

## Joint Office of Gas Transporters 2015/16 Objectives – End of Year Performance (April 2016)

| Key Objective  | What you can expect<br>We will....   | Measures   | Performance  |
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| <b>Uniform Network Code (UNC) Governance</b><br><br>Changes to the UNC will be administered efficiently and effectively                        | <ul style="list-style-type: none"> <li>Be experts in the UNC change process</li> <li>Manage UNC changes utilising an appropriate level of governance, whilst seeking to improve all aspects of that governance</li> <li>Operate in line with the UNC Modification Rules and the Code Administration Code of Practice (CACoP)</li> <li>Report regularly our performance under the CACoP</li> </ul>  | <b>Target</b> <ul style="list-style-type: none"> <li>Zero breaches of governance</li> <li>No more than two own-cause faults in a Code Text release</li> <li>CACoP annual KPIs published by end-February</li> </ul> <b>Stretch</b> <ul style="list-style-type: none"> <li>UNC updates for all Nexus and EU changes are consolidated ready for publication on 01 October 2015</li> </ul> | <ul style="list-style-type: none"> <li>No breaches of governance recorded</li> <li>No own-cause faults in a Code Text release</li> <li>CACoP Quarterly and Annual Reports published within 2 weeks of the end of the period</li> <li>All EU Code changes implemented for October 2015 as expected.</li> <li>NOTE: Nexus deferred to 01 October 2016</li> </ul> |
| <b>Documentation Quality, Timeliness and Availability</b><br><br>Documents will be high quality, easy to read and widely available             | <ul style="list-style-type: none"> <li>Ensure all modifications contain a high level plain English summary</li> <li>Make documentation promptly and publicly available to users</li> <li>Use a consistent structure (e.g. templates) for documents</li> <li>Maintain our Website as being clear and fit for purpose</li> <li>Inform parties about documentation using a variety of channels (Web/Twitter/Email etc)</li> </ul>   | <b>Target</b> <ul style="list-style-type: none"> <li>No late documentation (excludes time-constrained events such as Urgent)</li> <li>No adverse feedback on documentation within JO control</li> </ul>  | <ul style="list-style-type: none"> <li>No late documentation recorded</li> <li>JO documentation continues to be recognised as high-quality (see Customer Satisfaction surveys)</li> </ul>  |
| <b>Facilitating Meetings</b><br><br>Meetings will have a clear purpose, be well managed and focused on moving swiftly towards their objectives | <ul style="list-style-type: none"> <li>Balance the needs and expectations of parties attending meetings with the objective of effective and efficient governance</li> <li>Ensure meetings are productive whenever within our control to do so</li> <li>Confirm meeting dates well in advance, unless short-notice at attendees' request</li> <li>Publish notices, agendas, papers, presentations and minutes as early as practicable, and within prescribed timescales</li> <li>Drive delivery of meeting actions</li> </ul> | <b>Target</b> <ul style="list-style-type: none"> <li>All meeting documentation published in line with obligations</li> <li>Zero late-notice meetings, unless requested by attendees</li> </ul>   | <ul style="list-style-type: none"> <li>No recorded issues with meeting documentation</li> <li>No late-notice meetings (unless by specific request)</li> </ul>  |

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| <p><b>Customer Satisfaction</b></p> <p>We will seek to enhance overall satisfaction with UNC governance</p>                               | <ul style="list-style-type: none"> <li>• Act professionally and courteously at all times</li> <li>• Wherever possible, assist users during the code modification process</li> <li>• Respond quickly to requests for information and support</li> <li>• Check back with our customers in real time to ensure we have met their expectations</li> <li>• Understand our customers' level of satisfaction by conducting regular surveys</li> </ul> | <p><b>Target</b></p> <ul style="list-style-type: none"> <li>• 'Overall customer satisfaction with the Joint Office' &gt;97%</li> <li>• Satisfaction with the Website improved to 90% (was 87%)</li> </ul> <p><b>Stretch</b></p> <ul style="list-style-type: none"> <li>• Increase the 'Very Satisfied' proportion to 40% (12% improvement in this score compared to 2014)</li> </ul> | <ul style="list-style-type: none"> <li>• Overall customer satisfaction with the JO across 2015 was 88%</li> <li>• Website satisfaction was 80%.</li> <li>• Actions to address concerns have been identified.</li> <li>• Very satisfied respondents 32%</li> </ul>                  |
| <p><b>Efficiency</b></p> <p>Effective governance will be maintained at a reasonable cost whilst seeking opportunities for improvement</p> | <ul style="list-style-type: none"> <li>• Work within the financial objectives agreed with JGAC</li> <li>• Embed improvement objectives in everything we do</li> <li>• Seek further opportunities to enable participation whilst avoiding unnecessary travelling</li> </ul>   | <p><b>Target</b></p> <ul style="list-style-type: none"> <li>• Budget financial target achieved</li> <li>• At least one efficiency-based improvement delivered</li> </ul> <p><b>Stretch</b></p> <ul style="list-style-type: none"> <li>• Stretch financial target achieved</li> </ul>   | <ul style="list-style-type: none"> <li>• Strong financial performance –ahead of stretch at year end.</li> <li>• Delivered improved pre-engagement arrangements for Modification Proposal initiation – designed to improve overall quality and hence shorter assessment.</li> </ul> |