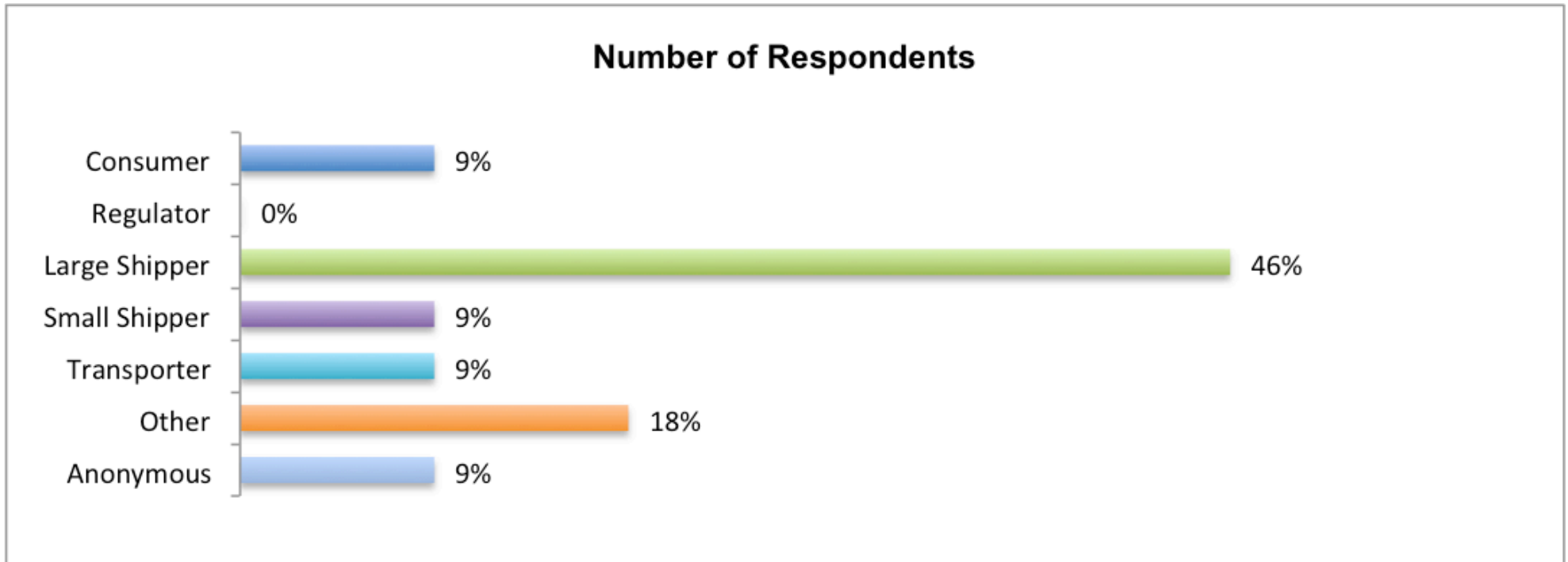


Quarter 3 Survey Results

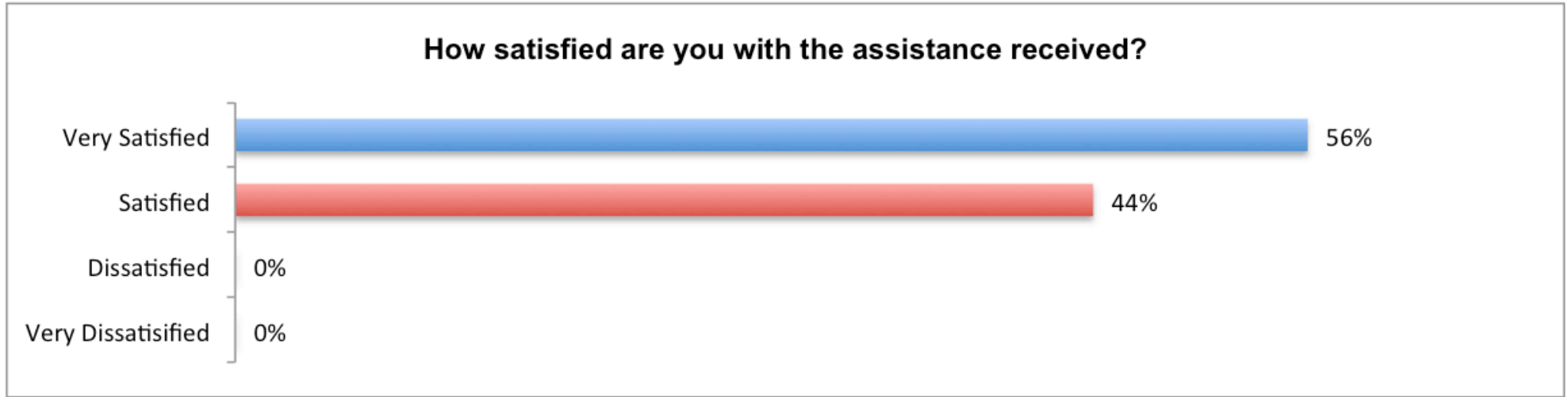
2015

1 Responses this Quarter

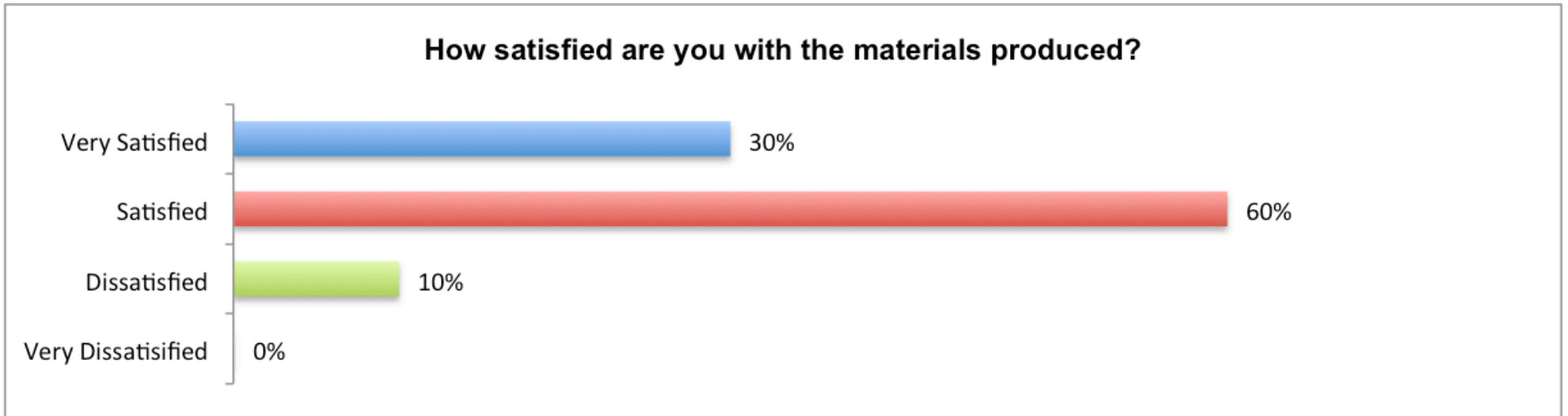


Sample Size: 11 Respondents

2 Assistance Received



3 Documentation



4 Overall Satisfaction



5 Comments

Additional comments received this quarter:

- Support from the team has been excellent this quarter - thank you! (Transporter)
- I would like to be able to select not to receive continual emails about modifications, which are not relevant to me. The attitude remains to be from a GT perspective, rather than a broader industry wide perspective. (Anonymous)
- Following internal review of the Joint Office, we believe they support the industry to a high standard. General comments include, information is correct, easy to find, available in a timely manner, supportive of change, listen to requests, customer focused etc. Constructive feedback was that meetings can go off-track and not relate to the development subjects. This is difficult, as staying on subject is also the responsibilities of the attendees. Not specific to Joint Office, but concerns were raised under Nexus developments that Xoserve are not following up on their actions. Some remain open from April. I am not sure if this is an action for the Joint Office to own, but may be something to consider for future meetings (Larger Shipper)

6 Summary

Satisfaction %	Quarter 3 2015	Quarter 2 2015	Quarter 1 2015	Year End 2014	Year End 2013	Year End 2012	Year End 2011
Very Satisfied	40	33	55	36	34	47	47
Satisfied	50	67	45	64	54	49	43
Dissatisfied	10	0	0	0	3	2	2
Very Dissatisfied	0	0	0	0	1	0	1
No view (number of)	1	0	0	0	8	2	7

Respondents %	Quarter 3 2015	Quarter 2 2015	Quarter 1 2015	Year End 2014	Year End 2013	Year End 2012	Year End 2011
Consumer	9	0	0	8	3	4	7
Regulator	0	17	9	2	3	0	4
Large Shipper	46	32	36	22	23	23	16
Other Shipper	9	17	0	8	15	12	11
Transporter	9	17	46	45	46	42	44
Other	18	17	9	10	5	12	18
Anonymous	9	0	0	5	5	7	0