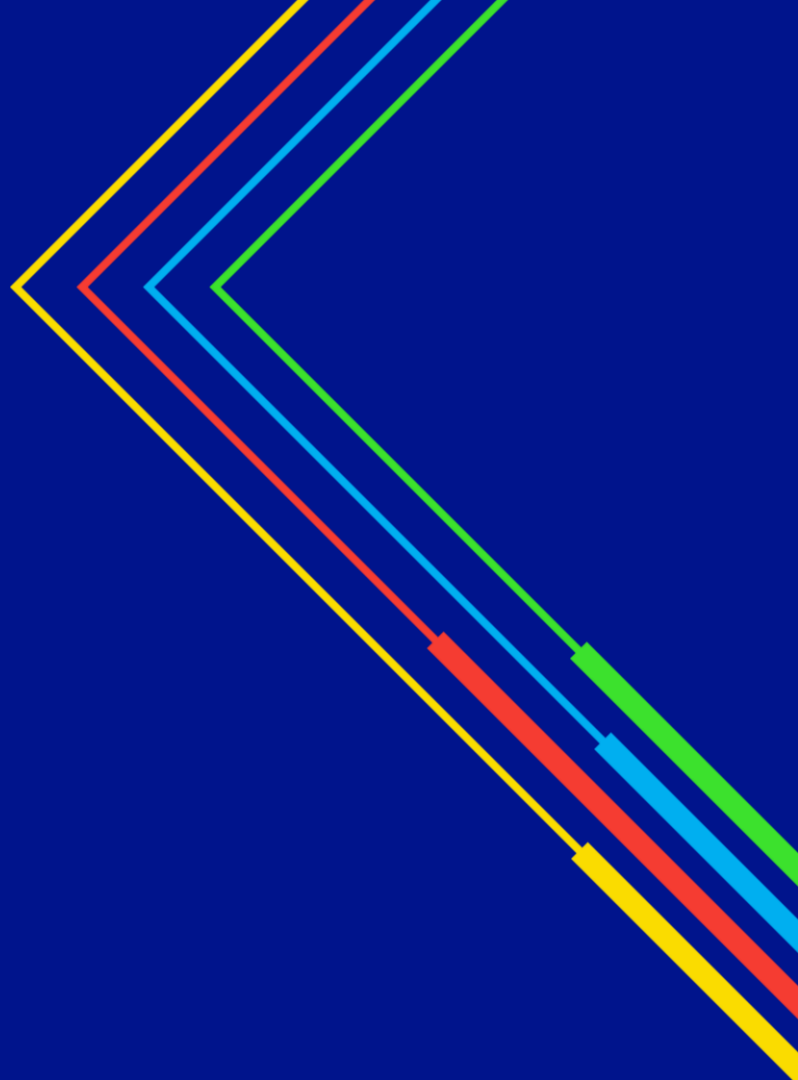


# Gas Market Change Customer & Stakeholder survey update

Transmission Workgroup  
7<sup>th</sup> January 2021



# Customer and Stakeholder Surveys Update

The Gas Market Change Delivery Team are continuing with our Customer and Stakeholder Satisfaction Surveys

We communicated with you about this at the November 2020 Transmission Workgroup and committed to follow up at the January Workgroup

# What do we do well?

“They were willing to provide **advice**. They provide **support** and they **respond very quickly** to my emails and requests. I wouldn't say there was anything in particular, but they're just **available** for general advice and support.”

“National Grid provided us with the **information** that we required with short notice. They put us in touch with **experts** in the areas where we needed help and provided us with the **guidance** on the UNC rules in particular areas in which we were interested.”

“They provide **updates** on the operations of the gas system, **making us aware of any issues**. They also provide the **technical expertise** which is useful for the work I carry out.”

“**Open** dialogue, **transparent** dialogue and an open relationship with neighboring terminals.”

“They're very **good listeners** and provide very **good reasoning**.”






“**Listening** to my opinion, taking **time to explain** their point of view and position in a very comprehensive way, and a **constructive and collaborative approach**.”

“Provide **inputs**, show **initiative** and are always **willing to help**.”

“They were **available** to contact when I needed them, and **easy to contact**.”

National Grid

## Our Customer Principles...

C	We CARE	
A	We are AGILE	
T	We are TRANSPARENT	
T	We earn TRUST	
V	We deliver VALUE	

# Where could we improve?

"It's probably trying to more **understand the customer's perspective** or their stakeholder's perspective - the commercial drivers that companies face"

"**Faster progression and pace of change** in areas, which are critical to my business".

"Just down to some of the timeframes of certain things. Some things have **taken longer** than we would have hoped."

"Before presenting any critical analysis to the industry, National Grid can **test their slides/analysis on a few industry participants** that may have different views or with participants that have a particular interest in the analysed areas. This may help National Grid prepare better for industry debates and also help "critics" understand better National Grid's point of view".

"**Clear, regular, accessible communication**, particularly focusing on actual activities ongoing/planned. Should be specific where possible - plenty of organisations (not just National Grid) are big on net zero aspiration but short on detail".

"To be **more reactive** and have **quicker response times**."

"Provide (or if they are already provided, more clearly signpost) **more regular updates** on issues for those unable to attend forums and webinars, such as newsletters or summary slides".

"**Calls in advance** of proposals and issues being made are always welcome (and currently received)".

# Key themes for improvement

*“provide [...] more regular updates on issues for those unable to attend forums and webinars”*

*“[provide] clear, regular, accessible communication, particularly focusing on actual activities [...] be specific where possible”*

*better articulate who we are, and what our role is*

*“I have not been involved in 'Gas Market Change’”*

*“have more individual discussions with their customers”*

*“[try to] understand the customer's perspective or their stakeholder's perspective”*

*“be more reactive and have quicker response times”*

*“be a bit more joined up[...] different parts of National Grid doing work on different stuff, and I sometimes get the impression that one part doesn't talk to the other part”*

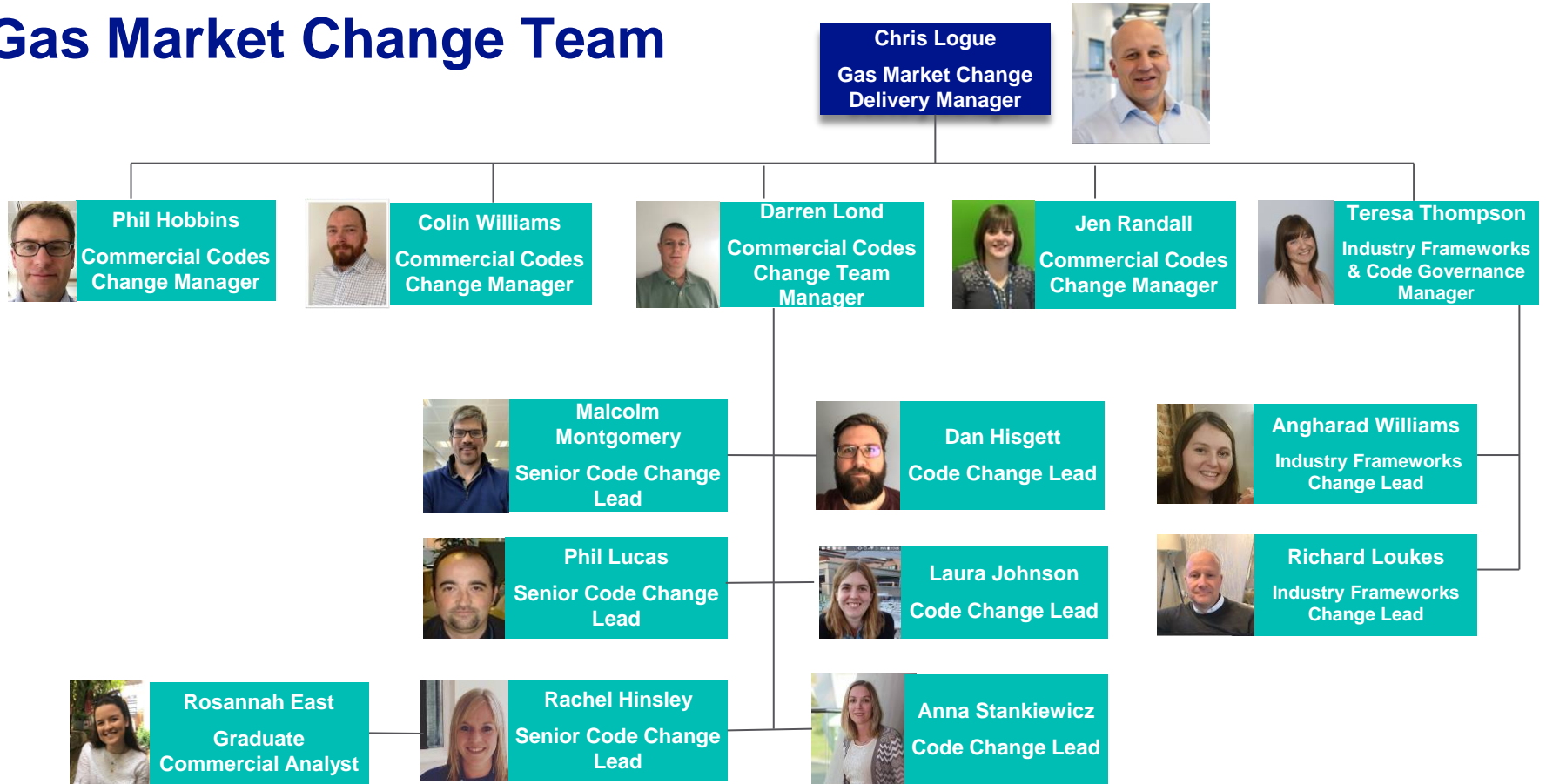
# Our Plan

You said Gas Market Change should...	What we're doing / have done...	What we will do...
<p><i>“provide [...] more regular updates on issues for those unable to attend forums and webinars”</i></p> <p><i>“[provide] clear, regular, accessible communication, particularly focusing on actual activities [...] be specific where possible”</i></p>	<ul style="list-style-type: none"> <li>Quarterly newsletter, which can also be accessed from our <a href="#">webpage</a></li> <li>Expanded our mailing list for the newsletter to a wider group of recipients</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly updates on the feedback we're getting through surveys, and the improvement actions we're considering</li> <li>Quarterly updates at the Ops Forum on our ongoing projects</li> </ul>
<p><i>better articulate who we are, and what our role is</i></p> <p><i>“I have not been involved in ‘Gas Market Change’”</i></p>	<ul style="list-style-type: none"> <li>Created a webpage for our team (link in our email signatures)</li> <li>Presented at Dec TxWG our team structure to help the industry understand who we are</li> </ul>	<ul style="list-style-type: none"> <li>Add a ‘did you know’ section to our newsletter to explain wider industry arrangements or issues which may impact our projects</li> </ul>
<p><i>“have more individual discussions with their customers”</i></p> <p><i>“[try to] understand the customer's perspective or their stakeholder's perspective”</i></p>	<ul style="list-style-type: none"> <li>Regular / continuous review of survey feedback and consider improvement actions</li> </ul>	<ul style="list-style-type: none"> <li>Ask our customers and stakeholders what they want to see in our newsletter</li> <li>Explore regulatory liaison role</li> <li>Customer &amp; stakeholder business partners across Gas Transmission</li> </ul>

# Next steps

- Working with other NG departments to address the following areas:
  - “be more reactive and have quicker response times”
  - “be a bit more joined up[,...] different parts of National Grid doing work on different stuff, and I sometimes get the impression that one part doesn't talk to the other part”
- A further update in April / May

# Gas Market Change Team





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For the latest information on projects we work on, please visit our webpage [here](#).

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