



# Chapter 4

## Customer focus

Exceeding the expectations of our customers

Gas  
Transmission

nationalgrid

# 4. Customer focus

## Summary

Our strategy is to become an even more customer-focused business. We reflect this in our vision of 'exceeding the expectations of our customers'.

The largest customers for our gas transmission business are the gas distribution networks, shippers and connected customers. They pay us for the products and services we provide.

This chapter explains how we are listening and responding to customers in our day-to-day operations.

We are making changes to our RIIO-2 enhanced stakeholder engagement process to reflect the commitment we made during RIIO-1. We will continue and enhance this for RIIO-2.

We recognise that we need to put customers at the heart of our thinking for several reasons:

- Our customers are changing, becoming more diverse and expecting more.
- Our customers increasingly have a choice about how they use our services.
- Customers' success will financially secure our long-term future.
- Through our customers, a linkage is formed between our gas transmission services and the needs of gas consumers. This is important for the functioning of the competitive gas market because we have no direct relationship with domestic consumers.

*"We recognise that we need to put customers at the heart of our thinking."*

## Our customer principles

We use a set of principles to help us become the trusted energy partner for our customers:

**Figure 4.1: National Grid's customer principles**



**We are doing the right thing by finding a better way through listening to what our customers need...**

## How we're performing on customer focus

We interact with our customers in many ways. For example, our control room has daily contact with the parties taking gas on and off our system.

We hold regular Operational Forum meetings to discuss the issues affecting how the system operates and performs. We manage connection and change requests to the Unified Network Code. We also engage bilaterally with customers at different levels in the business.

We're working hard to improve the way we work with customers and we've put in place several initiatives to improve our customer engagement and customer service. These include:

- **Customer journey.** We have listened to connection customers. The goal is to understand their pain points and to gather views on the service we provide. In response, we have changed the way we work to improve customer experience at whatever stage they are at in their journey. We aim to provide a point of contact from initial enquiry through to being connected and to respond more quickly to queries.
- **Net Promoter Score** is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. We use this tool to understand how we can be more responsive to customer needs.
- We have **modernised our website** to make it more accessible and user-friendly. This includes a new online gas customers' connection portal.
- We've put in place and refined how we use **customer satisfaction** surveys. These surveys help us to understand how our customers rate the service they get from us. We have refined the process so that we target the surveys following key interactions with our customers. This will allow us to reflect and act on feedback in a timely way.

We've learned from the feedback and our customer service is getting better. This is reflected in our customer satisfaction rating which has increased from 7.2 at the start of RIIO-1 to 7.8 currently, in 2018/19. Our stakeholder satisfaction survey score has also gone up from 7.8 at the start of RIIO-1 to 8.0 currently, in 2018/19. But we're not complacent. We know that we can still do more to improve our customer focus.

*"We hold regular Operational Forum meetings to discuss the issues affecting how the system operates and performs."*

# 7.8

Our customer satisfaction rating has increased from 7.2 to 7.8.

# 8.0

Our stakeholder satisfaction score is now 8.0, up from 7.8.

### Where we're heading

We have made a long-term commitment to customer focus in our business. During RIIO-1 this has seen us progress towards our goal of being a customer-centric organisation. We will continue to build on this in RIIO-2. We will deliver on our customer principles and ensure that we focus on the customer in everything we do.

# How to use this document

## We want your feedback

### Who is this consultation aimed at?

We are interested in the views of all stakeholders who are impacted by what we do and shaping the future of gas transmission. This includes the views of gas consumers, government and regulatory bodies, energy industry professionals and members of the public.

### Tell us what you think

This consultation is open until 31 March 2019. You may give us feedback in the ways outlined below. We particularly seek your views in response to the specific questions we have posed. These are summarised on page 12. You may respond to all questions or just those relevant to your specific views.

## Ways to feed back:

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### Make notes

Throughout the document, we have provided space for you to read and make notes at the start of each chapter (opposite). You can then type up your notes and send them in an email or submit them online.



### Interactive pdf notes

Alternatively, we will be sending out editable pdf versions of this document with note fields for you to type directly into.

### Email

We have a dedicated email address specifically for your feedback to this document. We welcome your thoughts at:

**[jennifer.pemberton@nationalgrid.com](mailto:jennifer.pemberton@nationalgrid.com)**



Alternatively, you can put your thoughts in writing and send to: Jennifer Pemberton, National Grid House, Warwick Technology Park, Gallows Hill, Warwick. CV34 6DA.

### Online

You can go directly to the website and submit your comments [here](#).



**Please share  
your thoughts:**