Committed to our customers and the future of energy

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National Grid is one of the world’s largest investor owned utilities, with more than 7 million gas and electricity customers in the US and 22,000 employees in the US and UK.

- Investing in our infrastructure to create safer, more reliable and resilient energy systems
- Strive to create affordable, sustainable and cleaner energy solutions for the future

Our people – safe workplace, supported development

Our customers – easy experience, affordable energy

Our communities – strong economies, sustainable environments
In Downstate NY, we have a long tradition of providing natural gas service in Brooklyn, Staten Island, Long Island and parts of Queens.
Investing $3bn in our downstate NY natural gas networks

- Major gas infrastructure projects
  - Metropolitan Reliability in Brooklyn
  - Northwest Nassau on Long Island
  - Northeast supply enhancement project
- LNG plant upgrades in Greenpoint and Holtsville
- Storm-hardening work in flood-prone areas
- Robotic technology (CISBOT)
- New state-of-the-art Gas control Center
- Energy Affordability (EAP)
How we serve our customers and communities

- Economic development programs - $4,000,000
- Energy efficiency programs – $20 million in energy efficiency services and incentives to save more than 4 million therms per year.
- Neighborhood expansion – expanding opportunities for future customers to convert to natural gas heating
- Employee volunteerism – Power to Serve
- Community sponsorships – We actively support a wide variety of charitable, educational and cultural organizations
- Workforce development – Developing the next generation of engineers and gas utility workers
Primary Functions

- Customer account management
- Government and stakeholder relations
- Storm and emergency response
- Community engagement
Customer and Community Management (CCM) is the local face of National Grid, providing the direct connection between customer and community priorities and our company. We develop, grow and leverage relationships with major customers, stakeholders, influencers, community leaders, and elected officials. We enhance National Grid’s reputation by providing a positive customer experience and energy solutions through doing the right thing and finding a better way.
Account Management
National Grid

- Divided into three jurisdictions throughout our U.S. Territory
  - MA, RI, and NY

- New York is divided into four jurisdiction
  - Albany, Buffalo, Syracuse and Down State New York

- DNY further divided into two separate operating companies
  - New York (Brooklyn, Queens, Staten Island)
  - Long Island (Nassau and Suffolk Counties)

- On Long Island organized and managed by segments: ability to develop expertise
  - Malls, hospitals, business services, real estate developers, colleges & universities, public schools, manufacturer/industrial, local state and federal government and power plants

- Represents close to $ 50 million in revenue per year
Downstate New York
Customer & Community Management (CCM) & Government Relations (GR)

President
National Grid, New York

Vice President
New York

Director
Downstate New York

Community Coordinator
Downstate New York

Manager
Queens
NYC Agencies

Manager
Staten Island

Manager
Suffolk County

Manager
Nassau County

Manager
Brooklyn

Manager
NYC Agencies

Manager
Suffolk County

Manager
Nassau County

Manager
Long Island LI / CCM

Manager
Suffolk County

Manager
Nassau County

Manager
New York City Agencies

Manager
New York City

Representative
NYC / CCM
Our industry is in major transformation, as is our customers' expectations of a utility

- Fast, seamless delivery of power
- Simplicity, assurance, and to feel in control

- Constantly building, expanding, renovating, investing
- Navigate customers through the gas growth process
- Connect customers to innovative energy and economic development solutions
- Effectively communicate our programs and drive opportunities
- Customers look to National Grid as the energy experts that can provide advice and recommendations for their facility needs
CCM
On a blue sky day....

- Account maintenance and operations
- Applications
- Billing
- Complex construction
- Contractor oversight
- Conversions
- Corporate Citizenship
- Creative Services
- Credit & collections
- Customer meter services
- Customer order fulfillment
- Cut offs
- Demos
- Dispatch
- Economic Development
- Emergency planning
- Energy Efficiency
- Energy procurement
- Engineering
- Environmental
- Estimating

- Event marketing
- Finance / accounting
- Gas control and operations
- Gas field operations
- Gas growth
- Gas leaks
- Gas main replacements
- Gas pricing
- Gas sales and gas sales support
- Gas supply planning and marketing
- Instrumentation and regulation
- Legal
- Long term planning
- Loss of pressure
- LPCs
- Mandated integrity
- Maps and records
- Media Relations
- Metering
- Misapplied funds
- New energy solutions

- New technologies
- Non-Utility billing
- Performance and strategy
- Pipeline safety and public awareness
- Process excellence
- Project management
- Rate cases
- Rate classes
- Rate increases
- Regulatory
- Resource planning
- Safety
- Scheduled and unscheduled interruptions
- Softs offs
- Sponsorships and donations
- Tariffs
- Temperature controlled and interruptible accounts
- Treasury
- Usage
CCM
Customer Account Management

- All of these interactions with National Grid have the potential to be a positive or negative experience
- Negative messages are difficult to convey, our strong relationships and open lines of direct communication, helps to make these messages easier to deliver and understand

- What can I do to drive customer satisfaction?
- How do I leverage my role to focus the resources of the company on customer engagement and satisfaction?
- How can I fit into these larger processes that directly affect our customers?
My customers trust / rely on me as a partner that delivers transparent communications with realistic expectation in a timely manner

- Listen
- Set realistic expectations, honest
- Communicate effectively, accurately and professionally
- Think strategically
- Look thru customer lens
- Follow thru and persistence
- Understand strategy and process
- Damage control
- Demonstrate "meaningful gestures"
- Accountability
- Sensitivity

Know your customers and communities – understand their needs, priorities and provide solutions
Community Liaison – communications with stakeholders is one of the most important roles during a storm

Main point of contact between Company, government officials, our customers and the community

Monitor and communicate progress made in regard to restoration

Fully available for the customer during critical periods
Provide communities/customers with advance public notification of disruptions and scheduled construction work helps to positively manage our reputation.

Leading with safety - National Grid employee volunteers visit schools to educate students about the importance of natural gas safety.
CCM
Community Engagement

- Northwest Nassau and Metropolitan Reliability Infrastructure Community Outreach
- Challenging Construction & Municipal Issues
  - Overnight work, some affluent areas, residential and commercial customers, high traffic area, noise issues…
  - Outreach meetings to towns, villages, community and elected officials prior to and during entire project
  - CCM door to door outreach to affected customers and residents; answer questions, capture concerns
  - Weekly internal meetings with team to discuss updates on the scope of project, issues etc.
- Throughout all phases of the project, work together with customers, communities, municipalities and elected officials to minimize disruption to homes or businesses
Customer Satisfaction
Rate filings with our regulators are at the core of our industry

Leverage relationships with stakeholders

We conducted extensive outreach to educate stakeholders about our need for rate relief and to receive feedback on their priorities and expectations of us

More than 300 individual outreach meetings held with our customers, various state agencies, local governments, school districts, hospitals, economic and community partners and elected officials throughout KEDNY and KEDLI’s service territories

Feedback from customers and community partners helped guide the development of our filings

Extremely positive results – 2017 rate filing unanimously approved with the PSC.

Worked incredibly well in DNY, modeled in other territories
A Successful account manager...

- Genuine advocate for the “voice of the customer”
  - Manages customer expectations
  - Understands the impact to the customer
  - Education leads to long term happy customers
  - Honest and transparent
  - Follows Up
  - Truly cares about their customers
  - Has a strong internal network, builds relationships and makes connections
    - Understands the end to end process and anticipates potential problems

- If your stakeholders trust you and frankly like you, they are more easily going to listen to your message and make an honest effort to understand
Key to success:
Our partnerships on Long Island