

Appendix 3 – Introducing the Gas Customer Team

3.1 Our Gas Account Management Team

Our role is to effectively manage business relationships with all our gas industry customers and stakeholders through ownership of the overall customer experience.

We coordinate a consistent customer approach across all value streams and transportation operations.

We deliver customer intelligence and represent the voice of our customers within our business to help shape and inform key business decisions through a deeper understanding of your business requirements.

Our dedicated customer account management team will be your first point of contact:-

Kyla Berry
Gas Customer Manager
kyla.berry@nationalgrid.com

Tracy Phipps
Gas Customer Account Manager

James Abrahams
Gas Customer Account Manager

Teresa Thompson
Gas Customer Account Manager

Abby Hayles
Gas Customer Account Manager

Melissa Albrey
Gas Customer Account Manager

Appendix 3 – Introducing the Gas Customer Team

3.2 Our Gas Contract Management Team

Our role is to manage and deliver all commercial aspects of your connection, diversion and/or PARCA processes by understanding and developing solutions that meet your needs.

We deliver all commercial and contractual changes to distribution network offtake arrangements, associated framework changes, and manage the UNC customer lifecycle processes and obligations.

Our dedicated contract management team will manage your connection, diversions and all PARCA applications:-

Eddie Blackburn
Gas Contract Portfolio Manager
eddie.j.blackburn@nationalgrid.com

Andrea Godden
Gas Contracting Commercial Manager

Alex Curtis
Gas Connections Contract Manager

Belinda Agnew
Gas Connections Contract Manager

Claire Gumbley
Gas Connections Contract Manager

Louise McGoldrick
Gas Connections Contract Manager

Jeremy Tennant
Gas Connections Support Assistant

Gillian Culverwell
Gas Connections Contract Officer