

Joint Office of Gas Transporters 2017/18 Objectives – April 2017

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) Regularly report our performance under the CACoP Support Panel in delivering efficient and effective governance processes Contribute to, and support, Ofgem's Code Governance Reforms 	<ul style="list-style-type: none"> Zero breaches of governance No more than two own-cause faults in a Code Text release UNC updates for all June Nexus and DSC changes are published by 01 July 2017 	<ul style="list-style-type: none">
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 Provide a renewed focus on having meeting papers available by D-5 Use a consistent structure (e.g. templates) for documents 	<ul style="list-style-type: none"> No late documentation unless supported by reasoned explanation (such as time-constrained events) No adverse feedback on documentation within JO control 	<ul style="list-style-type: none">
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 meeting participants 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 Drive delivery of meeting actions 	<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">

Joint Office of Gas Transporters 2017/18 Objectives – April 2017

<p>Communication</p> <p>We will seek provide timely and relevant communication about UNC governance matters</p>	<ul style="list-style-type: none"> • Provide 'critical friend' assistance to customers whenever they request it so that they can effectively participate • Respond quickly to requests for information and support • Maintain our Website as being clear and fit for purpose • Provide appropriate communications that keep customers informed • Utilise a variety of channels as appropriate to the circumstances (Web/Twitter/Email etc) 	<ul style="list-style-type: none"> • Deliver the website refresh (Ph1 by June, Ph 2 by Sept) • Seek customers' views on what communication channels are preferred and action accordingly 	<ul style="list-style-type: none"> •
<p>Efficiency and Customer Satisfaction</p> <p>Effective governance will be maintained whilst seeking to enhance overall satisfaction with our services</p>	<ul style="list-style-type: none"> • Work within the financial objectives agreed with JGAC • Strive to improve the quality of teleconferences • Embed improvement objectives in everything we do • Act professionally and courteously at all times • Check back with our customers in real time to ensure we have met their expectations 	<ul style="list-style-type: none"> • Budget financial target achieved • At least one significant efficiency-based improvement delivered • Overall Satisfaction measure improved year-on-year 	<ul style="list-style-type: none"> •