

Pandemic Response

Customer Services Lessons Learned
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Pandemic Response – Customer Services Lessons Learned

National Grid Speaker: Tim Woycik
Safety and Health Officer
Gas Business Incident Command System

AGENDA

- 1. Process Changes from ‘Call to Close’**
- 2. Training and Skills in Pandemic Response**
- 3. PPE and Cleaning Supplies**
- 4. Regulatory Relationships and Compliance Tracking**

Pandemic Response – Customer Services Lessons Learned

1. Process Changes from ‘Call to Close’

- Work plan Decisions and Communication
- Customer Call Center Engagement with Customer
- Dispatch Connection (literally and figuratively)
- Customer Meter Services Technician Engagement with Customer

2. Training and Skills in Pandemic Response

- Safety and Health Protocols
- Communication and Empathy
- Learning on the Fly

Pandemic Response – Customer Services Lessons Learned

3. PPE and Cleaning Supplies

- The Power of the Incident Command System
- Beg, Borrow, and... Assign Ownership
- Innovate to Operate

4. Regulatory Relationships and Compliance Tracking

- Transparency of Plans
- Tracking and Documentation

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