

Joint Office of Gas Transporters 2016/17 Objectives – April 2017 Year End Performance

Key Objective	What you can expect We will....	Measures	Performance
Uniform Network Code (UNC) Governance Changes to the UNC will be administered efficiently and effectively	<ul style="list-style-type: none"> Be experts in the UNC change process Manage UNC changes utilising an appropriate level of governance, whilst seeking to improve all aspects of that governance Operate in line with the UNC Modification Rules and the Code Administration Code of Practice (CACoP) Report regularly our performance under the CACoP Support Panel in delivering efficient and effective governance processes 	Target <ul style="list-style-type: none"> Zero breaches of governance No more than two own-cause faults in a Code Text release CACoP annual KPIs published by end-February Ensure that CGR-mandated changes are implemented promptly and efficiently Stretch <ul style="list-style-type: none"> UNC updates for all Nexus and EU changes are consolidated ready for publication on 01 October 2016 	<ul style="list-style-type: none"> No breaches of governance. No JO-fault problems in Code releases. CACoP KPIs published as required by Ofgem schedule. CGR3 changes implemented in a timely manner, with visibility at Panel. EU changes included in a Code release shortly after full implementation in October 2016. Nexus deferred to 01 June 2017.
Documentation Quality, Timeliness and Availability Documents will be high quality, easy to read and widely available	<ul style="list-style-type: none"> Ensure all modifications contain a high level plain English summary Make documentation promptly and publicly available to users Use a consistent structure (e.g. templates) for documents Maintain our Website as being clear and fit for purpose Inform parties about documentation using a variety of channels (Web/Twitter/Email etc) 	Target <ul style="list-style-type: none"> No late documentation (excludes time-constrained events such as Urgent) No adverse feedback on documentation within JO control Consult on proposals to refresh the website and implement as appropriate to feedback received. 	<ul style="list-style-type: none"> Strong focus continues on avoiding late documentation. Where documents are late but seen to be important, meeting agreement to consider them is sought. Good feedback received on JO documentation. Website refresh consultation completed and the actual refresh is in progress.
Facilitating Meetings Meetings will have a clear purpose, be well managed and focused on moving swiftly towards their objectives	<ul style="list-style-type: none"> Balance the needs and expectations of parties attending meetings with the objective of effective and efficient governance Ensure meetings are productive whenever within our control to do so Confirm meeting dates well in advance, unless short-notice at attendees' request Publish notices, agendas, papers, presentations and minutes as early as practicable, and within prescribed timescales Drive delivery of meeting actions 	Target <ul style="list-style-type: none"> All meeting documentation published in line with obligations Zero late-notice meetings, unless requested by attendees 	<ul style="list-style-type: none"> No unplanned late-notice meetings.

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<p>Customer Satisfaction</p> <p>We will seek to enhance overall satisfaction with UNC governance</p>	<ul style="list-style-type: none"> • Act professionally and courteously at all times • Wherever possible, assist users during the code modification process • Respond quickly to requests for information and support • Check back with our customers in real time to ensure we have met their expectations • Understand our customers' level of satisfaction by conducting regular surveys 	<p>Target</p> <ul style="list-style-type: none"> • 'Overall customer satisfaction with the Joint Office' >88% satisfied or better • Satisfaction with the Website improved to 85% (was 80%) <p>Stretch</p> <ul style="list-style-type: none"> • Increase the 'Very Satisfied' proportion to 35% 	<ul style="list-style-type: none"> • Calendar year-end 2016 overall satisfaction was 92% (consistent basis with objective setting). • Ofgem's overall code administration survey returned a satisfaction score of 77%. • Satisfaction with the website was 77%. • 'Very satisfied' was 48%.
<p>Efficiency</p> <p>Effective governance will be maintained at a reasonable cost whilst seeking opportunities for improvement</p>	<ul style="list-style-type: none"> • Work within the financial objectives agreed with JGAC • Embed improvement objectives in everything we do 	<p>Target</p> <ul style="list-style-type: none"> • Budget financial target achieved • At least one significant efficiency-based improvement delivered <p>Stretch</p> <ul style="list-style-type: none"> • Stretch financial target achieved 	<ul style="list-style-type: none"> • Budget achieved, with a very small underspend. • Extended the tenure of the Independent Panel Chair – avoiding recruitment costs.