

Year End Survey Results

2016

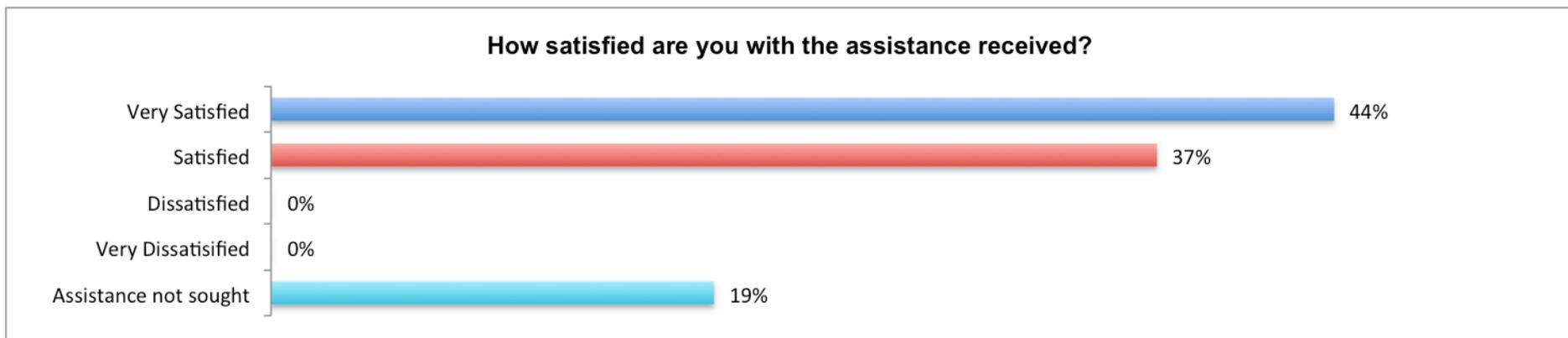
Please note that this is the final JO Customer Survey Report in this format now that the new central Code Administrator's survey is in place

1 Responses / Overall Satisfaction

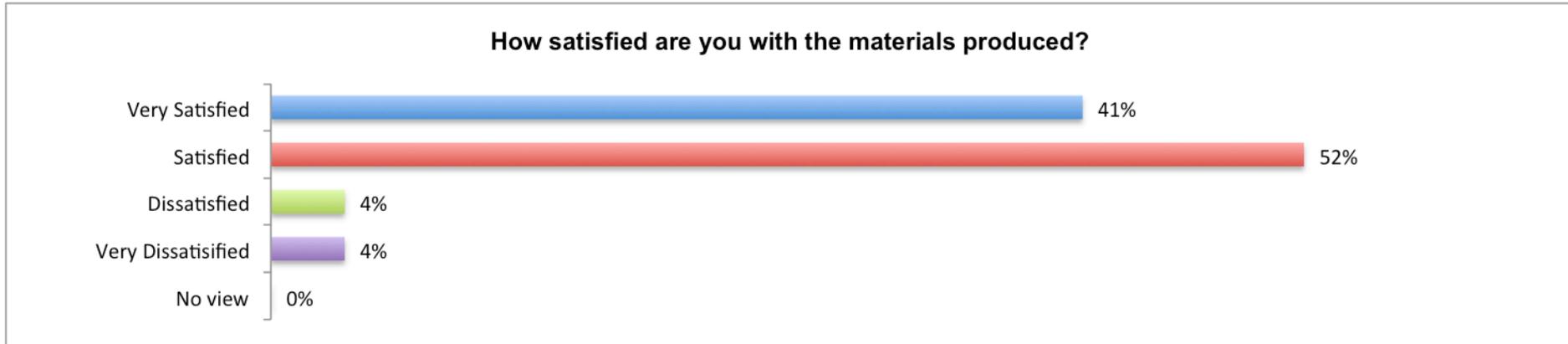


Sample Size: 27 Respondents

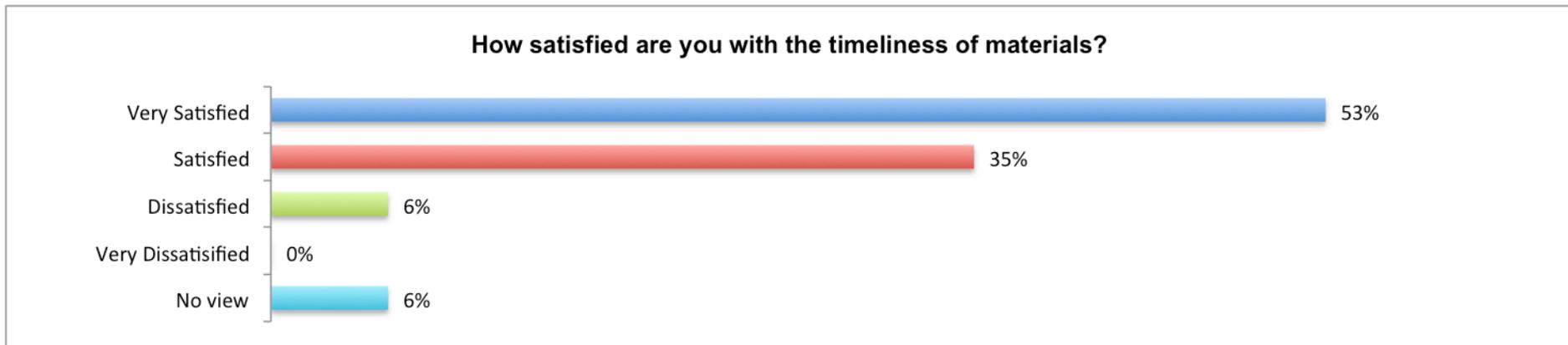
2 Assistance Received



3 Documentation



4 Timeliness



5 Website



6 Comments

Question	Response	Party
Q1: If you have sought assistance from the Joint Office, how satisfied are you with the assistance offered in relation to the code and its modification process?	#1 - Generally good. Very pleased with level/quality of support for FGO full marks in particular to Bob Fletcher.	Transporter
	#4 - Always keen to support and provide constructive feedback.	Anonymous
	#7 - They were able to direct me to the right person but it is frustrating you sent it to a general e-mail and then must await a reply	Small Shipper
	#8 - I think the Joint Office provides an adequate level of service. I think that there are definitely areas of improvement to be made. The first is in sending out information, and the next is in flexibility in regard to requests. I made a request of having all meeting dates for UNC565 sent to me via email, as they had changed considerably during one of the meetings. I was told to consult the website in no uncertain terms.	Other

	<p>There wasn't even an offer of sending out a general email to let everyone know the dates. Sometimes just a small gesture of something will make a big difference. Being referred to the website is something we can do on our own. In fulfilling your role as a critical friend, there should be flexibility in regard to all requests from the industry. The next is the website content. I find that the website is somewhat fiddly to navigate. Could there be a link sent with all meeting invitations that goes directly to the documents? Also you could send the documents out in a zip file to participants.</p>	
	#19 - Les Jenkins supported us, including explaining processes and requirements for a Change Proposal that we raised this year.	Small Shipper
	#21 - Bob particularly has been very helpful in providing support with progressing modifications.	Large Shipper
	#22 - I've always appreciate the timely emails, and "critical friend" role, which the JO provides. It has been very useful, especially as I am new to the process of developing modifications.	Transporter
	#25 - A phone call from Les to update me on a point raised during a Pre mod phone in.	Consumer
	#26 - I find the Joint Office team very accommodating on the whole. Not always consistently across all team members though	Transporter
Q2: Do you find the Joint Office's reports/documentati on to be sufficiently clear e.g. Modification Reports, Agendas, Minutes, Emails?	<p>#4 - As ever, there is a balance to be struck with such documentation but I consider that the JO staff do a good job of capturing the essence of meetings and producing reports.</p> <p>#7 - There is too much detail in the e-mails. If there could be a table something like Commodity - Gas Affecting - UNC Documentation Regarding - Shrinkage It would be a lot easier to determine who should be looking at this paper</p> <p>#8 - The end products produced by the JO are of good quality.</p> <p>#11 - The minutes could be improved by including more detail.</p> <p>#19 - In particular, the Change Proposal status updates provided by Les Jenkins are extremely useful.</p> <p>#25 - The Pre mod and mod documents always provide pin-point detail and are very helpful.</p> <p>#26 - Meeting minutes and actions could be improved, but recognize that this can needs to be better supported by discipline on the behalf of meeting attendees</p>	<p>Anonymous</p> <p>Small Shipper</p> <p>Other</p> <p>Large Shipper</p> <p>Small Shipper</p> <p>Consumer</p> <p>Transporter</p>

Q3: How satisfied are you with the timeliness of material created and published by the Joint Office e.g. Modification Reports, Agendas, Minutes?	#8 - The timeliness of materials is generally good and are easy to understand and clear. #21 - There is still a lot of late published material and this makes it challenging to adequately prepare to discuss in meetings. #25 - GIT process means I receive information when needed. #26 - In my opinion, all communications issued in a timely fashion, including provision of notifications	Other Large Shipper Consumer Transporter
Q4: If you have used the Joint Office website: www.gasgovernance.co.uk, how satisfied are you with the site?	#4 - Clear and easy to use. #7 - It is super hard to navigate if you do not know what you are looking for and a lot is rolled into one workgroup and not easily found #8 - I think that the calendar is a good feature; however, I think that the number of times you have to click on different links just to get to the meeting documents is a bit onerous. The website could be a bit more efficiently laid out and easier to navigate. #11 - The minutes could be improved by including more detail. #15 - The website is difficult to navigate and it isn't easy to locate documents. #19 - Easy to navigate. #21 - The traceability of documents or meeting papers continues to be an on-going difficulty. #25 - Navigation OK any problems are down to me. #26 - Generally stable, a few access issues across the year.	Anonymous Small Shipper Other Large Shipper Small Shipper Small Shipper Large Shipper Consumer Transporter
Q5: How satisfied are you with the Joint Office overall?	No comments	

Q6: Do you have any suggestions for improvement?	#4 - The recent CMA proposals risk throwing the baby out with the bath water. I have experience of a number of the "code governing bodies" and the arrangements in gas far and away outstrip and out-perform the others. JO just keep doing what you are doing, please.	Anonymous
	#7 - Don't send all your e-mails at once please!	Small Shipper
	#15 - The Joint Office needs to make a concerted effort to build a repository of reference and guidance documents, covering not only fundamental principles but in-depth explanations of industry dynamics. The best example I can give in this case is Elexon. As a new entrant in the industry, I have had no difficulty in locating training and guidance material for the BSC.	Small Shipper
	#17 - Teleconference facilities - poor quality when you dial in to some meetings.	Small Shipper
	#19 - Apologies if this is already present, but it would be helpful if a change Release section, showing changes approved for implementation could be added.	Small Shipper
	#21 - Teleconferences routinely being scheduled for 10.00/10.30 a.m. starts means that what is often a short meeting - as most teleconferences are or should be, generally cuts the morning in half. A teleconference could be scheduled earlier or later to ensure a more efficient use of the whole day. 2. Despite the JO having spent a lot of money on teleconference facilities, people are still complaining of the sound quality.	Large Shipper
	#22 - Very pleased with the service I've received so far!	Transporter

7 Summary

Satisfaction %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2016	Overall 2015	Overall 2014
Very Satisfied	33	25	25	48	37	36	32
Satisfied	50	58	62.5	44	51	52	67
Dissatisfied	8	0	12.5	7	7	13	1
Very Dissatisfied	0	0	0	0	0	0	0
Neither Satisfied or Dissatisfied (No view number count prior to 2016)	8	17	0	0	5	1	1
Respondents %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2016	Overall 2015	Overall 2014
Consumer	0	0	0	7	3	3	8
Regulator	8	0	0	0	2	3	1
Large Shipper	17	17	50	30	27	36	20
Other Shipper	17	8	12.5	26	19	9	8
Transporter	42	58	25	26	36	46	47
Other	8	8	12.5	7	8	12	13
Anonymous	8	8	0	4	5	9	3

8 Joint Office Summary Actions

Feedback Area	Commentary and Actions
Is the website fit for purpose?	<ul style="list-style-type: none"> • Acknowledge the website looks dated and may not work particularly well with all mobile devices. • Clear difference of opinions on ability to find what people need – with support both for the status quo and for modernisation. • What we aim to do: <ul style="list-style-type: none"> ○ Look at optimising the appearance and usability on other devices ○ Improve navigation without losing the things people value the website for. We will propose, and consult upon, an improved layout.
Quality of Service	<ul style="list-style-type: none"> • We strive to provide a positive experience despite the wide range of expectations industry colleagues have. The volume of change (Nexus/FGO in particular) has stretched our, and industry, resources and this may have been a factor in the one or two concerns raised. • Overall, given the throughput of work we believe we continue to provide a good service and most comments support this. • We will, however, reiterate the key messages for the JO team.
General	<ul style="list-style-type: none"> • We have different responsibilities to those on Elexon (for instance, we do not have Subject Matter Experts) and we don't host training or 'industry dynamics' type documentation. • We are working with all venues to improve teleconferencing across the board. Ultimately though there are other variables that contribute to the experience, such as quality of the callers line and behaviours of individuals attending meetings. • We note comments about issuing emails simultaneously. We think this only occurs on Panel day and is a by-product of so many decisions being made at the meeting. We are obliged to communicate them all within a set period and can only apologise if this causes congestion in your inbox.