

Comments and Actions from latest Customer Satisfaction Results – UPDATED January 2024

Area	Issue/Idea	Comments/Action/Update
Mapping system when ordering	Is there an easier way to draw on your mapping system?	The mapping system is industry standard and is used with ease by our regular customers. To help new users we are now pointing people toward our help video
Changing my site area	Can you allow us to change the site area on the system after it has been quote?	Unfortunately, we have to lock enquiries once they have been quoted as the quote is based on the search area and search options selected. You have the option to reply to the quote with a new search area and we'd be more than happy to requote or alternatively you can submit another enquiry.
Utility pack size	Packs are too large and hard to send to others. This tends to be because they include pages of safety notes that make it so large e.g., Cadent responses.	We condense the pack but a lot of the time the packs are larger than customer email systems will accept so we send them via a Citrix share file link which you download the report from. This link can be forwarded on to anyone for them to download (as long as it is within the 90-day expiry limit) We have an obligation to send the safety notes with the plans and therefore cannot remove them.
GS6/Electric Overhead heights information.	Can Cornerstone Projects provide this information?	Yes, we can. You can order these through the website portal.
Uploading plans	Can we upload plans of area of interest?	Yes, you can. There has always been a facility to do this through the website portal using most file types. If a plan is uploaded, we will check this against your mapped area and amend if necessary.
National Roads Telecommunications Services (NERTS)	Can Cornerstone Projects provide NERTS information?	Yes, we can. This is a bespoke service we offer for our C2 Highways customers.
Plans showing services on private properties	Can Cornerstone Projects provide plans for private properties?	Local connections from the mains to domestic/private properties are rarely mapped. The utility plans we receive usually only cover the mains assets owned and managed by the local utility company.
Land ownership	Can Cornerstone Projects provide land ownership information?	This is outside our remit. Land ownership can be quite complicated and therefore not a simple administrative task that we could take on at this time.
Speed of search	Can searches be expedited?	We are at the behest of the utility companies who mostly do not offer expedited plans. The way we

		<p>process orders (within an hour of order confirmation) and send final packs (again within an hour from the last result received, checked and saved) means that we consider it impossible for anyone to be quicker.</p> <p>Our competitors may give the impression they provide 5-day turnarounds for higher fees. This usually isn't possible. If you check their terms and conditions, they cover themselves in this regard. Unfortunately, there are some smaller cable and independent utility companies that struggle to fulfil the response in less than 8-10 working days on average.</p> <p>The speed of packs has actually improved substantially over the last couple of years. A basic search (Gas, Water, Sewer, Electric, BT) usually takes 0-3 working days (depending on where in the country) and a full search (e.g., adding cable/independent utilities) is normally under 10 working days.</p> <p>For those in a rush to receive information quicker, we have worked hard to also offer value added services such as the interim pack (where we will send an interim report with the main utilities in) and instant access plans over the last few years.</p>
Information on portal	Is it possible to review historic searches and download/re-order from my registration portal?	This is currently not possible. Unfortunately, currently this is not commercially viable currently. Please request any historic information direct from Cornerstone. We keep files for 3 years
Plan coverage	Can you cover my site area and nothing more?	This is not possible as plans come in different sizes and there always tends to be an overlap. All we can do is guarantee that your site area is covered. If this causes confusion you have the option to request a Smart PDF drawing alongside your utility search where we can highlight utilities within your stated site area.
Utility search contents page	Can the search pack be tailored to my requirements?	We have optimised the search pack through the years to ensure it is easy to use and operationally efficient and cost effective to produce; having bespoke formats would increase costs.