



# **Demand Estimation Sub Committee**

## **Review of Survey Results**

5<sup>th</sup> October 2020

# Background

- The deliverables produced by the Demand Estimation team are now reported on as a 'Key Performance Measure' (KPM) for Xoserve
- In July we introduced a 6 question survey of DESC Members and TWG Representatives to provide feedback on the service we provide to DESC in meeting its UNC Section H obligations
- The survey results provide us with valuable feedback to enable us to continually improve the work we perform on behalf of DESC and the answers to Question 6 are used to provide a formal view of customer satisfaction which feeds the Demand Estimation KPM
- We plan to run these twice a year, the first was in July and again in December after we have completed the review of the profiles in the most recently completed gas year

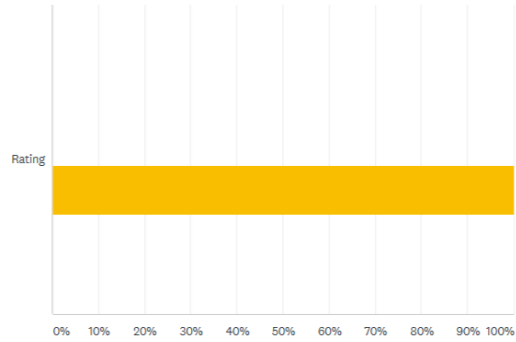
# Results

- During the response window for the July survey we received 4 replies (2 Shippers and 2 Networks)
- Responses received indicate that DESC are happy with the services the Xoserve Demand Estimation team provide - see slide 4
- It would be great to receive feedback from all DESC Members and TWG Representatives in order to ensure the results are fully representative
- The next survey will be issued after the December DESC meeting on 7<sup>th</sup> December

Q2

How satisfied are you with the accuracy and quality of the output from the Demand Modelling process and the downstream calculations they serve? e.g. NDM Nominations/Allocation and SOQ calculation

Answered: 4 Skipped: 0

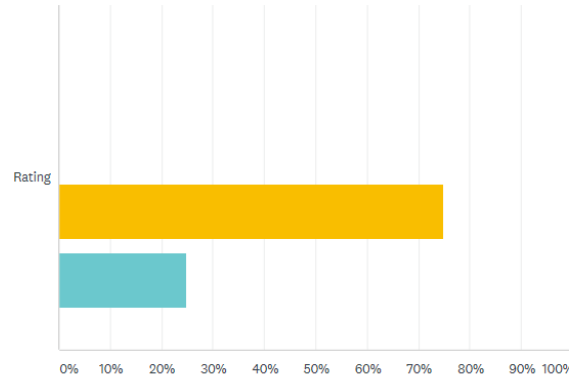


■ Do not meet expectations 
 ■ Meet some expectations 
 ■ Meet expectations 
 ■ Exceed expectations

Q3

How satisfied are you with the Demand Estimation team in setting and meeting DESC's annual timetable of activities?

Answered: 4 Skipped: 0

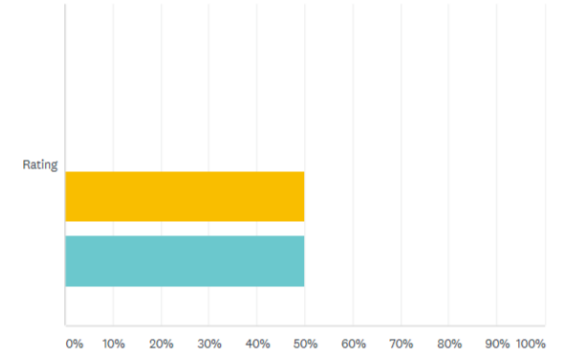


■ Do not meet expectations 
 ■ Meet some expectations 
 ■ Meet expectations 
 ■ Exceed expectations

Q4

Please rate the level of communication provided by the Demand Estimation team at DESC / TWG meetings? (e.g. presentation delivery, content and style)

Answered: 4 Skipped: 0



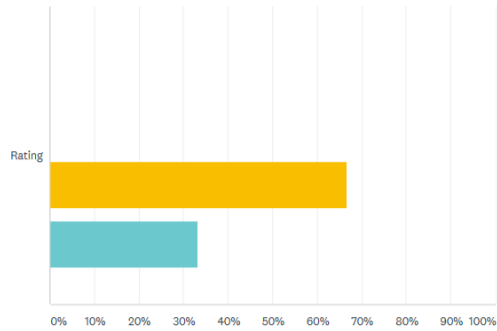
■ Do not meet expectations 
 ■ Meet some expectations 
 ■ Meet expectations 
 ■ Exceed expectations

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Q5

Please rate your engagement with the Demand Estimation team outside of formal meetings (e.g. when dealing with our box account and/or phone calls)

Answered: 3 Skipped: 1

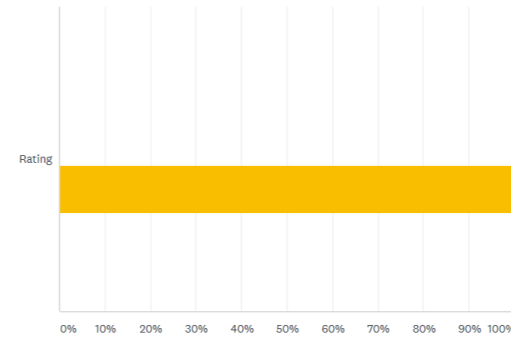


■ Do not meet expectations 
 ■ Meet some expectations 
 ■ Meet expectations 
 ■ Exceed expectations

Q6

Please rate your confidence in the Demand Estimation team delivering the UNC Section H obligations on behalf of DESC

Answered: 3 Skipped: 1



■ Do not meet expectations 
 ■ Meet some expectations 
 ■ Meet expectations 
 ■ Exceed expectations