

Section 36. Customers

Integrity and honesty in dealings with customers is necessary for a successful and sustained business relationship. TransCo should operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same. TransCo should operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances, in all

aspect of society in order to ensure that it continues to add value to its customers' businesses.

TransCo should have clear and strong lines of communication which allow them to respond quickly and efficiently to customer and market requirements, as well as the public needs, and for the customers to receive consistent service in order to successfully and consistently deliver what TransCo is mandated to do.