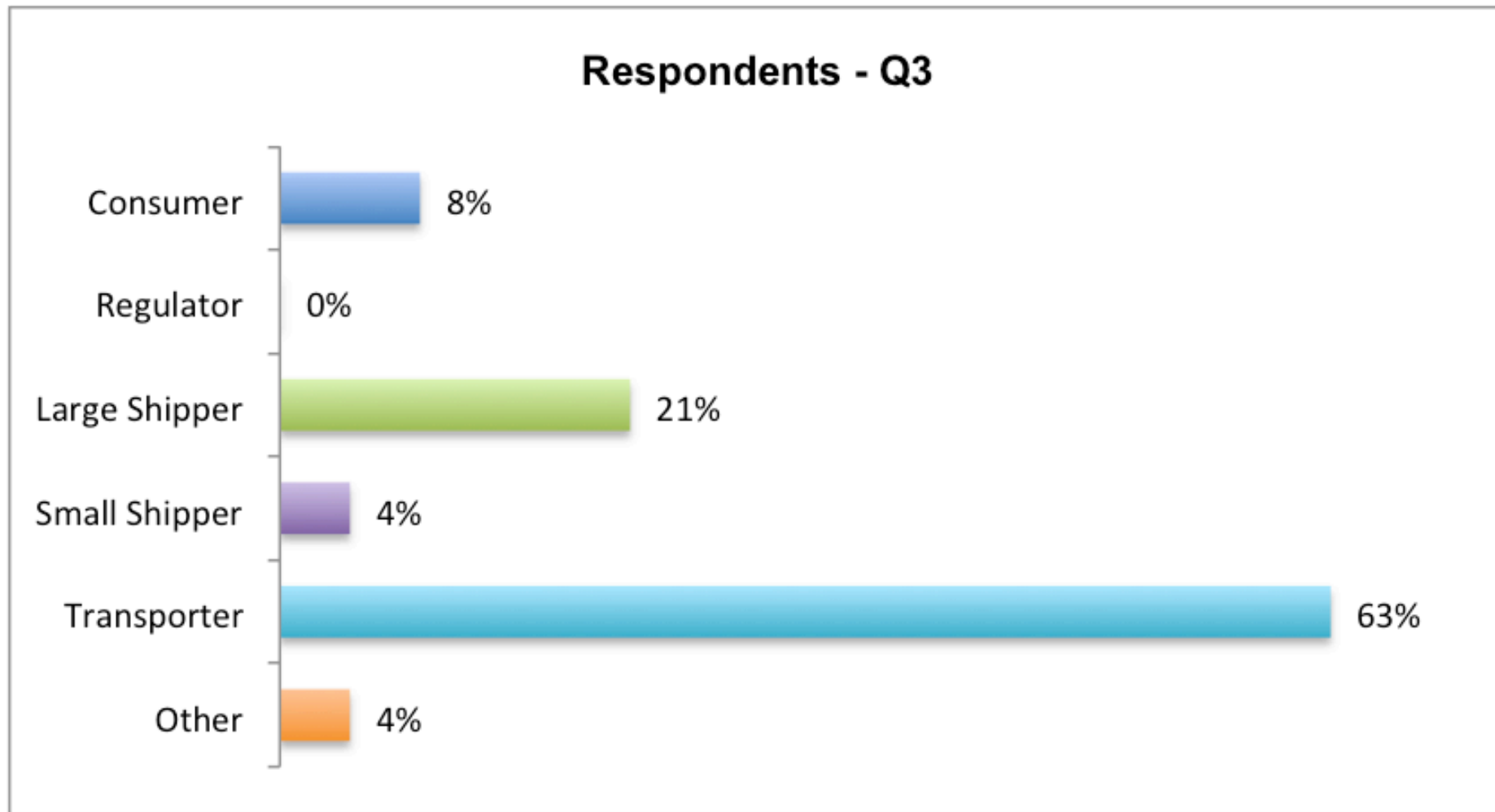


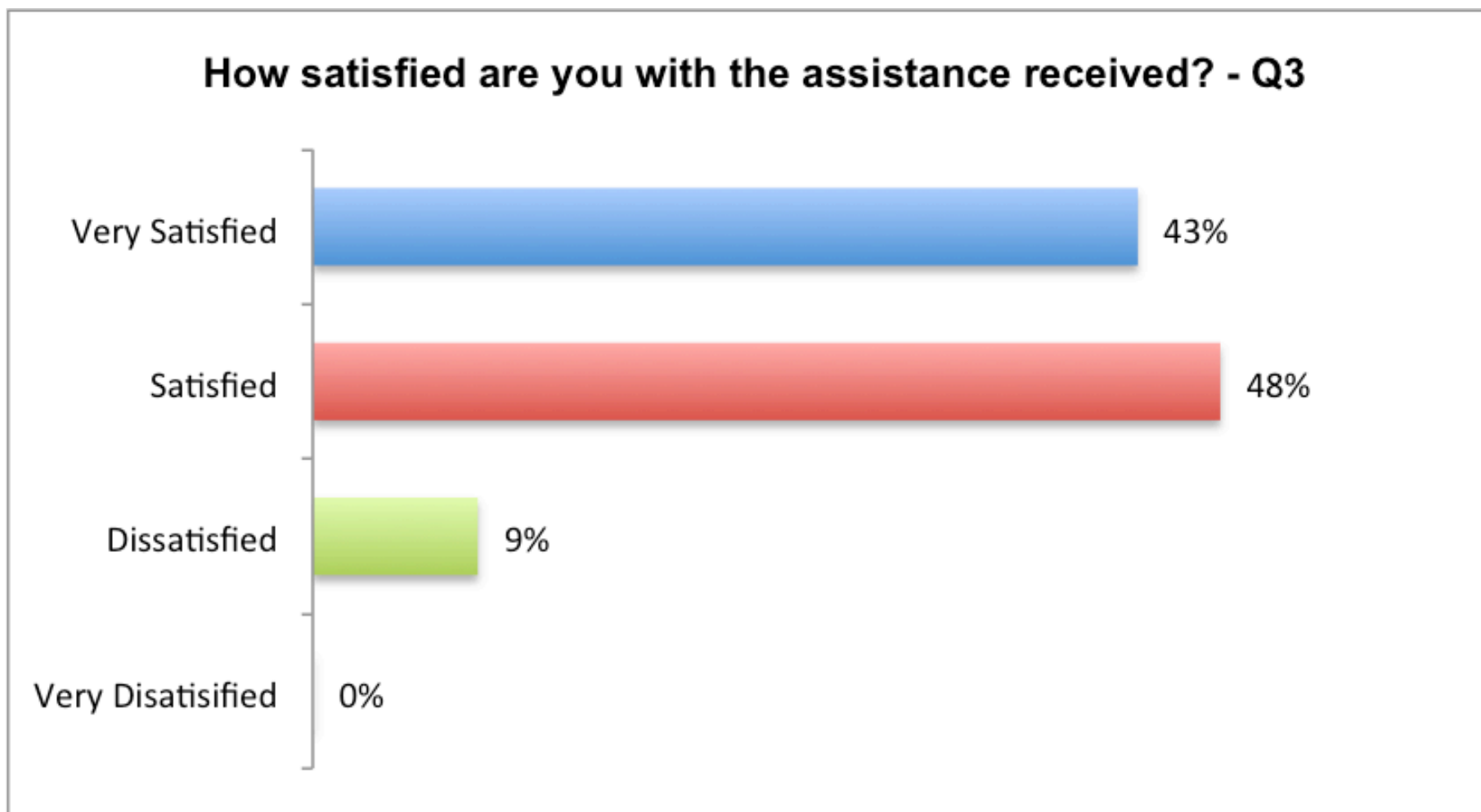
Quarter 3 Survey Results

2014

1 Responses this Quarter

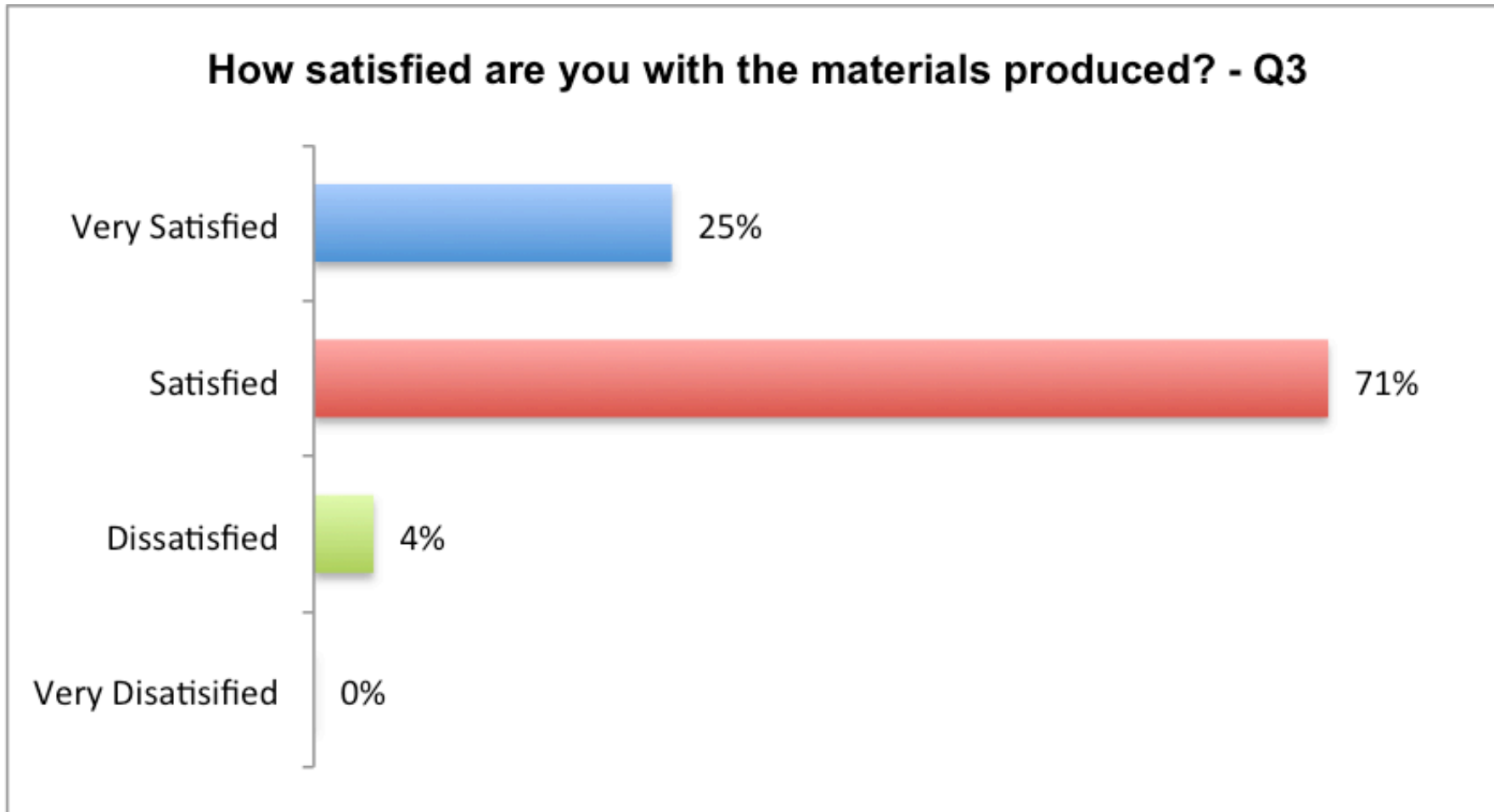


2 Assistance Received



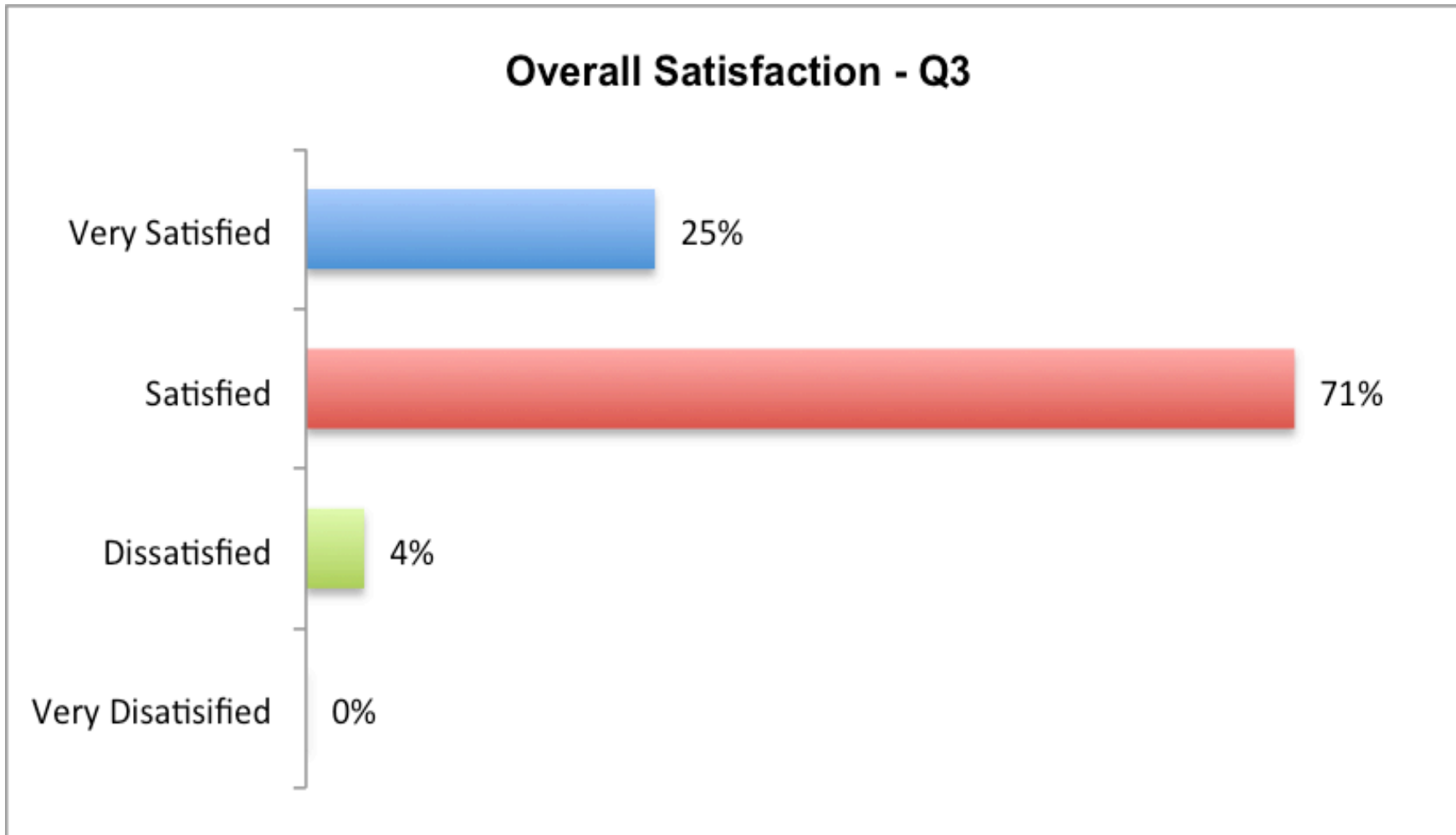
Performance YTD for this KPI is 95% of respondents are satisfied or better

3 Documentation



Performance YTD for this KPI is 98% of respondents are satisfied or better

4 Overall Satisfaction



Performance YTD for this KPI is 98% of respondents are satisfied or better

5 Key Themes

Theme	Action
Teleconference facilities are poor	Review teleconferencing facilities in JO, Solihull. Work with other venues to improve the quality of teleconferencing.
The UNC Modification brief is a very useful and informative conference call. Discussion points should be followed up / reported on at the next call.	Continue this monthly Pre-Panel email and call. Ensure points are reported upon.
A few occasions when the contact line at the JO has not been answered - generally this has happened late in the afternoon	Ensure the JO telephone is covered during office hours
Could JO provide more focus on the 'critical friend' front – supporting Proposers by offering proactive feedback and focussing on business rule development rather than Legal Text-focused development.	Encourage proposers to provide better quality modifications, suggesting where they can be improved ahead of publication (critical friend).
A real improvement in independent chairing, stakeholder engagement and value being provided to the industry by the JO. Still some evidence of circular discussions. Recognise where a difference of opinion should be noted in Reports so that meetings can move on.	Continue good practices, focus on repeating across all forums.
The Joint Office doesn't offer the same level of service that other Code Administrators do in the industry and the UNC and gas industry in general is poorer for this. The service should be enhanced and expanded to match that provided for example by Gemserv to the Smart Energy Code and MRA. This would cost more but would be worthwhile for the industry.	Comment noted by JGAC (on behalf of the transporters) but no action proposed at this time.
Could meeting notes be richer? Elements of important discussions may not be adequately documented.	Focus on documenting important discussions.

6 Summary

Satisfaction %	Quarter 3 2014*	Quarter 2 2014*	Year End 2013	Year End 2012	Year End 2011
Very Satisfied	25	29	34	47	47
Satisfied	71	71	54	49	43
Dissatisfied	4	0	3	2	2
Very Dissatisfied	0	0	1	0	1

Respondents %	Quarter 3 2014	Quarter 2 2014	Year End 2013	Year End 2012	Year End 2011
Consumer	8	6	3	4	7
Regulator	0	0	3	0	4
Large Shipper	21	18	24	25	16
Other Shipper	4	12	16	13	11
Transporter	63	29	49	46	44
Other	4	35	5	12	18

* New measure "How satisfied are you with the JO, overall" instead of previous averaging mechanism