

Garden House

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14 November 2002

Dear Landowner,

I am writing to landowners and occupiers on the Lackenby - Picton - Shipton National Grid lines (at least those whose addresses we have). If any have been omitted please let me know.

It is rather urgent in view of the High Court hearing on December 3rd of NG's application for an injunction against a landowner, Rosalind Craven, of Huby. She has refused access while NG declines to answer her questions about constitutional and human rights. Of course, this will not involve you in the court proceedings.

It would be helpful if you could complete and return the enclosed questionnaire in the enclosed stamped addressed envelope as soon as possible.

I would be grateful for responses from grantors in any position, whether with voluntary wayleave or easement or with compulsory wayleave or underground cable, in order to get a balanced picture of National Grid.

Please be objective, fair and balanced, as we want valid information. The returns will be confidential. That is, you will not be publicly identified and results will be statistical. There is a space for your name on the form, not for disclosure but in order to examine any trends by location and if appropriate to follow up with you for clarification.

Perhaps you leave negotiations in the hands of your land agent. However it would still be helpful to know your views and how satisfied you are with the outcomes.

If you have any further comments, please feel free to add them, but it is important to get the returns back quickly.

With thanks for your co-operation,

Yours sincerely,

Mike O'Carroll
Chairman of Revolt

Grid line satisfaction survey, November 2002

returned by landowner / occupier name:

address:

Please tick the box to score each item in the table. If you have no opinion leave it blank.

[1] = very dissatisfied, leaving a feeling of grievance

[2] = dissatisfied, but content to put up with it

[3] = satisfied, received a professional service

[4] = very satisfied, received better than normal professional treatment

If you can give examples or comments, please do so on the back of the sheet.

Questions on dealing with National Grid	[1]	[2]	[3]	[4]
Has information generally been clearly and fully communicated and questions answered by NG?				
Did you feel fairly informed and able to negotiate without disadvantage or foregone conclusion?				
Were you able to get firm written offers from NG on points negotiated?				
Does the compensation offered seem clear and fair?				
Have points agreed verbally been honoured by NG in good time?				
Has the attitude and conduct of personnel on the project been satisfactory?				
How satisfied are you in general with NG compared with other companies or utilities?				

Have you noticed any change in NG performance over the years, and if so are they getting better or worse?

Have any particular staff or contractors shown either commendable or unsatisfactory attitude or conduct?
Please give names and examples if so.

Finally, has NG ever surveyed your opinion on customer satisfaction?