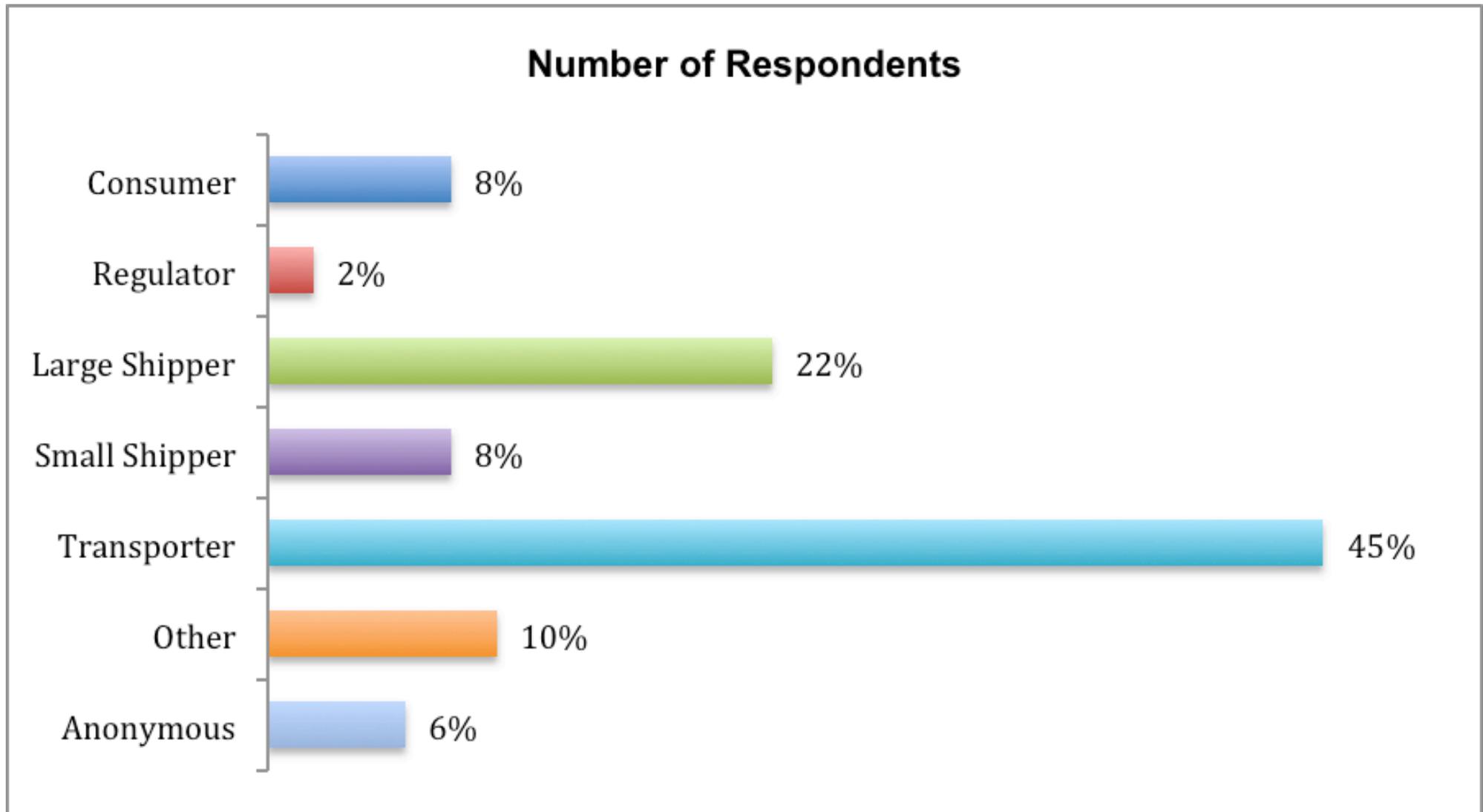


Customer Satisfaction Survey Results Year End 2014

This report covers the entire stakeholder base for the Joint Office, and is broader in scope than the Quarterly 'dip-check' surveys.

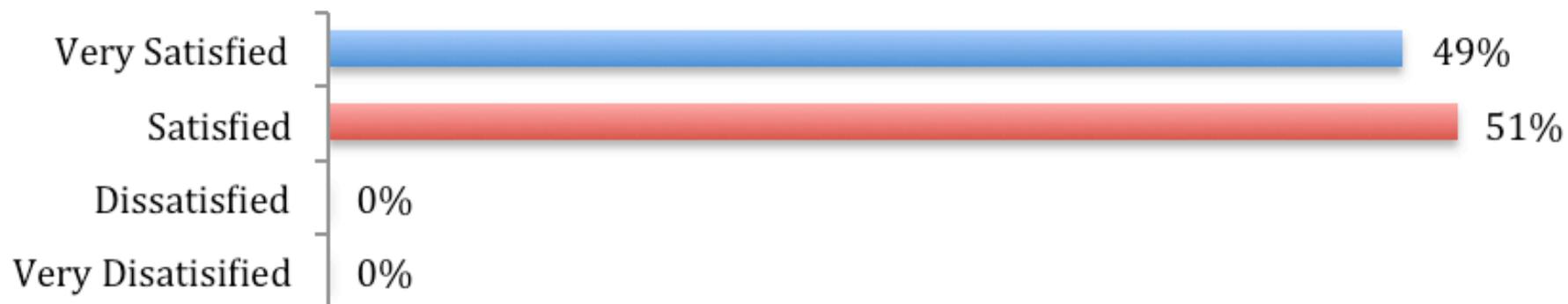
51 people responded to this survey.

1 Responses



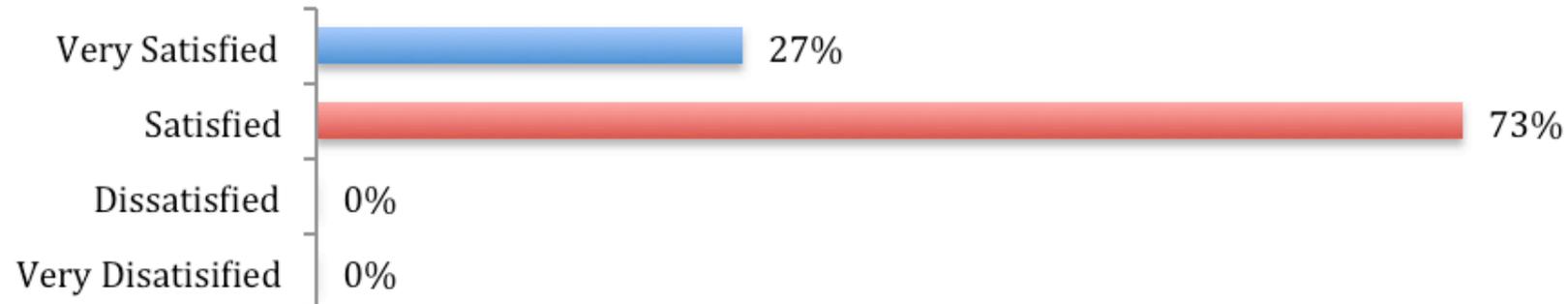
2 Assistance Received

How satisfied are you with the assistance received?

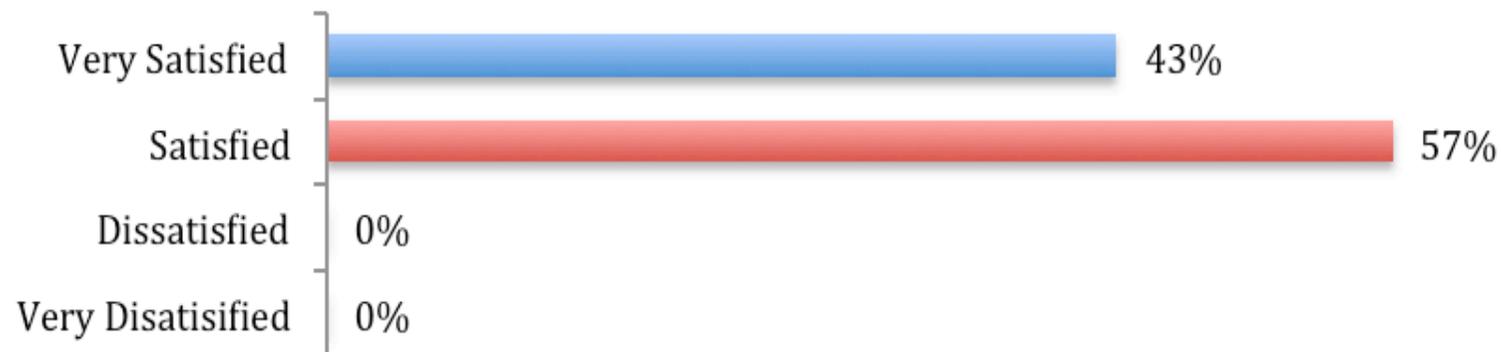


3 Documentation

How satisfied are you with the materials produced?

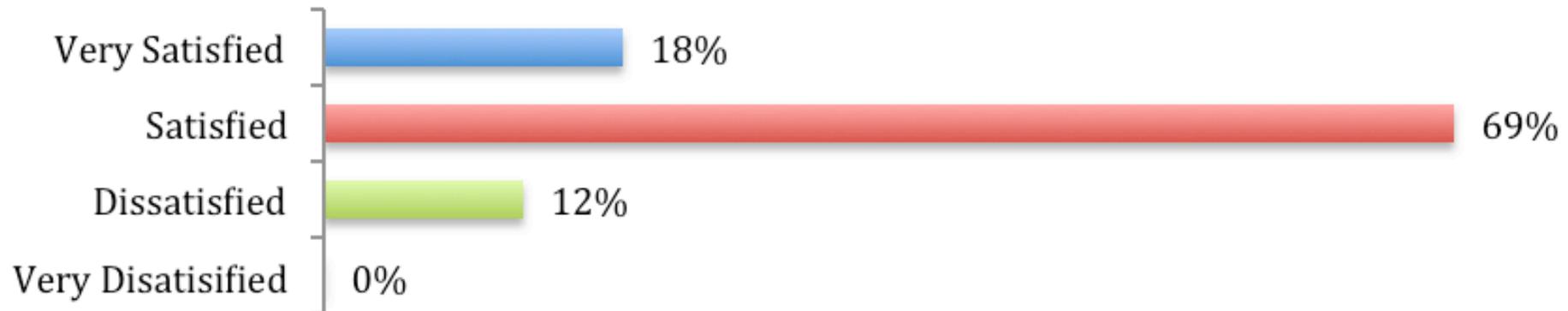


How satisfied are you with the timeliness of materials?

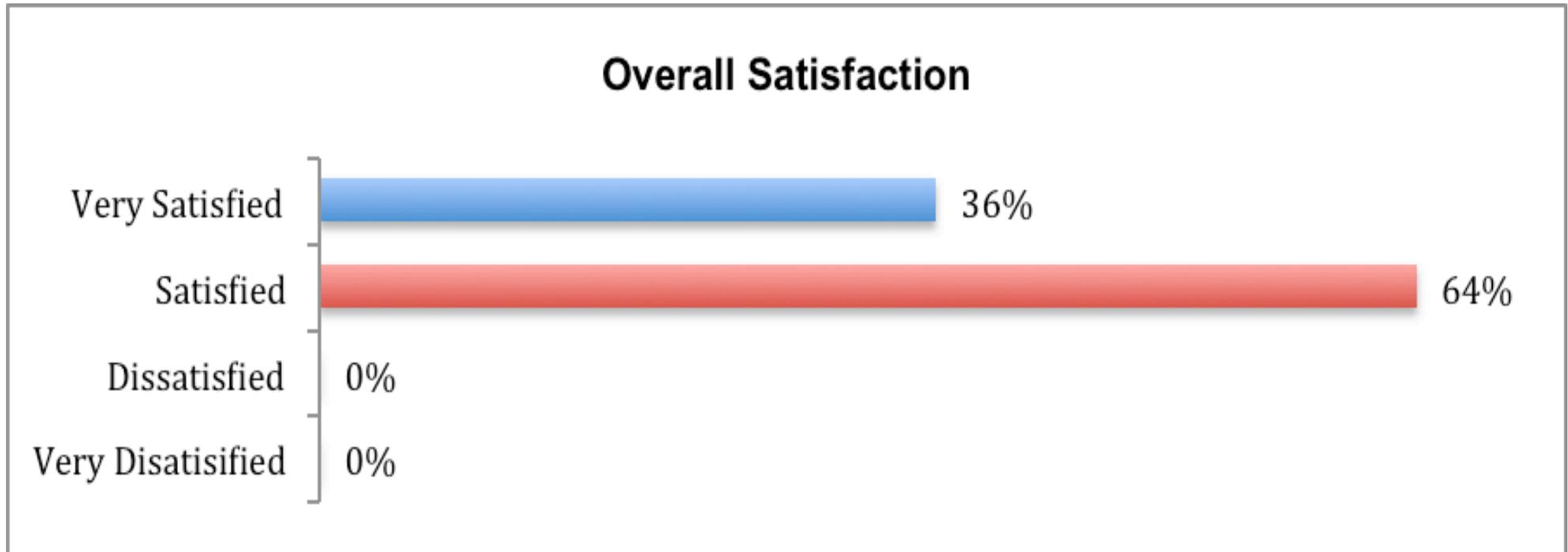


4 Website

How satisfied are you with the website?



5 Overall Satisfaction



6 Key Themes

Theme	Action/Comment
Meetings Chair should sit in middle	Agreed – actioned already
Minutes are generally of a good quality but sometimes they can be misleading. More detail and accuracy requested.	This can be difficult in our often very technical meetings. Wherever possible we confirm with subject experts first.
Some reports aren't easy to understand if not involved in Workgroup development.	Again, a function of the complexity of some changes. We aim for an 'informed reader' level.
Hard to search and find documents relating to Workgroups. Suggestion made for consideration of naming conventions to allow quicker searches.	There is no consensus on the 'right way' to do this. JO staff are always available to assist.
A request for all Meeting papers links to be provided on one meeting page.	Links are provided to sub-meetings on the master meeting page.
Notification of minutes and general publications (not known when minutes published).	We do not email such notifications to limit email traffic. We do use Twitter notifications though – these are reproduced on the JO home page. There is also a 'Whats New' tab on the JO website which shows documents published, in order.
Website looking dated, large attachments slow to download, documents difficult to locate (e.g. location of key documents not clear - meetings Vs main page), upgrade server	We are working to upgrade the website software during January 2015 to improve performance.
Positive feedback on ability to download events to outlook via the event diary however some parties are unable to locate this option.	Thank you for the feedback.
Would like to register for events online via the website meeting page (save emails).	We do not currently have the functionality to do this, and many of our customers prefer our emails as a trigger. We will investigate how we might improve the situation.
Request submitted for a Modification status register, with notification of some difficulty accessing register at: http://www.gasgovernance.co.uk/mods	We already publish a Modification Register in both .xls and PDF formats. We have included a link to it on our home page to make it easier to reach.

Search facility not updating / working efficiently. Navigation through drop down menus and searching documents needs improvement. Request for searching for modification by name title/number, and a better listing breakdown ie live, closed etc.	We will endeavour to improve the search facilities and navigation. JO staff are always available to assist.
Live mods should include all live mods (request not to separate European Modifications)	This was discussed at the European Workgroup and agreed that the website should remain as-is.
More resources to enable ability to run concurrent meetings.	We already run 2 concurrent meetings on occasion, and we find that the industry cannot support more than this.
Teleconference facilities need improvement and further investment, suggested changes to room layout and microphones.	We are aware of the limitations of the facilities of some of the venues we use and are working with them to improve matters.
Now that a number of the EU codes have been approved into Regulation, there should be a section on the JO website where the EU Regulations are held so users can make reference to these.	Agreed – this has been actioned already. Please see http://www.gasgovernance.co.uk/euronetcodes
The joint office should assume responsibility for the procurement and oversight of legal text drafting to ensure consistency of approach	The gas transporters have a responsibility for the production of Legal Text. Discussions are ongoing as to how to improve this.

7 Comparison

Please note: from 2014 a new measure "How satisfied are you with the JO, overall" has been used instead of the previous averaging mechanism

% Responses	Year End 2014	Year End 2013	Year End 2012	Year End 2011
Very Satisfied	36.00	36.96	48.04	51.53
Satisfied	64.00	58.70	50.00	46.01
Dissatisfied	0	3.62	1.96	1.84
Very Dissatisfied	0	0.72	0	0.61
% Respondents	Year End 2014	Year End 2013	Year End 2012	Year End 2011
Consumer	7.84	2.56	3.85	6.67
Regulator	1.96	2.56	0	4.44
Large Shipper	21.57	23.08	23.08	15.56
Other Shipper	7.84	15.38	11.54	11.11
Transporter	45.1	46.15	42.31	44.44
Other	9.8	5.13	11.54	17.78
Anonymous	5.88	5.13	7.69	0