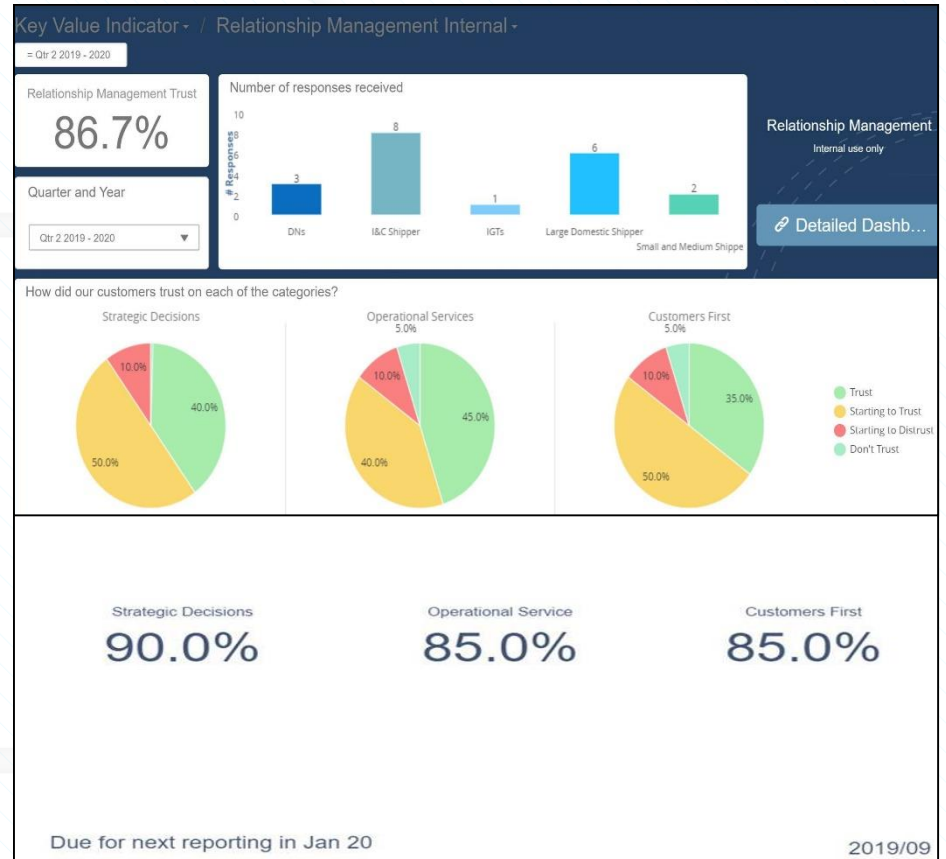


Customer KVI: Relationship Management - Sept 2019

- **Overall Trust is up = 86.7%** (up from 84.8% previous quarter)
- **Strategic Decisions = 90%** (up from 81.9%)
- **Operational Services = 85%** (up from 84.9%)
- **Customers First = 85%** (slight drop from 87.9%)

Response Trends:

- **20 responses received** (x responses received previous quarter)
 - Large Shippers = 6
 - I&C Shippers = 8
 - Small & Medium Shippers = 2
 - Distribution Networks = 3
 - IGTs = 1
 - National Grid = no responses



Key Themes

Key Pain Points called out:

- Quality of reporting
- Reactive not proactive when considering customer needs within change process
- Continuous operational issues including defects & communications

Key Likes:

- Relationship with Advocates and engagement
- Greater understanding of customer needs
- “Following up on actions” (keeping our promises!)
- Improvements in service delivery
- MOD700 workshop and recommendations

Actions taken

- Improvements to the Shipper Performance Pack :
 - Glossary has been rewritten as a user guide and is more user friendly
 - Shipper Pack is now aligned to Performance Assurance Committee (PAC)
- Feedback shared with Change Journey Improvement project who are currently identifying improvement opportunities
- Feedback taken into account and changes made to the approach when communicating issues.