



## National Grid Gas Distribution Stakeholder Advisory Panel Wednesday 14<sup>th</sup> January 2015

### Meeting 7 - Notes and Actions

#### Panel Attendees

Mike Foster (Chair)  
Audrey Gallacher  
Neil Robertson  
Basil Towers  
Nick Terry  
Jeremy Nicholson  
Emma Fitzgerald  
Richard Court  
Ann Marie Ward  
Vicky Tolley

#### Facilitator

Michael Lapper

#### Guest Speakers

Stuart Donaldson  
Roseanne Thomas  
Christine Evans  
Mark Syers  
Phil Clarke  
Peter Abson

#### Apologies

George Mayhew

#### **Summary of Meeting/Key Minutes**

Panel meeting commenced with welcome & apologies given by Mike.

Richard gave a safety moment on winter weather and vehicle readiness.

Tracy provided a customer moment recalling a recent experience with Amazon customer services.

Given the time restraints to attend site visits in the afternoon, open actions were not discussed at this panel meeting, and will be picked up at the upcoming April panel meeting. The main focus points of the meeting were group discussions on;



- London Medium Pressure Mains Replacement Journey
  - Combining the use of with the as-laid drawings dating as far back as 1906 to plan replacement gas mains around the capital.
  - Able to reduce the actual pipe-laying from 28km to 21km, reducing disruption and customer bill impact.
  - Benefits of collaborative working with other utilities, e.g. lane rental cost waived. Example of recent Baker St works.
  - Sharing our 8 year plans, but challenge is providing our political stakeholders with enough warning of changing plans.
  - Use of live insertion trawler cameras, reducing unplanned events that impact upon our delivery.
- Performance Hubs and North London Customer Initiatives
  - Overview of Head of Network performance board
  - People-led initiatives to remove the everyday blockers from performance
  - Joining with WPD to look at what customers and stakeholders value
- Protecting Our Reputation and Influencing Government
  - Role of Corporate Affairs and how they support Gas Distribution and its ambition
  - Stakeholder segmentation around: interest groups; Westminster, devolved and Whitehall; think tanks and business organisations; and Local
  - Activities include: horizon scanning; position development; and policy briefs
- Stakeholder Consultation Update
  - Overview of current feedback (consultation still open).
  - A large increase on responses from last year, reflecting better engagement at local level and stakeholder groups responding. Some lower scores from these new groups currently being analysed
  - Panel members asked to reflect on appropriate commitments for stakeholders in advance of next meeting, when full feedback will be available.

Following the conclusion of the meeting, panel members were invited to attend a site visit at nearby medium pressure mains replacement works, accompanied by Stuart Donaldson and his team. Examples were provided of the additional complexities faced when on site in trying to replace old cast iron pipes, and the impact this can have on our customers and stakeholders.

## **Insights:**

A number of insights were captured throughout the session, these are as follows:

1. London Medium Pressure Mains Replacement Journey
  - a. How do we know whether stakeholder engagement is successful? Need to establish a baseline and measure against it. Make sure you view through customers/stakeholders eyes (in addition to own internal perspective)



- b. Measurement of success of engagement can be used to tell the story of what we do.
- c. NG can't create a good customer experience for replacement works, only a less negative experience. Make sure you tell the customer benefits and not just the impacts
- d. Tailor the message to stakeholders, the public will have more sympathy if we tell the story of what we do (rather than length of pipe to replace).
- e. Top areas to prioritise; Commuters, politicians and consumers.
- f. Social media can provide an instant feedback on how you're performing.
- g. Use of QR codes and roadworks.org, is only part of the awareness and engagement
- h. Reducing the actual pipe-laying to 21km, there is a good news story to tell – minimising disruption and keeping the cost of the bill down.
- i. Energy infrastructure is one of the biggest terrorist threats. The level of detail provided in our plans – when does this detail become sensitive? How do we engage with our security teams?
- 2. Performance Hubs and Customer Initiatives
  - j. Excellent examples of communicating what you want to communicate, but also need to understand what customers actually want. Do we fully understand why customer scores in London are different?
  - k. It's important to understand what customers and stakeholder value, it's important to take a baseline of where we are now.
  - l. Need to be clearer about distinction between customers and stakeholders in order to be better at telling our story and what we do.
  - m. A really sophisticated comms approach will only work if our customers want to be contacted.
  - n. More people are becoming tech savvy (over 40% increase in energy queries). Consider our accessibility, such as our front page. Web chat can often take the sting out of the social media complaints. Can be worth the investment, for people to then come to you.
- 3. Protecting our Reputation and Influencing Government
  - o. Seen by the panel as above average in industry for political engagement. Some areas for significant improvement such as playing a leadership role for wider industry, to play more of a facilitating role.
  - p. Think about how we use employees and unions as part of the political cycle.
  - q. When responding to consultations/papers use partners more to help support arguments. Provide lines of response to get consistent messaging from across industry parties.
- 4. Stakeholder Consultation Update
  - r. Panel asked to reflect on appropriate commitments for stakeholders in advance of consultation closure and analysis circulated prior to March panel meeting.
  - s. Commitment suggestion for safeguarding future generations, recruit and train local people. Benefits in terms of local engagement.



## Actions Log - New Actions:

Action reference	Action	By who	By When	Status
14_01_15_1	Understand the gaps within the social media response process within Gas Distribution. Feedback of 'As Is > Go To' to be provided at next panel meeting	VT	March 15	New
14_01_15_2	Neil to provide specific feedback to Peter Abson (Parliamentary Affairs) regarding his thoughts on areas for improvement	NR	Feedback to panel in March '15	New
14_01_15_3	Panel suggested it would be good to revisit Customer Journey and communications CSAT scoring (slide 18) in the near future	ML	Revisit by July '15	New
14_01_15_4	Questions raised around the level of detail in our mains replacement plans, and whether there are security concerns should they fall into the wrong hands. SD to engage with our security teams.	SD	March '15	New
14_01_15_5	Analysis of consultation responses to be sent to Panel prior to March 15 meeting for discussion around commitments	TH	Early March '15	New

## On-going Actions:

Action reference	Action	By who	By When	Status
25_10_13_7	Investigate and determine how we can identify which C-Sat questions our customers value more than others. One option could be to add a question to the survey to help to determine this. <b>Update – January 2015:</b> TH:	RC/TH	Final outcome for next panel meeting	On-going



	<p>Question change about to go live, Ofgem gave approval for requested question change.</p> <p><b>Update – October 2014:</b> RC: Awaiting outcome from Ofgem</p> <p><b>Update – July 2014:</b> Working with GDNs to submit collectively</p> <p><b>Update – April 2014:</b> progress update to be shared at next panel meeting in July 2014</p> <p><b>Update – January 2014:</b> Revised set of survey questions shared with Ofgem on 4th Feb, 4 additional questions - 3 based around demographics “age, gender, employment status &amp; 1 around what aspect of the service was most important to them. Covering letter also simplified.</p>			
29_04_14_3	Provide (02 contact details) to RC and TH	NT	Next panel meeting	On-going
29_04_14_4	Provide McDonalds contact details to RC and TH	BT	01/07/2014	On-going
08_07_14_1	Provide American bio-methane link to Richard	NR	Next panel meeting	On-going
08_10_14_1	RC to provide objective feedback regarding how the Advisory Panel are providing value to NG in helping deliver for our stakeholders	RC	Circulate by end of November	Open
08_10_14_2	Provide an update in 6 months’ time on multiple occupancy buildings E-pipe innovation project	RC	March ‘15	Open
08_10_14_3	NR to provide contact detail of Coventry Uni lecturer for Adnams bio methane story	NR	March ‘15	Open
08_10_14_5	Consider whether a specific comms in needed to domestic customers regarding our performance	RC	March ‘15	Open
08_10_14_6	Yorkshire Water are planning to revisit a previous study carried out regarding investment into utility companies (see previous action 25_10_13_11)	NR	March ‘15	Open



## Closed Actions:

Action reference	Action	By who	By When	Status
25_06_13_1	Issue slides to panel members	TH	With minutes	Complete
25_06_13_2	AG to confirm acceptance of role of deputy chair	TH	ASAP	Complete - accepted
25_06_13_3a	Circulate output from the session (incl 1 page vision	TH	With minutes	Complete
25_06_13_3b	& forward plan)		End July	
25_06_13_5	Circulate views of NGGD engagement	TH	With minutes	Complete
25_06_13_6	Biogs to be circulated to be updated/agreed by members	All	End July	Circulated – comments received at meeting
25_06_13_7	Propose dates for next 12 months meetings	TH	With minutes	Dates circulated
25_10_13_1	Biogs to be shared in the public domain (once Ann-Marie's, Neil's, Basil's have been amended) as per feedback at the meeting. <b>Update:</b> Biogs updated and uploaded onto Talking Networks	TH	09/12/2013	Closed
25_10_13_2	Collate our social media monitoring and incorporate findings into our sentiment analysis. To be presented at the next meeting <b>Update:</b> <u>Discussed as part of slide deck, Agenda item 6</u>	TH	In preparation for the next panel meeting	Closed
25_10_13_4	Determine our corporate communications strategy with regards to a “domestic energy bill”. Focus on the starting point of what the customer receives & how we spend our profit. Update to be discussed with panel at the next meeting.	RC/TH	In preparation for the next panel meeting	Closed





	<b><u>Update:</u></b> <u>Discussed as part of slide deck.</u> <u>Agenda item 4</u>			
25_10_13_8	Present our Stakeholder Strategy including timeframes for engagement at the next meeting <b><u>Update:</u></b> <u>Discussed as part of the slide deck.</u> <u>Agenda item 3</u>	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_1	Circulate customer satisfaction survey questions to panel members	SR	28/02/2014	Closed
25_10_13_3	Present an overview of our connections process <u>at the next meeting</u> , detailing the customer touch points and the different customer groups along with the initiatives (on-going & completed) devised to address stakeholder feedback.  <b><u>Update:</u></b> <u>Discussed at panel meeting in April 2014</u>	RC/TH	In preparation for the next panel meeting	Closed
25_10_13_5	Provide EDF contact details to TH to understand what they have done to move towards being a customer focussed organisation. <b><u>Update:</u></b> <u>Contact made with Selvin Roberts from EDF – awaiting contact name/details to discuss/progress.</u>	TH/SR	21/03/2014	Action to be progressed offline
25_10_13_6	Liaise with UKPN (Neil to provide contact to TH&RC) TH&RC to understand how they manage their customer relationships in relation to capacity charging  <b><u>Update:</u></b> <u>Contact made with Murdo Allan for UK Power Networks – awaiting contact name/details to discuss/progress</u>	TH/SR	21/03/2014	Action to be progressed offline
25_10_13_10	NR to liaise with TH around the “Challenging Groups” strand of a	NR/TH	21/03/2014	Closed



	National Grid led group which TH needs more background info on. Update April 2014; NG contact name provided to TH. To be progressed offline			
24_02_14_2	Discuss ambition/outcome context metrics at the next panel meeting on the 29 <sup>th</sup> April 2014. <b>Update:</b> Discussed at April 2014 meeting	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_3	Discuss our street works initiatives at the next panel meeting on the 29 <sup>th</sup> April 2014. <b>Update:</b> Discussed at April 2014 meeting	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_5	2014-15 work plan to be created and reviewed by panel at the next panel meeting on the 29 <sup>th</sup> April 2014. <b>Update:</b> Work plan discussed and agreed April 2014	SR	In preparation for the next panel meeting	Closed
25_06_13_4	Contact to be made with panel members prior to meetings (2 weeks in advance) to determine any hot topics/deep dives to be discussed at the upcoming meeting	MF	2 weeks prior to meetings	Business as usual
25_10_13_9	Produce a leadership "At a Glance" update for Emma Fitzgerald detailing the key insights from this meeting, output to be fed into the Exec. <b>Update:</b> <u>DEC slides to be produced and presented to DEC following each panel meeting covering insights from each panel meeting</u>	RC/TH	After each panel meeting	Business as usual
25_10_13_12	Circulate minutes & actions once agreed with Mike Foster	SR	After each panel meeting	Business as usual
29_04_14_1	Updated 2014-15 work plan to be circulated to panel members. <b>Update 24/06/14:</b> Work plan updated and circulated to panel	SR	24/06/2014	Completed
29_04_14_2	Provide OFCOM (Emergency Service) contact details to RC and	AG	01/07/2014	Completed





	TH. <b>Update 24/06/14:</b> AG provided contact details to SR (details forwarded onto TH)			
24_02_14_4	Discuss the outputs of our employee opinion survey at the next panel meeting on the 8th July 2014 subject to results being released by this date	RC/TH	In preparation for the next panel meeting	complete
24_02_14_6	Produce a separate panel report covering panel insights, challenge areas and our progress made in light of this feedback. Panel Chair to arrange and lead this session and compile the annual panel report. This report will be shared & discussed at the next panel meeting on the 8th July 2014	MF/BT/NR/NT/AG JN	In preparation for the next panel meeting	complete
29_04_14_5	Bio-methane activities to be discussed at panel meeting in July 2014	RC and TH	8/07/2014	Complete
29_04_14_7	Discuss and share how Corporate Affairs supports Gas Distribution to help achieve its stakeholder ambition. <b>Update October 14:</b> Corp Affairs reorganising with Bus Account Managers in each area to support	GM	8/07/2014	Complete
29_04_14_6	Consumer Futures and Gas Safe to be added as members of the NGGD led Vulnerable Customer Working Group. TH to pass contact details onto group chair Update: Invite to next meeting	TH	8/07/2014	Closed
25_10_13_11	NR to provide a steer/share the outputs of a study that Yorkshire Water carried out regarding a £1 investment into a utility company to RC & TH. It was also noted that Standard Chartered has also done something similar in this space. Update: United Utilities have added some good info onto their web site	NR	21/03/2014	Closed



	<p>around explaining where their customers money goes, not a case study as such but good info nevertheless</p> <p><a href="http://www.unitedutilities.com/value-for-money.aspx">http://www.unitedutilities.com/value-for-money.aspx</a></p>			
08_10_14_4	<p>TH to share timetable of communicating our commitments and to give panel sight of our feedback and Committing To You document, so panel can sense check we are on the right lines</p> <p>Update – January 2015 – TH shared latest consultation comments with panel. Panel asked to reflect and provide suggestions on commitments prior to next panel meeting.</p>	TH	Jan '15	Closed