

The logo for the World Forum on Energy Regulation is located in the top right corner. It features a stylized globe with a blue square overlay containing the text "WORLD FORUM ON ENERGY REGULATION" in white capital letters.

Competitiveness & Affordability in a Rapidly Changing World

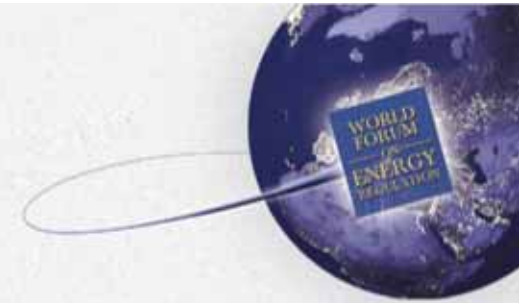
Nickolas Stavropoulos

Executive Vice President, US Gas Distribution
National Grid

World Forum on Energy Regulation IV
Athens, Greece

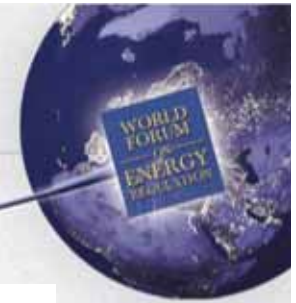
October 18 - 21, 2009

Overview

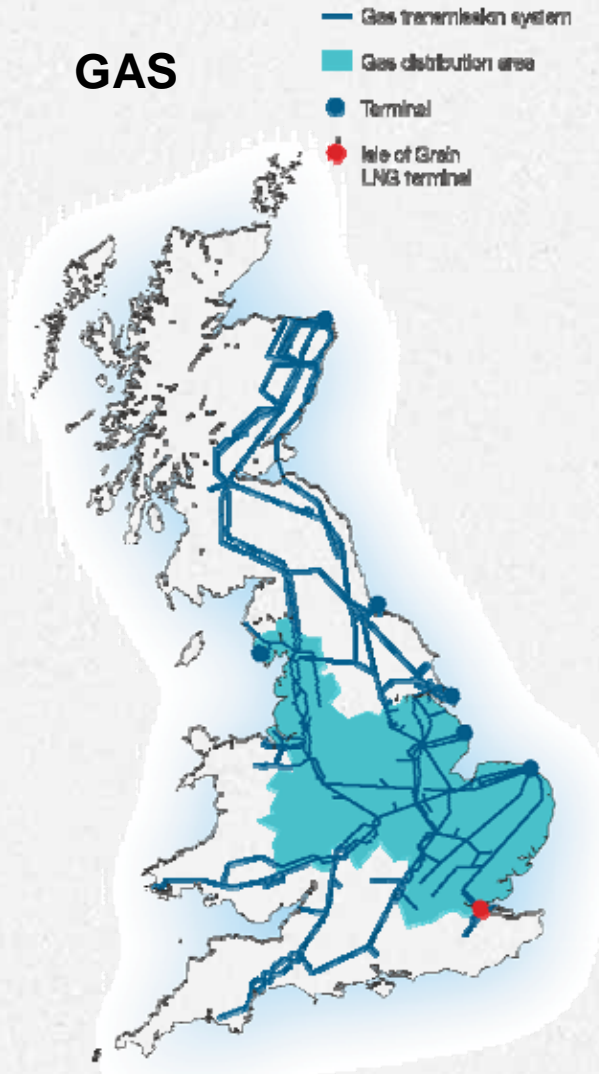


- National Grid
- Competitiveness
- Affordability
- Conclusion

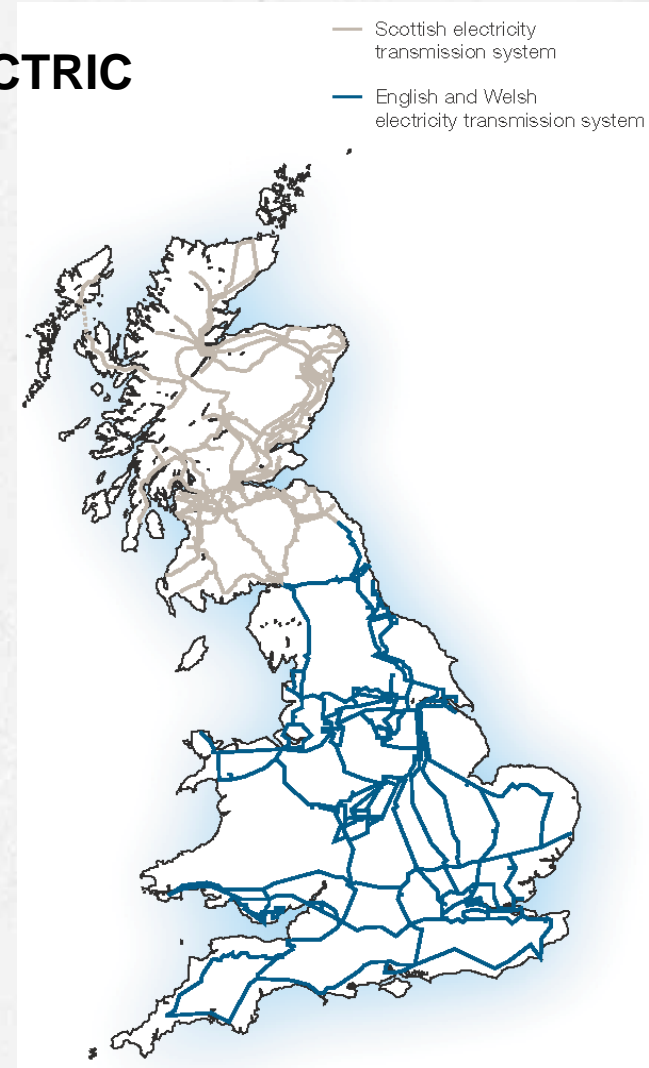
National Grid – UK



GAS



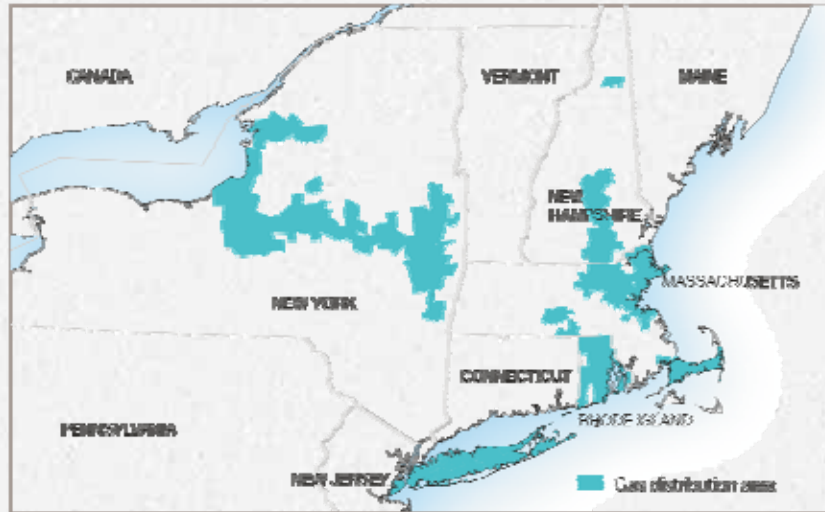
ELECTRIC



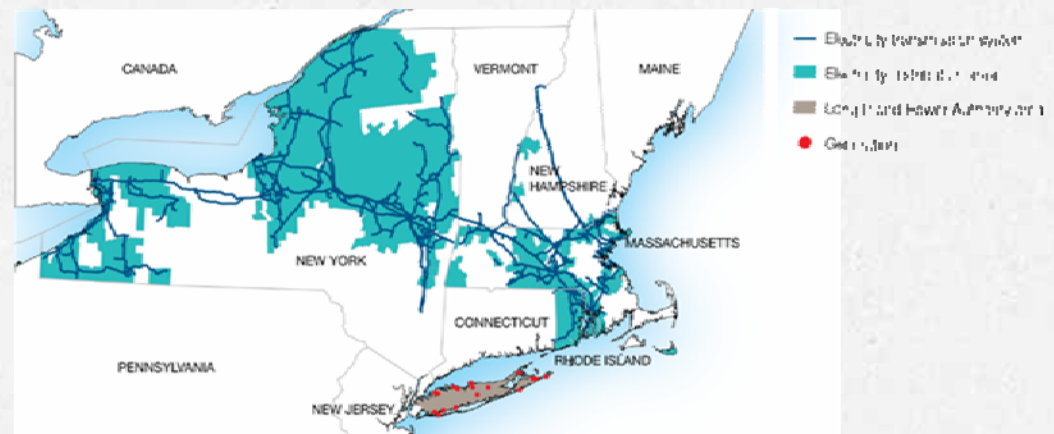
National Grid – US



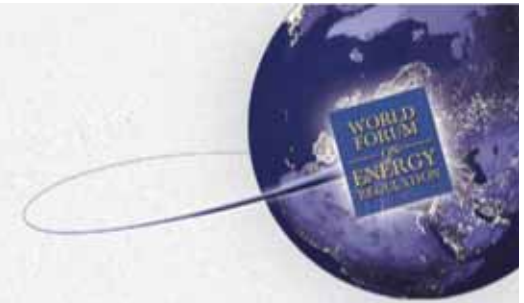
GAS



ELECTRIC



Competitiveness



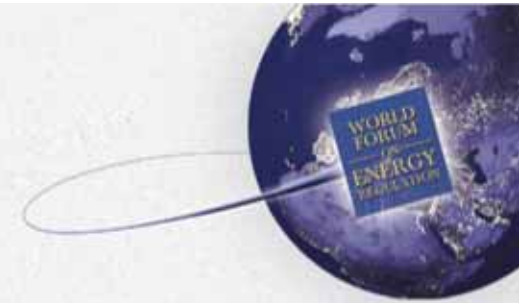
- Transparency
- Information Availability
- Supplier Switching
- Domestic and Small Consumer Rights
- Complaints and Appeals

Affordability



- Vulnerable and Rural Customers
- NARUC Resolutions
- Regional Commission Actions
- National Grid's Approach / Response

Conclusion



- National Grid's Demonstrated Sensitivity
 - Regulators
 - Vulnerable Customers
 - Residential and Small Customers