

Managing Customer Profitability Action Plan

October 2018

This plan outlines the key actions we are taking to improve the TNUoS and BSUoS processes in response to your feedback

	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Other future areas
I need to understand information and data	◆ Charging Seminars and documents		◆ Publish more granular BSUoS forecast ◆ Improved data reports for BSUoS		Further expansion and tailoring of our onsite and online training
	◆ Update guidance documents ◆				
I need better access to information and data		◆ Roll out single contact details for ESO Charging ◆ Publish information map on ESO reporting	◆ Publish updated query management standards		Enhancements to digital environment such as 'My account', data portal and data feeds
I need to understand the onboarding and exit process		◆ Publish a guide for onboarding new suppliers	◆ Review and outline options for new processes	Roll out new 'onboarding' process	Joined up approach to onboarding with other industry bodies such as Exelon
Ongoing customer Engagement Email newsletters, feedback, surveys, webinars etc.					Informs future direction

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