



Relationship Management KVI

Results of the 1st Qtr (June '19) Surveys



- Scoring & Options changes made since 2018/19
 - 4 Response Options
 - Additional survey response option added: ‘Starting to Distrust’
 - Revised Banding of Responses into Target
 - ‘Trust’ & ‘Starting to Trust’ grouped to go towards KVI score
- This makes comparison to previous year results difficult

Summary Results

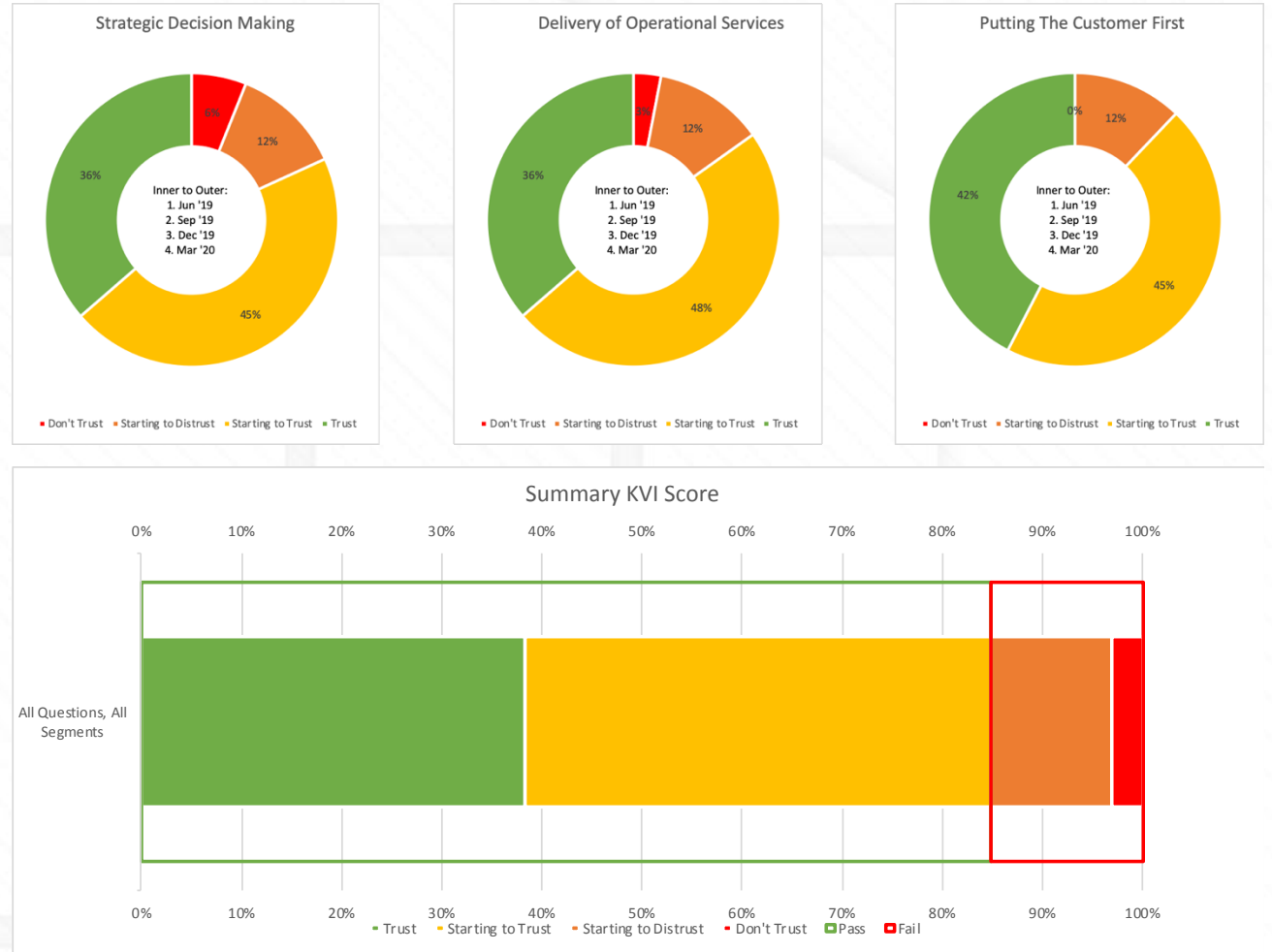
Response Rates

- 33 Responses
- 23 with comments
- All Segments Covered

KVI Outcomes

(% of Respondents Scoring 'Starting to Trust' or 'Trust')

- Strategic Decision Making 82%
- Delivery of Operational Svc 85%
- Putting Customer First 88%
- Overall 85%



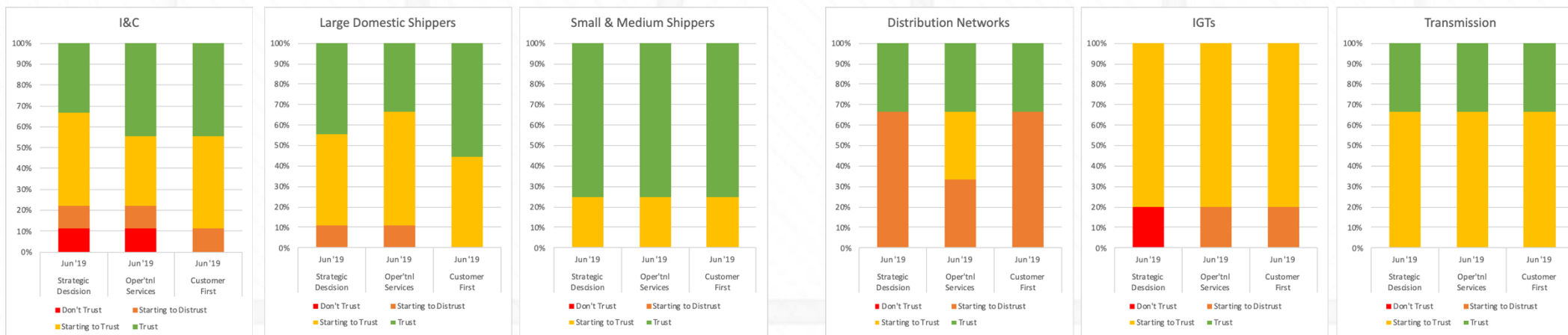


Results by Segment

Segment	I&C Shippers	Large Dom. Shippers	Sml/Med Shippers	Distribution Networks	IGTs	Transmission
Respondents	9	9	4	3	5	3
TOTAL Average Segment Score (1-4)	3.1	3.3	3.8	2.8	2.7	3.3
Strategic Decn.	3.00	3.33	3.75	2.67	2.60	3.33
Operational Svcs	3.11	3.22	3.75	3.00	2.80	3.33
Customers First	3.33	3.56	3.75	2.67	2.80	3.33

- Average scores all above the 'mid point' (2.5) position
- Lowest scoring received within IGT and DN segments; Highest from Small/Medium Shippers.
- Lowest percent response rate from Small/Medium Shipper Segment; Highest from Large Domestic Shippers

Responses score 1 for Don't Trust to 4 for Trust – Average for all questions shown by Segment



Comments Received

Thoughts & Excerpts Taken from the...

More Positive Scoring Respondents

- Helpful staff
- Customer Advocate – greatly valued
- Great Improvements made and continue to see improvement
- Seeing inclusivity in strategic planning & goal alignment
- Impressed with recent developments in customer engagement
- No concerns

However...

- Improve availability of resources (information/training)
- Approach to UIG work
- Improve Ticket response / touchpoint updates

More Negative Scoring Respondents

- Not pushing forward innovation & initiatives
- Feel less important than other customers / Equity of Service
- System Performance
- Does Xoserve fully understand the needs of it's customers?
- Customer focus great, in pockets
- Class 3 Migration / System Capacity fears
- CSS Project fears

However...

- Noticeable push toward openness & transparency
- Kudos for Customer Advocate

What we Heard

Positive sentiment in commentary:

- Predominantly related to Xoserve staff and improvement in customer centricity.
- This is consistent with previous survey cycles

Negative sentiment in commentary:

- Introduced new topics from previous surveys:
 - System Performance
 - Class 3 uncertainty
 - Change Responsiveness (particularly reports)
- And carried through from previous survey cycles:
 - Ticket/Query resolution

Activity

- Continue Embedding Customer Centric Culture
 - A programme to deliver business change through:
 - Embedding the Voice of the Customer
 - Journey Mapping
 - Customer Training
 - Tool Improvements to support
- Taskforce for Class 3 / System Performance
- Pain Point Mapping & Improvement
 - Identification of operational hotspots, implementing quick process wins and establishing a route map for longer term improvements.
- KANO modelling to identify the most impactful change
- Review of FAQ Content on Website to support 'self-serve'