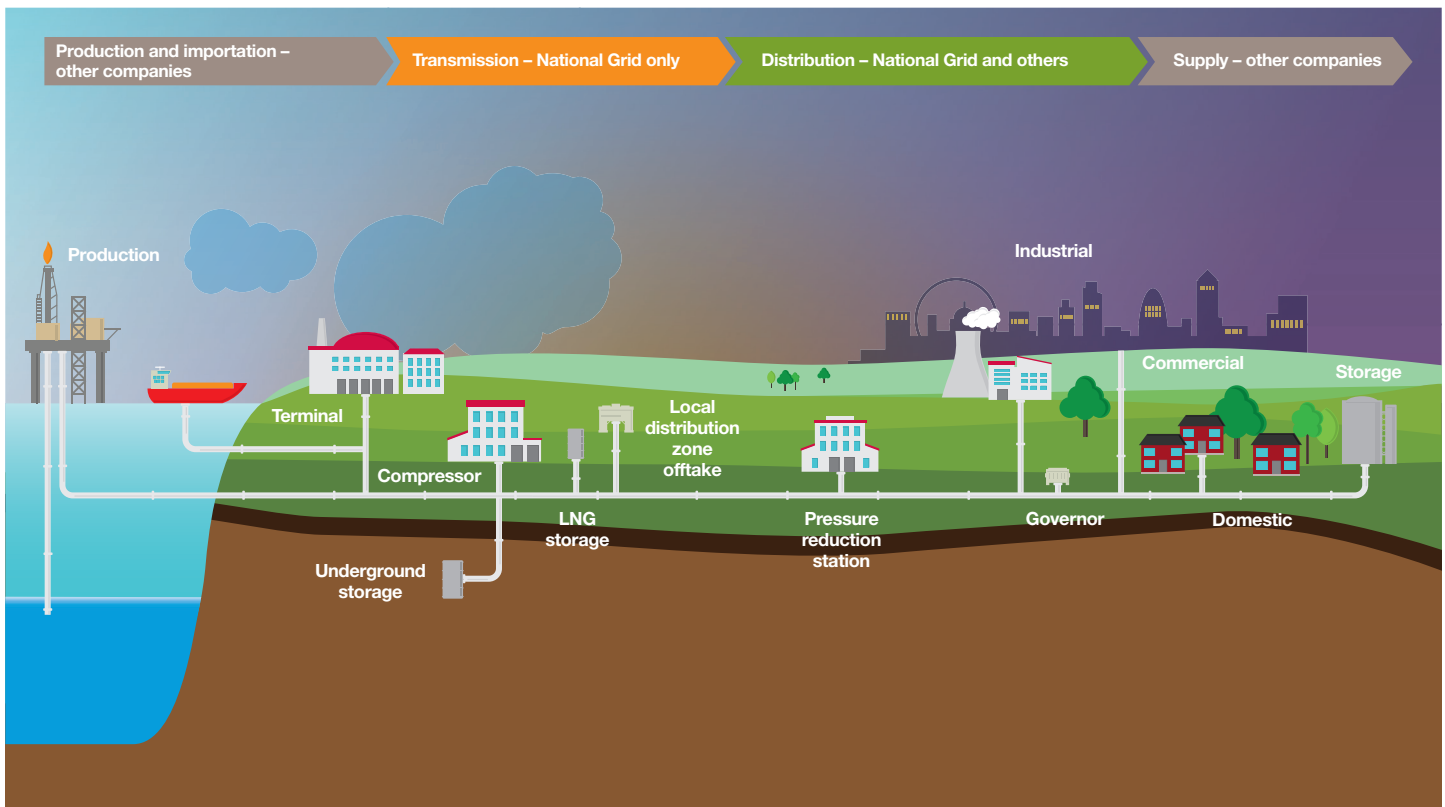
We set up Talking Networks ([talkingnetworksngd.com](http://talkingnetworksngd.com)) to do just that, so we can share how your views influence our decisions and offer an accessible communication channel for group and one-on-one discussions.

Talking Networks will keep to our engagement principles of acting with:

- Integrity
- Transparency
- Accountability
- Inclusivity



**Talking Networks**



## Who we are and what we do

Our gas distribution networks keep you safe while delivering a reliable service to 11 million homes, schools and businesses

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

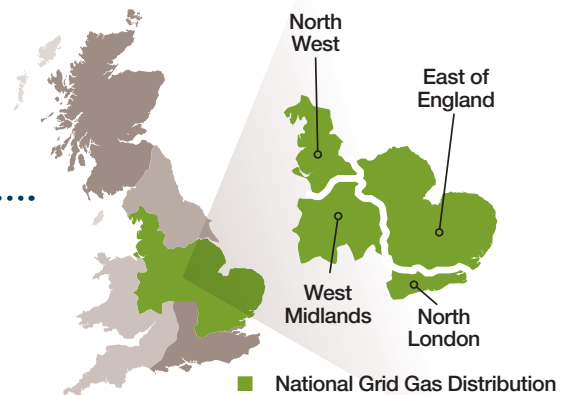
We own and operate four of the eight regional gas networks in the UK – the East of England, North London, North West and West Midlands – transporting gas to our customers through a network of pipes to around 11 million homes, businesses and schools through 131,000 kilometres

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 10 commitments 2015/16

We made 10 commitments in April 2015 to make the service that we deliver better for our customers and stakeholders. A key part of this was our formal three-month consultation, commencing November 2014, which gave all our stakeholders the opportunity to let us know how we are doing and what we should focus on for 2015/16.

We have been working since April to deliver these commitments and you can find out what we have been up to in our Acting On Your Ideas booklet [brws.it/actingonyourideas](http://brws.it/actingonyourideas).

You can see a summary of the promises that we made in April 2015 over the page. ▶



# Our 10 commitments for 2015/16

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

2015/16 OUTCOME WE WILL DELIVER

### We keep our communities safe and warm

YOUR FEEDBACK AND OUR COMMITMENTS

We should continue to help people stay safe from the dangers of carbon monoxide, help those in fuel poverty and vulnerability, and improve the performance of our streetworks, working safely and with efficient management of traffic.

1. We will continue to develop partnerships to raise awareness of the dangers of CO 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 RIIO PRIORITY: We will deliver quality service

2015/16 OUTCOME WE WILL DELIVER

### We are easy to do business with

YOUR FEEDBACK AND OUR COMMITMENTS

We should make the process for accessing our asset data quicker and more efficient, continue to focus on the major changes that will impact the gas industry, look for improvements in our non-standard work and continue to listen to our stakeholders, improving our communication channels.

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 RIIO PRIORITY: We will safeguard future generations

2015/16 OUTCOME WE WILL DELIVER

### We are developing a future network to connect you to your energy

YOUR FEEDBACK AND OUR COMMITMENTS

We should continue to make changes to our bio-methane connection process, look for new sources of sustainable gas and focus on the future of our network for a low-carbon environment.

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 RIIO PRIORITY: We will provide value for money

2015/16 OUTCOME WE WILL DELIVER

### We are delivering value for money

YOUR FEEDBACK AND OUR COMMITMENTS

We should continue to communicate our RIIO performance and maintain an efficient network.

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



## Acting On Your Ideas

Find out more about the work and projects we're doing to achieve our commitments by checking out our Acting On Your Ideas booklet on the Talking Networks website [talkingnetworksngd.com](http://talkingnetworksngd.com)

# It's time to have your say

Tell us how we can improve our services for stakeholders and customers so that we can put you at the heart of our business – your views can make a real difference



The closing date for providing your feedback is **FRIDAY 29 JANUARY 2016**



## 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?

- |                                  |                                    |   |
|----------------------------------|------------------------------------|---|
| <input type="checkbox"/> Daily   | <input type="checkbox"/> Quarterly | <input type="checkbox"/> Occasionally   |
| <input type="checkbox"/> Weekly  | <input type="checkbox"/> Yearly    | <input type="checkbox"/> Never          |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Regularly | <input type="checkbox"/> Not applicable |

Comments

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### 2 Do you feel that the engagement you took part in was a worthwhile use of your time?

- Yes       Sometimes       No (please specify below)       Not applicable

Comments

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### 3 Do you feel that you were listened to and had a chance to have your say?

- Yes       Sometimes       No (please specify below)       Not applicable

Comments

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

- Yes       Sometimes       No (please specify below)       Not applicable

Comments

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## How to respond

**Complete this form and send by post to** Debbie Mitchell, National Grid, Block 2, Brick Kiln Street, Hinckley, Leicestershire, LE10 0NA

**Email your feedback to** [talkingnetworks.distribution@nationalgrid.com](mailto:talkingnetworks.distribution@nationalgrid.com)

**Online at** [brws.it/haveyoursay](http://brws.it/haveyoursay)

**Phone** 01926 654828

**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** [talkingnetworksngd.com](http://talkingnetworksngd.com)

**TURN THE PAGE FOR MORE QUESTIONS ►**

## How are we doing?

**5** Do you feel that we have acted on your feedback or, if not, explained why we have not? (Our snapshot on page 4 gives an overview of what we have committed to for this year.)

- Yes, acted on feedback       No, but explained why not  
 Too early to say               Not applicable  
 No (please specify below)

Comments

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**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 relating to Talking Networks?

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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.)

- Face to face                       Workshops/focus groups  
 Email                                 Phone/teleconf  
 Web/webinar                       Formal presentation  
 All of the above                  Not applicable

Other

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## How we have 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?

- Yes, used and helpful  
 Yes, but needed to be improved (please specify how below)  
 No, not used

Comments

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## Our stakeholder groups

Customers & communities	Media
Employees & trade unions	Business-to-business customers
National government	Supply chain partners
Regional & local government, incl. local & highway authorities & public services	Trade bodies & professional institutions
Fuel poverty groups	Environment (incl. sustainability & renewables)
Skills & education	Service providers
Regulators & industry bodies (incl. health & safety)	Non-government organisations (NGOs) & think tanks
Energy groups	Shareholders & investors
Consumer groups	Other networks
	General public

**10** We have consulted with a broad range of individuals and groups, as shown above, but recognise these may change over time. Who else should we be consulting with?

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## Your priorities for 2016/17

**11** What would you like us to focus on?

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**12** 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) .....

.....

Which group from the stakeholder groups table do you belong to?

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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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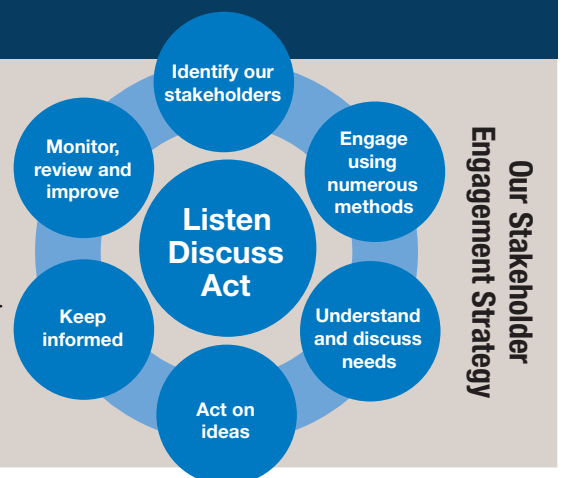
**Thank you for taking the time to complete this consultation**

## Next steps

We will be sharing the responses from this consultation and our new stakeholder commitments for the following year in our publication 'Committing To You For 2016/17'

in March 2016. We welcome all feedback about our business and the services we deliver throughout the year, so please get in touch at any time.

For more information and updates please register at [talkingnetworksngd.com](http://talkingnetworksngd.com)





**National Grid Gas plc Distribution**

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