

Our consultation results

what you've told us

Thank you to all those that participated and took the time to provide us with valuable feedback during our stakeholder consultation, '**Have Your Say**' that closed at that end of January.

We were delighted to receive **136 responses** from a **broad range** of stakeholders including local authorities, gas shippers, supply chain partners, shareholders and vulnerable groups. The consultation provided the opportunity to let us know how we are doing, how you would like to engage with us and what we should be focusing on for the coming year. We are pleased that the results, **have improved** from last year. There is always more that we can do and your feedback will drive our projects for the coming year.

We have taken all your feedback from the consultation and **identified some key themes**. These key themes will be built into our projects for 2016/17 to enable us to **act on your feedback**, to make changes to our business and **provide a better service**.

If you have any comments about the consultation, our stakeholder engagement or our next steps then please email: talkingnetworks.distribution@nationalgrid.com, we'd be delighted to hear from you.

Many thanks
Debbie Mitchell

How are we doing?

The first part of our consultation asked stakeholders how we are doing. We are pleased to say that for each question, our scores have improved from the previous year.



95% of stakeholders told us that they thought the engagement was a good use of their time. However, for some stakeholders, having the right contact details can be challenging on occasions.



100% of stakeholders told us that they thought they were treated fairly during the engagement. Several stakeholders commented that the engagement is polite and professional.

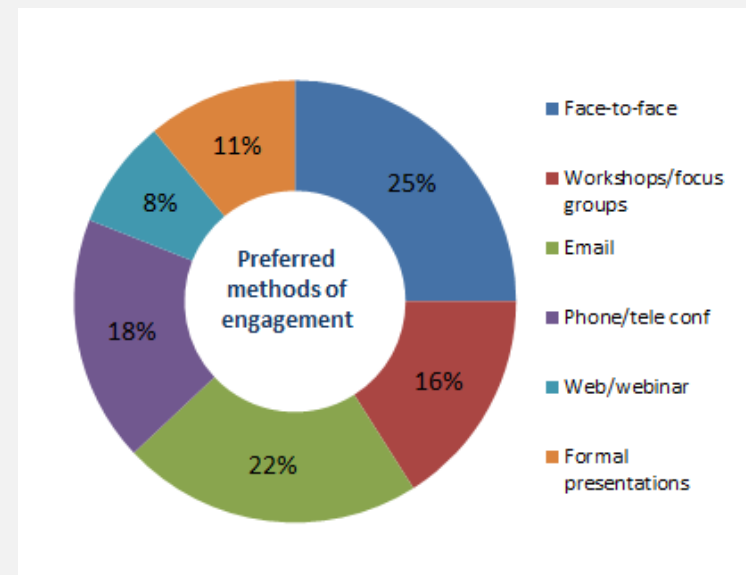


95% of stakeholders believed that they were listened to and had a chance to have their say during the engagement. Some stakeholders commented that dialogue is two-way and collaborative.



63% of stakeholders said that we acted on their feedback or explained why not with a further 22% saying it was too early to tell.

How would you like to engage with us?



The majority of our stakeholders who took part in the consultation have engaged with us before, many on a frequent basis. From the consultation you have told us that, similar to last year, using a variety of methods to engage with us is preferred. Face-to-face, workshops, email and telephone continue to be the most popular depending on the nature of engagement. The way in which we engage and communicate with all our customers and stakeholders is a fundamental part of providing the best customer service; this will continue to be our focus for 2016/17.

Our stakeholder groups

Every year, we review our stakeholder groups to ensure that we are engaging with a broad and inclusive range of stakeholders. Through our consultation we ask who else we should be engaging with. This helps us to review our existing segmentation and identify any new categories. This year we have added a new group, 'Vulnerable Groups' to include stakeholders like Royal Association for the Deaf, Language Line and other partners who we are working with to help our vulnerable customers and stakeholders. We now have 20 different stakeholder groups.

Customers and communities	Consumer Groups	Supply Chain Partners
National Government	Business-to-business customers	Environment (incl. sustainability and renewables)
Fuel Poverty Groups	Trade Bodies and Professional Institutions	Regional and Local Government including Local and Highway Authorities and Public Services
Vulnerable Groups	Regulators and Industry Bodies (incl. health & safety)	
Service Providers	Media	Other Networks
Energy Groups	NGOs' and Think Tanks	General Public
Shareholders and Investors	Employees and Trade Unions	Skills & Education

Our areas for focus for 2016/17

From the consultation, we received a diverse range of comments and feedback from the 136 responses. We have taken all your feedback and **identified some key themes.**

These key themes will be built into our projects for 2016/17 to enable us to **act on your feedback**, to make changes to our business and **provide a better service to you.** We will provide an update to you on the progress we are making towards delivering these projects in November 2016.

Our key themes from your feedback:

1. Improving the relationships we have with local and highway authorities
2. Right first time for customer service
3. Sale of Gas Distribution
4. Continuing our work for fuel poverty & vulnerable customers and stakeholders
5. Playing our part in industry change
6. The Future of Gas