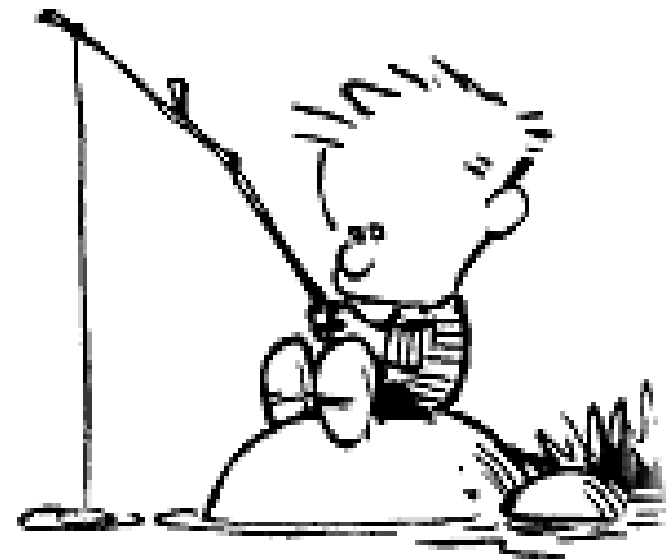


Customer Service and Efficiency Programme

Claire Kane, Customer Relations Manager,
EirGrid

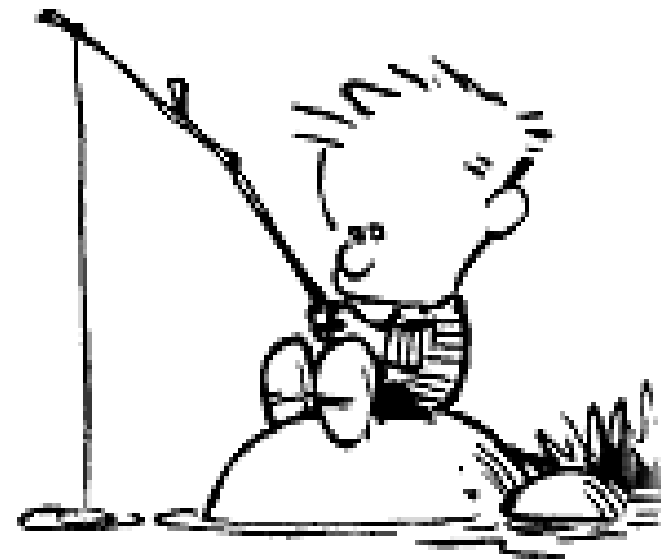
EirGrid Group Customer Conference 2009

“Know what's weird?
Day by day, nothing
seems to change, but
pretty soon...
everything's different.”



Everything's different

- Gate 3
- GRID25
- SONI
- Customer Service and Efficiency Programme (CSEP)



EirGrid's Objectives

We want EirGrid to

- be a great company to do business with
- deliver high quality customer service
- be a World Class TSO
- implement “best in class” processes and procedures

Voice of our Customers ...

Channels

We are informed by you through our ...

- Customer Surveys
- Annual Conference
- Ongoing Relations



Key Messages

Need for Re-Alignment ...

- Communications
- Processes
- Relationships
- Queries

Customer Service and Efficiency Programme

Dear Customer,

... Ongoing commitment to maintaining high standards of service to our customers

... Customer service-focused process improvement initiative

... Identify critical areas for improvement and implement appropriate changes ..

Dermot Byrne, Chief Executive, EirGrid ...

Our Customer Service & Efficiency Programme...

EirGrid TSO

**EirGrid's
Objectives**



**Voice of
Our
Customers**



1. The Outage Process
2. Connection Offer Process
3. Management of Projects through Construction and Energisation
4. The Operational Certification Process
5. Customer Relationship Management
6. Query Management

Our Customer Service & Efficiency Programme...

EirGrid TSO

EirGrid's
Objectives

Voice of
Our
Customers

- **The Outage Process**
- Connection Offer Process
- Management of Projects through Construction and Energisation
- The Operational Certification Process
- Customer Relationship Management
- Query Management

Our Customer Service & Efficiency Programme...

EirGrid TSO

**EirGrid's
Objectives**



**Voice of
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Customers**



- The Outage Process
- **Connection Offer Process**
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Our Customer Service & Efficiency Programme...

EirGrid TSO

EirGrid's
Objectives



Voice of
Our
Customers



- The Outage Process
- Connection Offer Process
- **Management of Projects through Construction and Energisation**
- The Operational Certification Process
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- Query Management

Our Customer Service & Efficiency Programme...

EirGrid TSO

**EirGrid's
Objectives**



**Voice of
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- The Outage Process
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Our Customer Service & Efficiency Programme...

EirGrid TSO

**EirGrid's
Objectives**

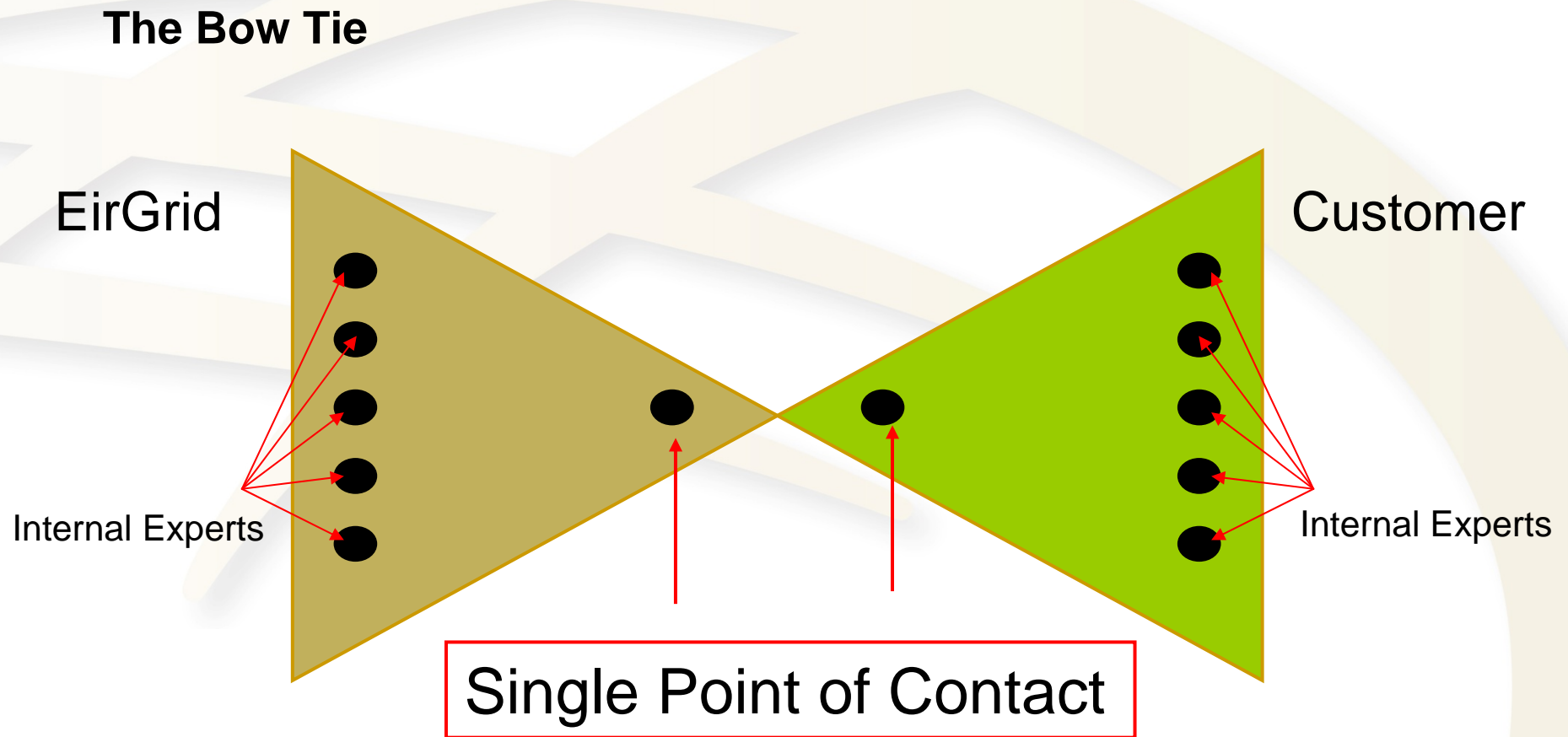


**Voice of
Our
Customers**

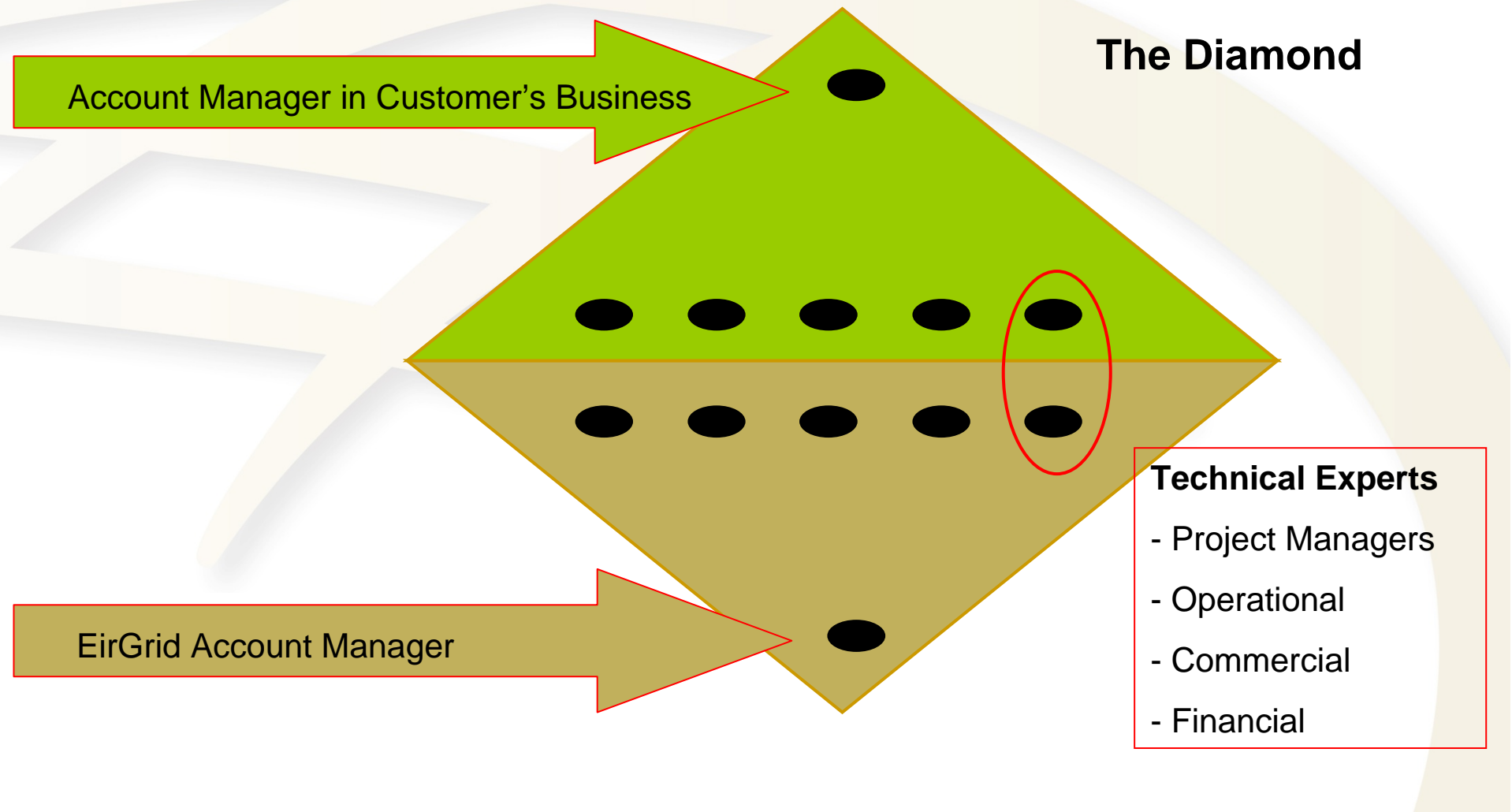


- The Outage Process
- Connection Offer Process
- Management of Projects through Construction and Energisation
- The Operational Certification Process
- **Customer Relationship Management**
- Query Management

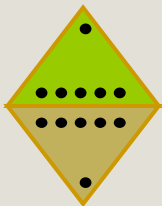
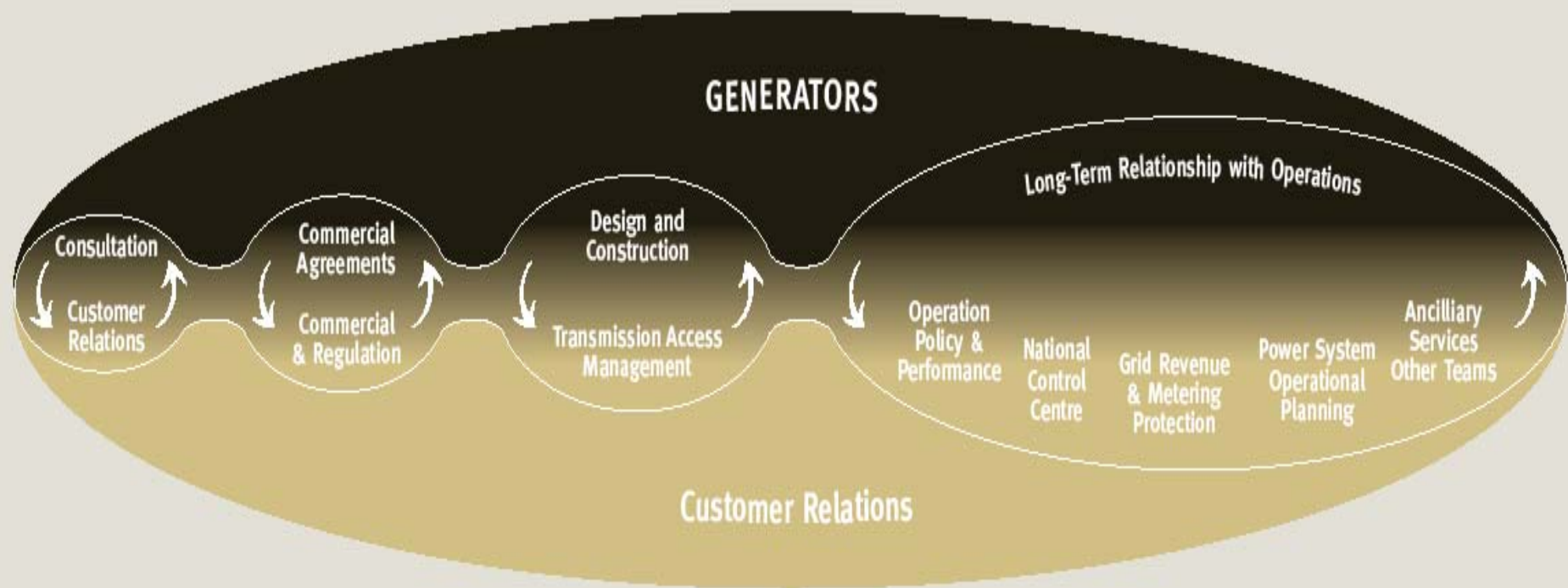
Exploring Models of Interaction ...



Exploring Models of Interaction ...



Popular Model with Generators ...



Features of our Communication Model...

- Customer Relations
- Account Manager
- Project Manager
- Technical Experts

Our Customer Service & Efficiency Programme...

EirGrid TSO

**EirGrid's
Objectives**

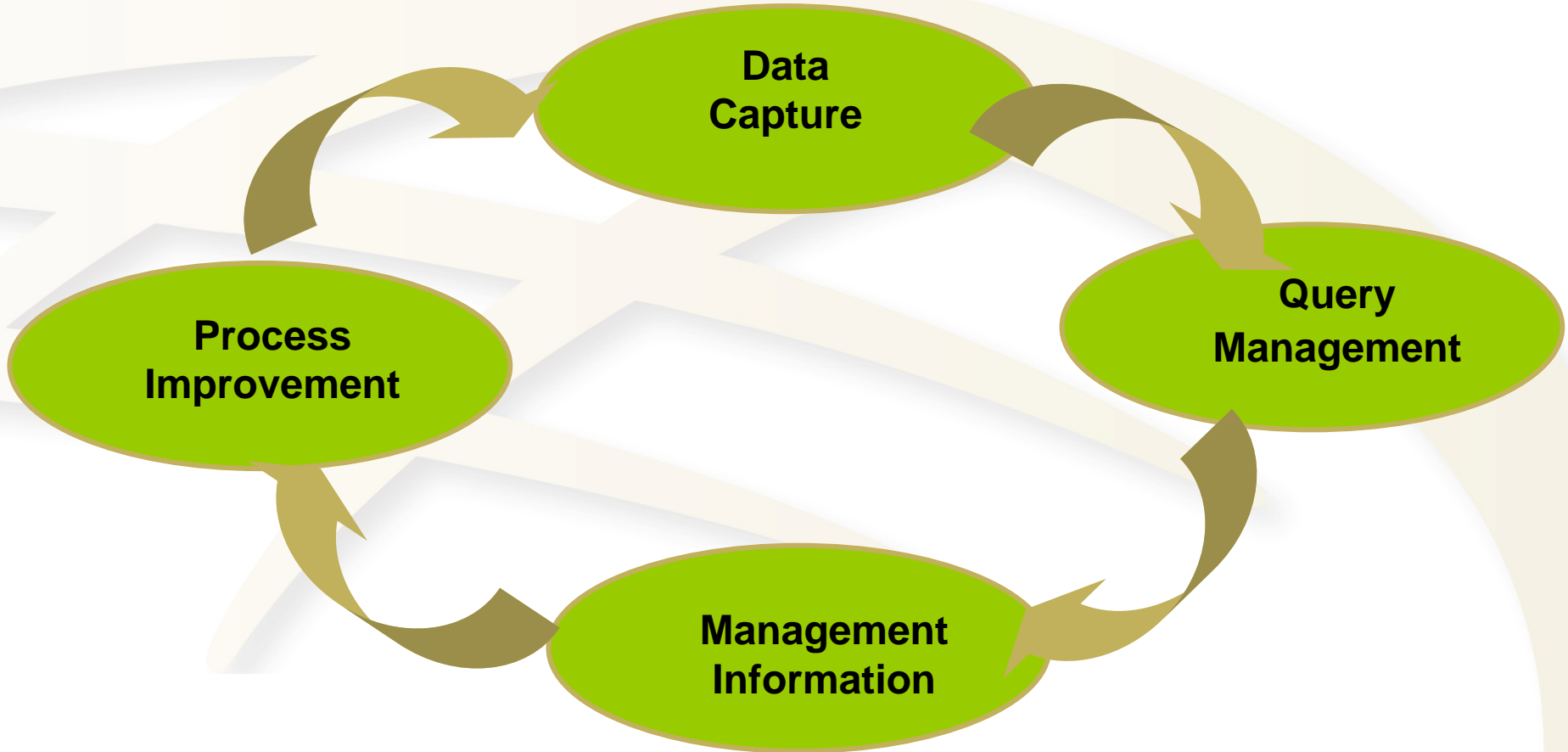


**Voice of
Our
Customers**



- The Outage Process
- Connection Offer Process
- Management of Projects through Construction and Energisation
- The Operational Certification Process
- Customer Relationship Management
- **Query Management**

Query Management



Our Customer Service & Efficiency Programme...

EirGrid TSO

**EirGrid's
Objectives**



**Voice of
Our
Customers**



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The Change Continues ...

EirGrid TSO

EirGrid's
Objectives



Customer
Service and
Efficiency
Programme

Voice of
Our
Customer



The Change Continues ...

EirGrid TSO

EirGrid's
Objectives



Customer
Service and
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Voice of
Our
Customer



EirGrid Group

EirGrid
Group's
Objectives



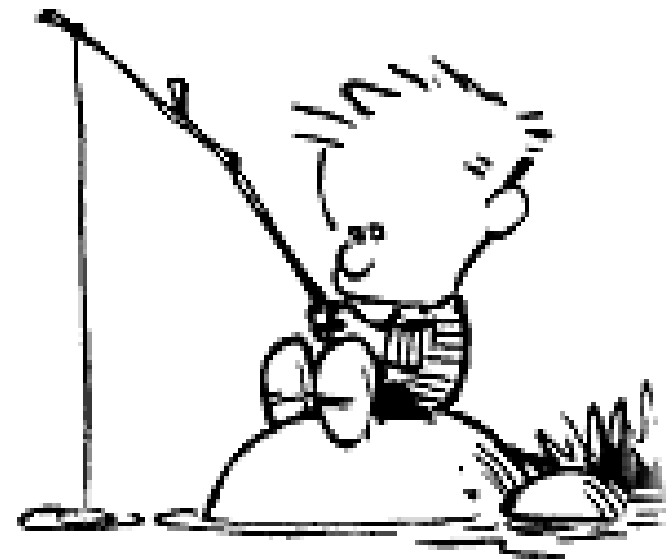
Voice
of all our
Customers

Group
Survey
2009

EirGrid
Conference 2010
A lot has happened ...



“Know what's weird?
Day by day, nothing
seems to change, but
pretty soon...
everything's different.”





Thank You