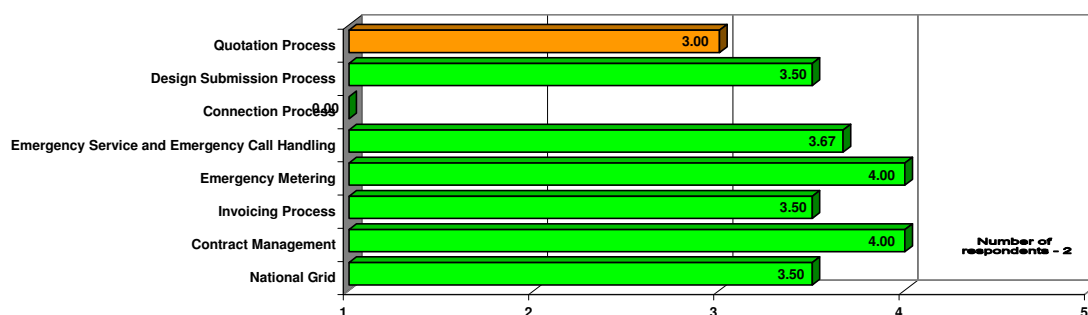


IGT Customer Satisfaction Survey Results

Period 1 (January 2011 - June 2011)

Executive Summary

IGT Customer Satisfaction Results - P1 2011



Key Feedback

Quotation Process

IGT Scores and Comments

The overall rating reduced to 3.00 this period from 4.00 in the last period.
No comments were received for this activity. One customer rated this category as neither.

National Grid Response and Actions

National Grid would welcome feedback from all of our IGT customers in future surveys.

Design Submission Process

IGT Scores and Comments

The overall rating reduced to 3.50 this period from 4.50 in P1 2010.
No comments were received for this activity. Two responses were received, one rated as neither and one as satisfactory.

National Grid Response and Actions

National Grid would welcome feedback from all of our IGT customers in future surveys.

Connection Process

IGT Scores and Comments

The customers who responded to this survey did not provide ratings for this category.
No comments were received for this activity.

National Grid Response and Actions

National Grid would welcome feedback from all of our IGT customers in future surveys.

Emergency Services and Emergency Call Handling

IGT Scores and Comments

The overall rating increased slightly to 3.67 from 3.58 in the last period.
The 48-hour fax notification does not always carry sufficient job information.
The fax notification is being received later than 48 hours.

National Grid Response and Actions

The whole of the dispatch process is currently being review. The comments that we have received had been taken on board and included into the new procedure documents. While it may take time to brief all the staff in the dispatch team due to shift patterns, customers should start to see improvements in the near future.

Emergency Metering

IGT Scores and Comments

The overall rating has increased to 4.00 this period from 3.50 in the last period.
No comments were received for this activity and the customer who scored this area gave satisfied rating.

National Grid Response and Actions

National Grid welcomes this rating and would welcome feedback from all of our IGT customers in future surveys.

Invoicing Process

IGT Scores and Comments

The overall rating has reduced to 3.50 this period from 4.00 in the last period.
A customer commented that in the event of a damage emergency, supporting information was not being provided in a timely manner.
Customers rated this category as satisfied or neither.

National Grid Response and Actions

Under the Gas Distribution Front Office (GDFO) programme, we are looking to improve the provision of data for all emergency jobs. As part of this, we are developing a report to capture details that were previously included on a blue job card, it is envisaged that this will be through electronic means and therefore speed of response should significantly improve. The report should be available later in the year, and in the mean time we will work with you to ensure the information arrives in a timely manner.

Contract Management

IGT Scores and Comments

The overall rating increased to 4.00 this period from 3.90 in P1 2010.
No comments were received for this activity and the customer who scored this area gave satisfied rating.

National Grid Response and Actions

National Grid welcomes this rating and will continue to work with our customers to improve our services. We would welcome feedback from all of our IGT customers in future surveys.

National Grid

IGT Scores and Comments

The overall rating this period remained at 3.50 the same as the last period.
Customer commented about the cost of National Grid's emergency services in comparison to other DN's.

National Grid Response and Actions

National Grid welcomes the feedback. However unfortunately we are unable to comment on other DN's prices. At our recent contracts negotiation meetings it was demonstrated that our costs are fully reflective of the work we carry out.