



Information Request Listing By Request Number - Summary

Request # From: All Date From: All Lead Consultant: All WPA: All Print Flag: All
 Request # To: All Date To: All Status: Pending Handling Type: All Keyword(s):

ReqNum	Description	Reference Source	WPA	Enter Date	Comments
Status		Request From	Comp Ref #	Issued Date	
		Lead Consultant		Due Date	
Pending	A list of all internal communication vehicles for employees.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Any corporate/line of business/departmental business plans		StPln	08/15/2008	
		Burgess, Lee			
Pending	Copy of all departmental charters.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Database list of all corporate procedures with frequency/schedule of reviewing/updating. Also any feedback reports/signoffs on reviews completed.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Describe any ongoing processes for evaluating/analyzing organizational structure and effectiveness. Provide any data and/or analysis performed over the past five years.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Description of the annual strategic plan development and approval process, including schedules or timelines, and identification of key staff and approvals required		StPln	08/15/2008	
		Burgess, Lee			
Pending	Detailed organization charts and staffing levels for each department within National Grid		StPln	08/15/2008	
		Burgess, Lee			
Pending	Documentation pertaining to any organizational restructuring occurring during the past five years.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Documentation relating to any "line of business unit," marketing, financial, construction, and operations planning and budgeting processes		StPln	08/15/2008	
		Burgess, Lee			
Pending	Documents relating to the actual results for goals and objectives for the past five years.		StPln	08/15/2008	
		Burgess, Lee			



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Pending	Documents relating to the formulation and updating of goals and objectives for the last five years		StPln	08/15/2008	
		Burgess, Lee			
Pending	List departments who issue internal newsletters, the frequency of these newsletters, and provide a recent sample from each department.		StPln	08/15/2008	
		Burgess, Lee			
Pending	List of speakers and topics for any speakers programs for the past 12 months. Include list of personnel (position only) who participate. Include any documentation/procedures, etc. describing these programs.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Listing and samples of key regular management reports sent upward in the organization.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Listing of all National Grid committees, their roles and responsibilities, frequency of meeting, membership, and sample meeting minutes		StPln	08/15/2008	
		Burgess, Lee			
Pending	Listing of all departmental operational and administrative manuals. Include any policies/guidelines for initiating, reviewing, and approving policies and procedures.		StPln	08/15/2008	
		Burgess, Lee			
Pending	Listing of all relevant regulatory agencies and applicable laws or restrictions impacting National Grid operations		StPln	08/15/2008	
		Burgess, Lee			
Pending	Listing of major corporate initiatives or other efforts currently underway		StPln	08/15/2008	
		Burgess, Lee			
Pending	Most recent version of National Grid's Strategic Plan.		StPln	08/15/2008	
		Burgess, Lee			



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Pending	Procedure/documentation describing how non-procedural, technical information (e.g. safety, environmental) is distributed.		StPln	08/15/2008	Burgess, Lee
Pending	National Grid code of ethics and any other similar policies or procedures		StPln	08/15/2008	Burgess, Lee
Pending	Blank questionnaire on conflict of interest (Board and senior management).		StPln	08/15/2008	Burgess, Lee
Pending	Charters, agendas, members, and minutes of meetings for any steering committees concerning SOX impementation or any other corporate governance efforts.		StPln	08/15/2008	Burgess, Lee
Pending	Copies of annual/periodic forms, if any, for Board directors and senior management that acknowledges any potential conflicts of interest or any financial/business relationships with National Grid or any subsidiary companies.		StPln	08/15/2008	Burgess, Lee
Pending	Describe Companywide efforts on ethics training. Include references to policies and procedures, training manuals and presentations, training schedules, who is required to attend and with what frequency, what form of employees acknowledgement is required, etc..		StPln	08/15/2008	Burgess, Lee
Pending	Describe processes for handling allegations of wrongdoing (e.g. violations of the Company's code of ethics).		StPln	08/15/2008	Burgess, Lee
Pending	Description of database systems and processes for tracking and analyzing ethics allegations/violations.		StPln	08/15/2008	Burgess, Lee
Pending	Sample investigation reports on ethics violations. Include total numbers of allegations and reports for each of the past five years.		StPln	08/15/2008	Burgess, Lee



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Pending	Any Board of Directors compensation studies/comparisons/statistics utilized in the past two years.	Burgess, Lee	StPln	08/15/2008	
Pending	Board Director salary and fee structure	Burgess, Lee	StPln	08/15/2008	
Pending	Board of Director membership information, including names, positions, tenure, committee membership, education, experience, other directorships, etc.	Burgess, Lee	StPln	08/15/2008	
Pending	Board of Directors committee agendas and meeting minutes for the past five years.	Burgess, Lee	StPln	08/15/2008	
Pending	Board of Directors expenditure approval requirements.	Burgess, Lee	StPln	08/15/2008	
Pending	Board of Directors meeting and committee calendars for the last five years.	Burgess, Lee	StPln	08/15/2008	
Pending	Board of Directors retirement age, tenure, and other restrictions.	Burgess, Lee	StPln	08/15/2008	
Pending	Board of Directors selection criteria, policies, and practices	Burgess, Lee	StPln	08/15/2008	
Pending	Charters for all Board of Directors Committees. List any standing committees over the past five years.	Burgess, Lee	StPln	08/15/2008	
Pending	Disclosure of any ongoing business relationship between a Board member and National Grid or any of its affiliates or between individual Board members	Burgess, Lee	StPln	08/15/2008	



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		Lead Consultant		Due Date	
Pending	List any retreats taken by Board directors and senior management, along with topics discussed, over the past three years.		StPln	08/15/2008	Burgess, Lee
Pending	List of Board of Directors committees and their membership information including names, positions, tenure, etc.		StPln	08/15/2008	Burgess, Lee
Pending	National Grid reports indicating compliance with NYSE requirements and Sarbanes-Oxley Act, including CEO and CFO certifications		StPln	08/15/2008	Burgess, Lee
Pending	A description of and schedules for all company training efforts related to SOX. Include representative samples of scripts and training materials published/handed out.		StPln	08/15/2008	Burgess, Lee
Pending	Disclosure of any insider trading, off balance sheet transactions, and loans (if any) to National Grid directors, officers or management personnel.		StPln	08/15/2008	Burgess, Lee
Pending	Dollar amounts (paid by National Grid and all subsidiary companies), for the last five years, paid to the external financial auditors for non-auditing services along with a description of what these services entailed. Please include any policies/anticipated policies regarding this issue.		StPln	08/15/2008	Burgess, Lee
Pending	External financial auditor history for last 5 years, including expenditures broken down by financial audit service, other audit services, tax services and other consulting services		StPln	08/15/2008	Burgess, Lee
Pending	External financial auditor rotation and selection processes		StPln	08/15/2008	Burgess, Lee
Pending	Internal Auditing and Financial Internal Controls position descriptions and departmental goals and objectives.		StPln	08/15/2008	Burgess, Lee



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		Lead Consultant		Due Date	
Pending	List and copies of all internal audit reports for last 5 years	StPln		08/15/2008	
	Burgess, Lee				
Pending	Most recent document package/presentation from Internal Auditing to the Board Audit Committee.	StPln		08/15/2008	
	Burgess, Lee				
Pending	Outside attorney documentation/attestation to National Grid indicating their compliance with Sarbanes-Oxley (e.g. obligation to report wrongdoing).	StPln		08/15/2008	
	Burgess, Lee				
Pending	PCAOB or other reports that shows outside auditor compliance with Sarbanes-Oxley (e.g. Partner compensation not tied to selling non-audit services).	StPln		08/15/2008	
	Burgess, Lee				
Pending	Written status reports to the Audit Committee on progress of prior recommendation implementation	StPln		08/15/2008	
	Burgess, Lee				
Pending	Organization charts, reporting relationships, and job descriptions of key personnel responsible for Load Forecasting functions	LoadF		08/15/2008	
	Skeer, Martin				
Pending	National Grid Load Forecasting model descriptions	LoadF		08/15/2008	
	Skeer, Martin				
Pending	Load forecasting assumptions and key drivers used to forecast local and system-wide load requirements	LoadF		08/15/2008	
	Skeer, Martin				
Pending	Load forecasting organization mission statement, planning guidelines, goals and objectives, and strategies	LoadF		08/15/2008	
	Skeer, Martin				
Pending	Load forecasting functions, processes, and practices	LoadF		08/15/2008	
	Skeer, Martin				



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		Lead Consultant		Due Date	
Pending	Load forecasting organization's budget and cost control measures		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Flowcharts delineating interfaces with Corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement organizations		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Load forecasting organization deliverables and inputs to Corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement Organizations		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Organization charts, reporting relationships, and job descriptions of key personnel responsible for assessing the impact of demand side management, energy efficiency, and other initiatives		LoadF	08/15/2008	
		Skeer, Martin			
Pending	National Grid Load Forecasting model inputs to incorporate the impact of demand side management, energy efficiency, and other initiatives		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Load forecasting assumptions and key drivers to gauge the impact of demand side management, energy efficiency, and other initiatives		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Comparisons of past load forecasts and actual loads incorporating the impact of demand side management, energy efficiency, and other initiatives		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Examples of Load Forecasting projects incorporating the impact of demand side management, energy efficiency, and other initiatives that are completed and/or in progress		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Load forecasting organization deliverables and inputs to corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement organizations for alternative scenarios incorporating the impact of demand side management, energy efficiency, and other initiatives		LoadF	08/15/2008	
		Skeer, Martin			



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Pending	Example National Grid Load Forecasting model inputs and outputs for short-term, intermediate-term and long-term forecasts		LoadF	08/15/2008	Skeer, Martin
Pending	Requirements and specifications detailing Load Forecasting functions, processes, and practices		LoadF	08/15/2008	Skeer, Martin
Pending	Load forecasting organization's budget and cost control measures for short-term, intermediate-term and long-term load forecasts		LoadF	08/15/2008	Skeer, Martin
Pending	Comparisons of past short-term, intermediate-term and long-term load forecasts and actual loads		LoadF	08/15/2008	Skeer, Martin
Pending	Examples of short-term, intermediate-term and long-term Load Forecasting projects that are completed and/or in progress		LoadF	08/15/2008	Skeer, Martin
Pending	Organization charts, reporting relationships, and job descriptions of key personnel in corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement organizations		LoadF	08/15/2008	Skeer, Martin
Pending	Work products from corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement organizations that incorporate load forecast inputs; also assumptions and key drivers used to develop these work products		LoadF	08/15/2008	Skeer, Martin
Pending	Mission statement, planning guidelines, goals and objectives, and strategies of corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement organizations		LoadF	08/15/2008	Skeer, Martin
Pending	Comparisons of historical study and actual program results (eg, capacity utilization)		LoadF	08/15/2008	Skeer, Martin



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Pending	Examples of projects predicated on long-term load forecasts that are completed and/or in progress		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Flowcharts from corporate Strategic & Operational Planning, Long Term Systems Planning, and Supply Procurement organizations delineating Load Forecasting dependencies and interfaces		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Organization charts, reporting relationships, and job descriptions of key personnel responsible for Transmission Load Forecasting functions to support NYISO		LoadF	08/15/2008	
		Skeer, Martin			
Pending	NYISO Load Forecasting model descriptions		LoadF	08/15/2008	
		Skeer, Martin			
Pending	NYISO Load Forecasting assumptions and key drivers used by National Grid to forecast local and system-wide load requirements		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Transmission Load Forecasting organization mission statement, planning guidelines, goals and objectives, and strategies vis-à-vis NYPSC requirements		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Transmission Load Forecasting functions, processes, and practices to accommodate NYISO interfaces		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Transmission Load Forecasting organization's budget and cost control measures to support NYISO		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Comparisons of past load NYISO short forecasts contrasted with actual loads		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Examples of Transmission Load Forecasting inputs to NYISO that are completed and/or in progress		LoadF	08/15/2008	
		Skeer, Martin			



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Pending	Flowcharts and processes delineating interfaces with Transmission Load Forecasting and NYISO organizations		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Transmission Load Forecasting organization deliverables and inputs to NYISO		LoadF	08/15/2008	
		Skeer, Martin			
Pending	Distribution Operations, Transmission Operations, Transmission & Substations, and T&D Engineering organization charts with staffing levels		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Business Plan for Each Group Involved in Electric Operations		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Annual overtime for the last 5 years, listed by field force organization (i.e., C&M, T&S, Troublemens, ETs, etc.). Please break out annual data into storm vs. non-storm categories.		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Annual summary data related to the results of National Grid's safety program for the period 2001 through 2006 (annual safety statistics and results).		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Asset Investment Committee - Charter and Membership, Meeting Frequency		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Capital construction expenditures over the last five years by type of equipment and facility		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Construction management policies and procedures		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Copies of quality assurance program procedures and documentation for contractor work		SysPI	08/15/2008	
		Murphy, Martin			



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Pending	Data on major project schedule and budget performance of actual versus budget (variance) for major line items		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Demand forecast documentation - guidelines and procedures		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Description of asset management decision support tools used relative to transmission and distribution assets.		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Description of the contractor certification process and any associated documentation		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Detailed workflow of work management processes and associated systems used to facilitate the completion of an engineered project through its life cycle. List both in-house and contracted work flows if different.		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Distribution design engineering organization charts and staffing levels for last five years		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Documentation on the National Grid training program		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Documentation relevant to the construction project postmortem (lessons learned) review procedures		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Estimate of workforce availability for storm restoration broken down by internal crews, contractor crews, mutual aid crews compared to crew levels in storms for the last three years		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Line crew reporting procedures		SysPI	08/15/2008	
		Murphy, Martin			



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Pending	Management reports on results of theft of service investigations over the last three years such as Investigations conducted, Investigations where theft identified, and Dollars of theft identified and collected	Murphy, Martin	SysPI	08/15/2008	
Pending	Management Reports on Meter Testing Program	Murphy, Martin	SysPI	08/15/2008	
Pending	OSHA statistics for the electric and gas utilities industry that National Grid would compare their numbers to that were provided in Information Response 889	Murphy, Martin	SysPI	08/15/2008	
Pending	Project management processes and workflows	Murphy, Martin	SysPI	08/15/2008	
Pending	Project Review Committee - Charter, Membership, Meeting Frequency	Murphy, Martin	SysPI	08/15/2008	
Pending	SAIFI cause breakdown tabulation for last five years (as components of the total SAIFI number) and as a percentage of the total SAIFI-related events for each year.	Murphy, Martin	SysPI	08/15/2008	
Pending	Statistics on the utilization of contractors for the last five years, specifically \$ spend by contractor category	Murphy, Martin	SysPI	08/15/2008	
Pending	T&D work management systems documentation	Murphy, Martin	SysPI	08/15/2008	
Pending	T&D/Substation staffing levels and workload information by category (last five years)	Murphy, Martin	SysPI	08/15/2008	
Pending	Written description of meter testing program for both gas and electric meters including if internal resources or outside vendors are responsible for testing	Murphy, Martin	SysPI	08/15/2008	



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Pending	Budget and actuals for the last 5 years (10 years preferred) broken-down to the lowest levels (vegetative management)	Murphy, Martin	SysPI	08/15/2008	
Pending	Copies of any tree workload inventory and growth studies that have been undertaken	Murphy, Martin	SysPI	08/15/2008	
Pending	Copies of growth studies used to derive maintenance cycles	Murphy, Martin	SysPI	08/15/2008	
Pending	Description of all target clear distances to be established in performing the work.	Murphy, Martin	SysPI	08/15/2008	
Pending	Description of approach to dealing with fast growing trees (cycle busters)	Murphy, Martin	SysPI	08/15/2008	
Pending	Description of preventive maintenance management practices	Murphy, Martin	SysPI	08/15/2008	
Pending	Description of procedures for tracking where clearances fall below target clearances	Murphy, Martin	SysPI	08/15/2008	
Pending	Description of procedures that verify target clearances are being achieved.	Murphy, Martin	SysPI	08/15/2008	
Pending	Field force staffing levels for the last five years in revenue protection and meter technicians that can be mobilized in the event of a storm	Murphy, Martin	SysPI	08/15/2008	
Pending	Guidelines for storm definition and classification	Murphy, Martin	SysPI	08/15/2008	



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Pending	Last 12 months of identified circuits (month by month) from the Top Priority Circuit Program and discussion of actions taken		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Last 12 months results from the Customer Target program (monthly) and actions taken		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Last 12 months results of the Device Frequency Program (monthly) and the actions taken		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Organizational charts for vegetation management department and link to executive level sponsor		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Provide a list of the number of National Grid Troublemens, by region and age.		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Provide a report showing the number of hazard trees removed annually over the last 5 years		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Provide a sample of a VM QA report on completed work		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Provide a sample of a VM QA report showing an exception or failure to meet standards		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Provide simply schematic and operation notes on reclosure schemes		SysPI	08/15/2008	
		Murphy, Martin			
Pending	Provide tree related distribution outage statistics for the last five years broken down by cause type. Include a record for the total system noncontrolled outages.		SysPI	08/15/2008	
		Murphy, Martin			



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Pending	Storm restoration procedures		SysPI	08/15/2008	
		Murphy, Martin			
Pending	T&D outage statistics for last five years - CAIDI, SAIFI, etc.		SysPI	08/15/2008	
		Murphy, Martin			
Pending	A listing of the inventory product categories (classes) used at National Grid		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	Actual and budgeted supply chain staffing levels for last five years		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	An explanation of the National Grid part numbering system		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	Annual inventory turns results by warehouse and in aggregate for each of the last five years		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	Annual purchasing group and individual goals and objectives		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	Contracted services - type, value, and agreement copies		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	Copies of the annual results of the metrics that are tracked for each of the Supply Chain groups to measure their performance for the last five years		SuppP	08/15/2008	
		Schumaker, Dennis			
Pending	Copy of the formula used for calculating inventory turns including six examples of actual calculations for selected warehouses for 2007.		SuppP	08/15/2008	
		Schumaker, Dennis			



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Pending	Copy of the Obsolete Inventory Report for a recent month	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Cycle Count Adjustment Reports for a recent month	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Data on the total value of the National Grid inventory at year end for the last five years in the stock, spare parts, and emergency parts inventory. Also a definition of the rules for determining that a part would be labelled as a spare (i.e., has moved less than x times in the past year).	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Delegation of Authority documentation that details purchase approval limits by position	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Departmental budget and performance-to-budget statistics for the last five years; purchasing statistics summary for last five years	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Description of purchasing, materials management, and warehouse/stores automated systems	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Description of the individual metrics used by each of the Supply Chain groups to measure their performance	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Documentation on the bid solicitation and review process	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Documentation related to the vendor monitoring systems	Schumaker, Dennis	SuppP	08/15/2008	



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ReqNum	Description	Reference Source	WPA	Enter Date	Comments
Status		Request From	Comp Ref #	Issued Date	
		Lead Consultant		Due Date	
Pending	Documentation relative to prescribed decision-making process for vendor selection	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Documentation relevant to vendor certification procedures, including any information kept on potential vendors	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Documentation relevant to vendor performance postmortem review procedures	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Established total inventory value (level) targets for each of the National Grid warehouses for the last five years and the level of inventory in each at year end	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Historic annual spending levels for purchasing at National Grid for the last five years	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Inventory analysis - material type, inventory levels, value, and location	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Inventory turns statistics for each National Grid warehouse for last year, with an explanation for any significant variances that occurred among the warehouses (i.e., much higher or lower than the rest of the group)	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Listing of the vendors with which National Grid has established partnering relationships (vendors who inventory items for National Grid) and the amount of annual business done with each for 2006 and 2007 YTD.	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Materials and inventory management department annual group and individual goals and objectives	Schumaker, Dennis	SuppP	08/15/2008	
Pending	Materials management, inventory, and warehouse/stores procedures manuals	Schumaker, Dennis	SuppP	08/15/2008	



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		Lead Consultant		Due Date	
Pending	Monthly cycle counting accuracy results for the last five years		SuppP	08/15/2008	Schumaker, Dennis
Pending	Monthly inventory turns results by warehouse and in aggregate for each of the last twelve months		SuppP	08/15/2008	Schumaker, Dennis
Pending	Procedure for identification and disposal of obsolete materials		SuppP	08/15/2008	Schumaker, Dennis
Pending	Purchasing personnel monitoring and control procedures		SuppP	08/15/2008	Schumaker, Dennis
Pending	Purchasing procedures, material standards manual, materials catalog, and commodity codes		SuppP	08/15/2008	Schumaker, Dennis
Pending	Sample copies of all purchasing forms used (and associated documentation)		SuppP	08/15/2008	Schumaker, Dennis
Pending	Sample copies of all reports regularly produced (daily, weekly, monthly, and annually) by the purchasing, materials management, and stores automated systems		SuppP	08/15/2008	Schumaker, Dennis
Pending	Sample copy of the Daily Stock Status report		SuppP	08/15/2008	Schumaker, Dennis
Pending	Sample copy of the Supply Chain Strategy Document as it is produced for the monthly strategy meeting		SuppP	08/15/2008	Schumaker, Dennis
Pending	Sample minutes or historical records of bid compilation and vendor selection process, including blanket, discount, and supply negotiations		SuppP	08/15/2008	Schumaker, Dennis



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		Lead Consultant		Due Date	
Pending	Samples of materials management/inventory management forms, reports, and documentation		SuppP	08/15/2008	Schumaker, Dennis
Pending	Samples of the KPIs for three buyers		SuppP	08/15/2008	Schumaker, Dennis
Pending	Ten sample copies of completed Supplier Quality Reports		SuppP	08/15/2008	Schumaker, Dennis
Pending	Ten sample copies of completed Vendor Scorecard Reports		SuppP	08/15/2008	Schumaker, Dennis
Pending	Year end staffing levels for the National Grid Supply Chain organization for the last five years, with an explanation of any significant changes.		SuppP	08/15/2008	Schumaker, Dennis
Pending	10k reports and 10Q reports, for National Grid for past five years		CapPI	08/15/2008	Rosenkoetter, Robert
Pending	Annual reports for National Grid for past five years to include financial statements, required supplementary information, and independent auditor's report.		CapPI	08/15/2008	Rosenkoetter, Robert
Pending	Annual financial reports submitted to the state utility commission for the past five years		CapPI	08/15/2008	Rosenkoetter, Robert
Pending	Documentation showing current ratio, debt-equity ratio, interest coverage ratio, operating margin, net profit margin, return on assets, return on equity, and revenue per employee (plus any other financial ratios used by National Grid) for the past five years and current year-to-date, including description of calculation methodology		CapPI	08/15/2008	Rosenkoetter, Robert



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		Lead Consultant		Due Date	
Pending	Finance organization chart showing staff numbers and locations of all personnel with distinction, if applicable, between union and non-union positions	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	External audit reports (last five years), including assessment of internal controls	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Management letters from outside auditors for the past five years.	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Copies of any consulting studies performed (last five years) involving financial management areas	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Listing and overview of automated systems used by the financial management organization	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Description of any "benchmarking" performed against industry standards (or similar organizations) on key financial and statistical information	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Monthly operating statements (last five years)	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Current hedging policies and procedures	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Cost of capital calculations (by quarter) prepared by National Grid for past five years	Rosenkoetter, Robert	CapPI	08/15/2008	
Pending	Benchmark reports and operating and financial goals used in long range planning efforts	Rosenkoetter, Robert	CapPI	08/15/2008	



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		Lead Consultant		Due Date	
Pending	Cash & Temporary Investment amounts for National Grid for the past five years		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Description of cash forecasting policies and procedures (daily, monthly, and annual)		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Payment approval levels by type and dollar amount of transaction		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Operating and Capital budget variance reports (last five years)		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Operating and Capital budget development and approval calendar for current budget year		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Operating and Capital budget guidelines and assumptions for current budget year		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Operating and Capital budgeting procedures , including flowchart describing information flow of budgeting processes		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Describe linkage between long-term plans and current year Operating and Capital budgets		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Description of forecasting models used		CapPI	08/15/2008	
		Rosenkoetter, Robert			
Pending	Monthly Operating and Capital budget reconciliation reports for a recent month		CapPI	08/15/2008	
		Rosenkoetter, Robert			



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		Request From	Comp Ref #	Issued Date	
		Lead Consultant		Due Date	
Pending	HR budgets for the last 5 years showing budgeted amounts and head count	WorkF		08/15/2008	Laycock, D. Kerry
Pending	HR business plans, goals and accomplishments and related information for the last 5 years	WorkF		08/15/2008	Laycock, D. Kerry
Pending	HR metrics, scorecard, KPIs or similar data for the last 5 years	WorkF		08/15/2008	Laycock, D. Kerry
Pending	Any service level agreement or similar document that specifies the nature and amount of support HR is required to provide National Grid and any performance standards applied to these services.	WorkF		08/15/2008	Laycock, D. Kerry
Pending	Description of all HR technology in use including HRIS, performance management, staffing, learning management, leave administration, benefits administration, time and attendance or other HR related software. Include vendor, program, version, modules in use and plans for upgrade or replacement	WorkF		08/15/2008	Laycock, D. Kerry
Pending	Copies of all current collective bargaining agreements	WorkF		08/15/2008	Laycock, D. Kerry
Pending	Grievance data for the last five years	WorkF		08/15/2008	Laycock, D. Kerry
Pending	Description of all current employee training and development programs and activities and leadership development programs and activities.	WorkF		08/15/2008	Laycock, D. Kerry
Pending	Staffing function data including number of requisitions by classification for the last five years, average time to fill, first year retention or any other relevant data	WorkF		08/15/2008	Laycock, D. Kerry



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		Lead Consultant		Due Date	
Pending	Training budget and average training spend per employee	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of National Grid performance management process -- all programs for all eligible employees	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of all current employee and retiree benefit programs	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Benefits costs, in dollars and as a percentage of total payroll, by major benefit category for the last 5 years	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of efforts and data to support all benefit cost containment efforts for the last 5 years	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Copy of employee manual	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of safety programs, key safety personnel, and any safety committees	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Copy of current OSHA 300 log.	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of National Grid restricted (light) duty program for employees with medical restrictions	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Copy of most recent employee survey and summary of results	Laycock, D. Kerry	WorkF	08/15/2008	



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		Lead Consultant		Due Date	
Pending	Employee turnover data by classification for the last 5 years	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Retirement data for the last 5 years by job classification	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Projected retirement for the next 5 years by classification if available	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	All documentation related to workforce planning	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Absence data by type of absence and job classification for the last 5 years	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of FMLA tracking process	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of organizational development/change management activities	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	All customer service metrics regularly tracked and reported by year for the last 5 years	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	Description of all low income assistance programs and participation rates (number of customers and percentage of customers) for the last 5 years	Laycock, D. Kerry	WorkF	08/15/2008	
Pending	5 year trend data for billing exception rate.	Laycock, D. Kerry	WorkF	08/15/2008	



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		Lead Consultant		Due Date	
Pending	Customer complaint data for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	All customer dispute and complaint related policies and procedures		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Analysis of billing disputes for the last 5 years, including breakdown of disputes by classification		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Description of billing and customer record system -- include vendor, product, version, modules in use and any plans for upgrade or replacement		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Number and percentage of off-schedule bills for the last five years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Copy of meter management/reading policies and procedures manuals, including records pertaining to scrapped meters		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Copy of any cost-benefit studies regarding purchasing, installation, and repair of meters		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Copy of policies and procedures regarding theft of service		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Analysis of theft of service and associated data for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Number of customer offices and description of services available at these offices including hours of operation		WorkF	08/15/2008	
		Laycock, D. Kerry			



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ReqNum	Description	Reference Source	WPA	Enter Date	Comments
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		Lead Consultant		Due Date	
Pending	Description of all remittance options available to National Grid customers		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Cost of remittance processing by method		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Description of collections process and use of collection agencies (if any)		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Number of accounts turned over to outside collection agencies, amount collected by outside agencies, and percentage of dollars recovered for the last five years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Number of customers terminated in each of the last five years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Trends of bad debt history and write-offs for the last five years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Number of billing errors by type for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Copies of customer satisfaction surveys and results for all surveys performed over the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	On-time appointment data for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Number of service requests by type for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			



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		Lead Consultant		Due Date	
Pending	Description of the service order process		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Average response time data for service orders for the last 5 years by type of service request		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Description of all call center technology including customer records/billing, ACD, call monitoring, knowledge management and any other software used in the management of the call center -- include vendor, product, version, modules in use and any plans for upgrade or replacement		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Call center metrics for the last 5 years, including service level, avg. call length, call volume, and any other metric regularly tracked and reported		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Description of quality assurance process in call center (including call monitoring, evaluating, coaching)		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	CSR turnover rates for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	CSR absence rates for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	CSR job descriptions for all levels		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Customer Service Supervisor job descriptions		WorkF	08/15/2008	
		Laycock, D. Kerry			



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ReqNum	Description	Reference Source	WPA	Enter Date	Comments
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		Lead Consultant		Due Date	
Pending	Description of CSR training process		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Any CSR training evaluation data for the last 5 years		WorkF	08/15/2008	
		Laycock, D. Kerry			
Pending	Program and project management methodologies in place and used by National Grid organization, including planning, design, estimating, engineering, costing, scheduling, and execution activities		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Sample program and project management reports		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Description of how capital and O&M plans and budgets are converted into specific programs and projects		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Description of how programs and projects are prioritized and approved		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Description of how materials, equipment, transportation and other logistical support are planned and managed		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Description of how tradeoffs are analyzed and decisions made to optimize the use of in-house workforce versus contractor labor		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Description of contractor and engineering bidding practices		PM	08/15/2008	
		Schumaker, Patricia			
Pending	Description of quality assurance and quality control processes and practices		PM	08/15/2008	
		Schumaker, Patricia			



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		Lead Consultant		Due Date	
Pending	Description of how contractor and program/project management are performed, including accountability, goals, objectives, and performance management		PM	08/15/2008	Schumaker, Patricia
Pending	Description of methodology for tracking costs, work units, and work quality for specific programs and projects		PM	08/15/2008	Schumaker, Patricia
Pending	Overall and department KPIs and associated results for past three years		KPI	08/15/2008	Schumaker, Dennis