



Demand Estimation Sub Committee

Feedback for CDSP Demand Estimation Team

6th July 2020

Objective

- Consider how the activities performed by the CDSP's Demand Estimation Team on behalf of Demand Estimation Sub Committee (DESC) could be measured in order to feed into Key Performance Measures (KPMs)

Feedback for CDSP- Background

- Xoserve have been working to establish a set of Key Performance Measures (KPM) which reflects the key focus areas for our customers
- The measures considered the timeliness of delivery (or CT – “Cycle Time”) and the quality of what is delivered (or RFT – “Right First Time”)
- One of these key focus areas relates to the Demand Estimation deliverables
- In terms of ‘timeliness’ there are a number of planned activities and delivery dates which are set at the start of each year which can be measured against
- In terms of ‘quality’ we could use the number of disapproving representations we receive on the annual Gas Demand Profiles and/or the performance of the profiles presented as part of Algorithm Performance work in December each year
- We also feel in addition to the above, the use of industry feedback, particularly from DESC members and TWG representatives would be valuable and help continual improvement of the Demand Estimation process

Feedback for CDSP - Suggested Topics

- Below are some suggested topics (and questions) for what may be important to you when engaging with the Demand Estimation process:
 - Topic: **Accuracy / Quality**
Question) How satisfied are you with the accuracy and quality of the outcomes from the Demand Modelling process? i.e. NDM Noms/Allocation and SOQ calculation
 - Topic: **Timeliness of delivery**
Question) How satisfied are you with the Demand Estimation team in setting and meeting DESC's annual timetable of activities?
 - Topic: **Communication – Meetings**
Question) Rate the level of communication provided at DESC / TWG meetings ? i.e. delivery of message and presentation material (e.g. content, style)
 - Topic: **Query Handling**
Question) Rate your engagement with the Demand Estimation team outside of formal meetings (e.g. when dealing with our box account and/or phone calls)
 - Topic: **Overall confidence in delivery**
Question) Rate your confidence in the Demand Estimation team delivering the obligations on behalf of DESC
- Any other suggested topics / questions which are important to you ?

Feedback for CDSP- Timings, Mechanism and Scoring

- Timing for Feedback
 - We felt the obvious times of the year to request feedback from yourselves and the wider industry would be in late July and December
 - The late July meeting would normally coincide with the completion of the process to develop new Gas Demand Profiles for the next Gas Year
 - The December meeting is where the performance of the Gas Demand Profiles is assessed (review of the most recently completed Gas Year)
- Mechanism for capturing feedback
 - Brief survey of upto 5 questions for DESC members / TWG Representatives to complete at the end of July / December meetings ?
 - Link also provided to wider industry to complete as part of DESC's "Communication of Key Messages" notification
- Scoring
 - Suggestion: "Did not meet expectations", "Met some expectations", "Met expectations", "Exceeded expectations" plus "Comments"

Feedback for CDSP – Next Steps

- Based on an agreed set of topics we will produce a set of questions for you to complete at the next DESC meeting on 22nd July

