

Meet the Teams

Transmission Electricity Customer Service Team

nationalgrid

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I would like to take this opportunity to introduce the Electricity Customer Service Team and to let you know our plans over the coming year to improve your experience with National Grid.

Every 6 months we conduct customer research with a sample of our existing customer base using a third party customer research company. We know from this output that that we could improve our responses to your individual queries and that you value the effective relationship provided by your Customer Account Managers.

During the first half of 2013, we have conducted a transmission wide structure review and reaffirmed our structure into the following 4 teams:

- **Onshore England & Wales Team**
- **Scottish Team**
- **Offshore GB Team**
- **Compliance and Notifications Team**

This structure brings together customers with similar needs and requirements to allow us to provide an increased focus to deliver what you need.

During 2013/2014 our objectives include:

- Consistent application, practice and continual improvement of the Customer Journey and Relationship Mapping process.
- Develop our mechanisms to encourage voluntary feedback by encouraging our team to capture informal complaints, compliments and suggestions in order to build into future design and service delivery.
- Have established framework for managing customer feedback in order to achieve incentive requirements set out by Ofgem.
- Improve our customer experience and advance performance in line with business objectives.
- Continue to embrace the Customer Strategy program and make the cultural changes required to be a fully customer focused company.
- Deliver on Customer Commitment by continuing to deliver against each of the five Customer Commitment statements on a consistent basis.

Your opinion is important, therefore I would welcome your feedback on any interaction you have with my team. Please contact me, Julian Leslie, Electricity Customer Manager or one of my four team managers.



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