

Year End Survey Results

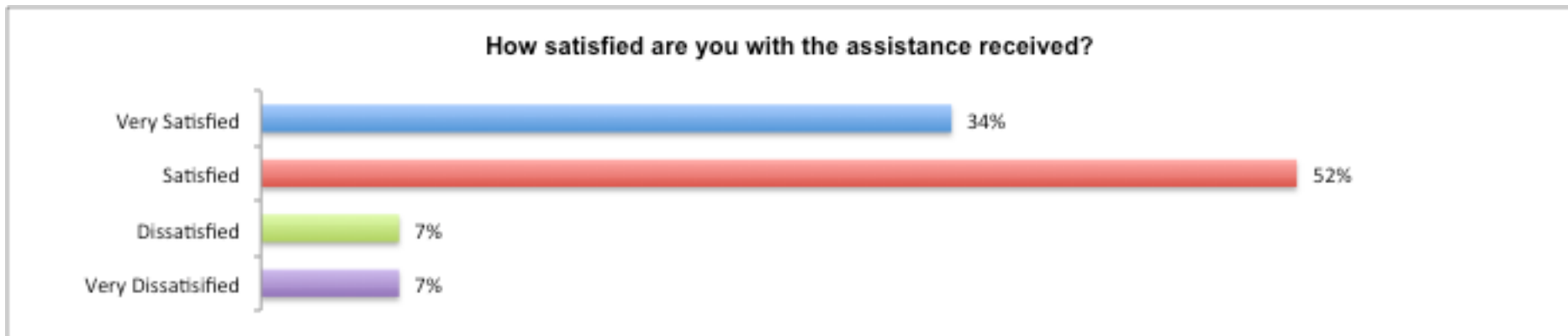
2015

1 Responses

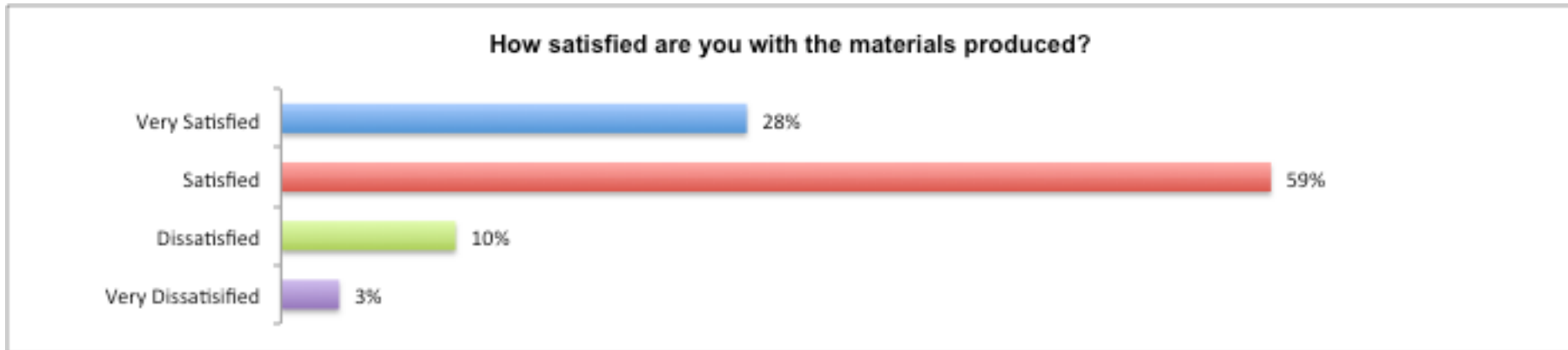


Sample Size: 30 Respondents

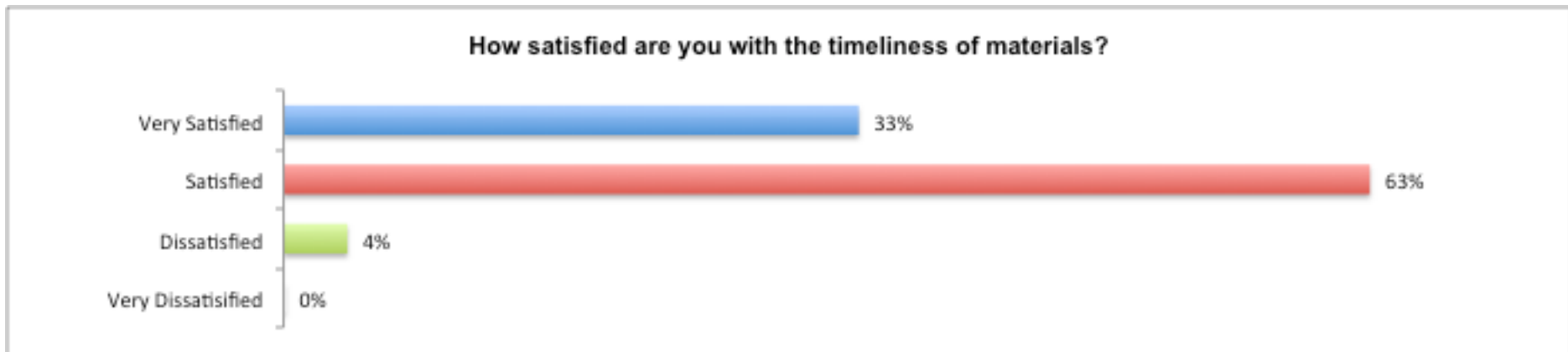
2 Assistance Received



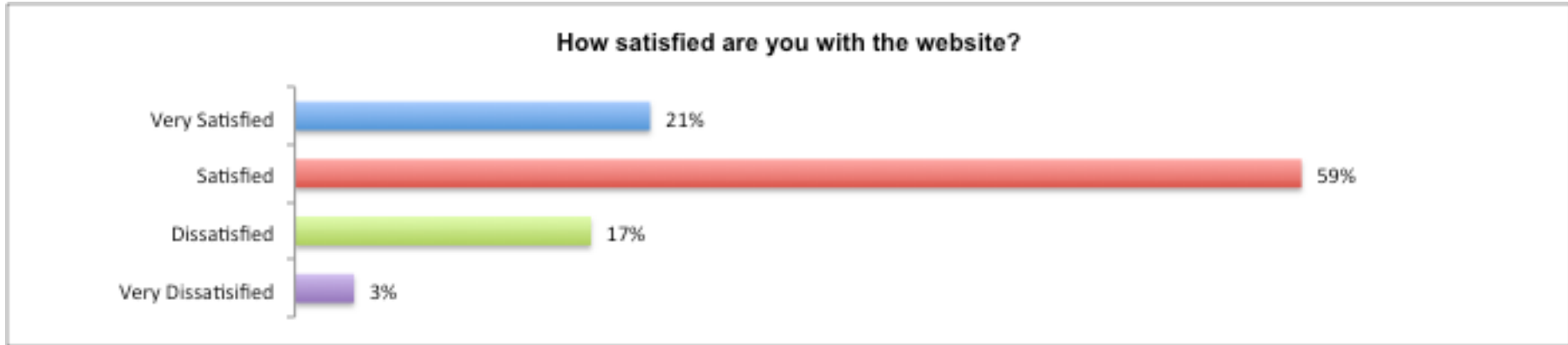
3 Documentation



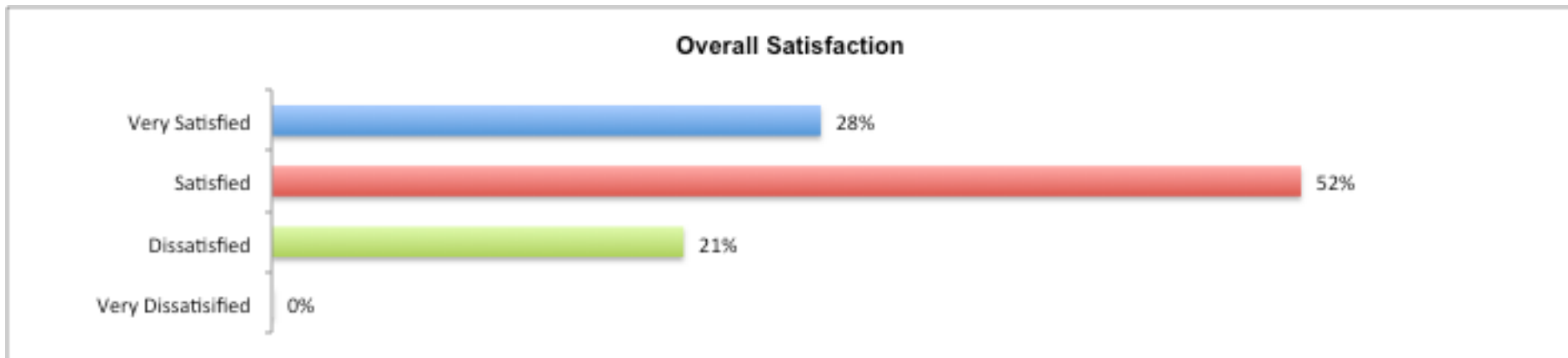
4 Timeliness



5 Website



6 Overall Satisfaction



7 Comments

| Question | Response | Party |
|---|---|---------------|
| Q1: If you have sought assistance from the Joint Office, how satisfied are you with the assistance offered in relation to the code and its modification process? | #1 - Whenever I have needed to seek clarification or support the JO have always been very helpful; I have found them to be knowledgeable and pragmatic. | Transporter |
| | #3 - The whole approach from the joint office is to dissuade people raising modifications particularly if they believe it is damaging to transporters. | Anonymous |
| | #6 - Following pre mod phone ins the response to outstanding issues, or issues which were not yet settled or on-going when the phone in closed, has been first class by Les and the team. Thank you. | Consumer |
| | #9 - Feel the JO provide a good service in terms of Mod Communication & advise on pending timescales. | Anonymous |
| | #12 - Responses to technical UNC Modification questions are typically prompt and with expert guidance. | Small Shipper |
| | #14 - Excellent assistance in drafting mods and review of draft legal text | Transporter |
| | #15 - Generally good | Transporter |
| | #20 - Slow and unclear | Other |
| | #22 - The joint office provide very good support and advice particularly in their role of critical friend | Small Shipper |
| | #27 - I have had a problem recently in attending the Panel, having interpreted the rules of the UNC in a different way to the Joint Office. I was quite disappointed that this was not resolved ahead of the meeting, with Panel Chair and I left to try and determine whether there was a process for observers attending meetings. In addition it is concerning that Parties from the Code are not allowed to stay for Panel meetings, as this does not aid transparency and ensure accountability of Panel Members. Subsequent to that there have been a number of e-mail exchanges, being directed via the Joint Office. I think it unhelpful that for business related to the Panel that Users are not able to speak to the Panel Chair directly, in particular as the Panel Chair is independent. | Large Shipper |
| #30 – I have to say in terms of assistance in respect of modifications the Joint Office staff, and particularly Bob, Mike and Karen have been extremely helpful. On other code issues however, the support from the Joint Office has not been as good as in previous years. There seems to be a shift in how things are being | Large Shipper | |

managed, and it doesn't always feel that this has been for the benefit of the industry. I think this survey is narrow in its enquiries and a more in-depth look at wider issues might be welcome.

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| Q2: Do you find the Joint Office's reports/documentation to be sufficiently clear e.g. Modification Reports, Agendas, Minutes, Emails? | #3 - Material produced could be better format to aid understanding by parties #5 - Hard to find information on website. #6 - The written word before and the verbal explanation during the Phone ins is excellent and sets out the principles very well for those like me, who are not able to get up to speed on all matters. #20 - Lacking in any detail #22 - It would be helpful if modification under consultation could be grouped together in a similar fashion to modification awaiting Ofgem's decision | Anonymous Other Consumer Other Small Shipper |
| Q3: How satisfied are you with the timeliness of material created and published by the Joint Office e.g. Modification Reports, Agendas, Minutes? | #5 - As much as I have no view about the timeliness the volume sent through is too much, so information gets lost or ignored. #6 - The arrival of the detail for pre mod phone ins is timely as it is a second prompt to prep for the next Monday at 1. #12 - Over the past quarter I have seen an improvement in the level of summary updates for multiple UNC Modifications (to show their current status's). This is extremely helpful. #15 - Acceptable #20 - The emails and website is not clear to follow. Meetings about MOD reports are identified, but then nothing is reported. It would be better to provide a report/meeting only when there is something to say. #30 - The JO are very determined to adhere to the timelines established for materials they create | Other Consumer Small Shipper Transporter Other Large Shipper |
| Q4: If you have used the Joint Office website: www.gasgovernance.co.uk, how | #2 Often have problems with the website not working #3 The website feels old and antiquated and I do not believe the JO spends time on its development and improvement that other codes do #5 - Very difficult to navigate or search modifications. No logical structure to web page map. | Transporter Anonymous Other |

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| satisfied are you with the site? | #6 - The front screens of the JO site are portrait on what is now normally a Landscape screen and this which tends to close things up. The font is quite small until you get into the documents when everything is fine. But may be that's the eyes. Better go to Specsavers! Other providers of glasses also available !! | Consumer |
| | #7 - The navigation of the site is not always clear and it can be difficult to locate documents. | Large Shipper |
| | #9 - Sometimes it seems slow to get into, not sure if this is an issue with Server speed. | Anonymous |
| | #10 - it isn't the most user friendly or intuitive. | Transporter |
| | #12- Good that the register of UNC Modifications (to see their current status) is in a prominent position on the website. | Small Shipper |
| | #15 - Generally reliable | Transporter |
| | #20 - It is confusing and unclear | Other |
| | #30 - The JO have been very open to managing and improving the website in response to feedback | Large Shipper |
| Q5: How satisfied are you with the Joint Office overall? | No comments | |
| Q6: Do you have any suggestions for improvement? | #3 – Remove the perception of bias by introducing clear physical independence of the JO from National Grid. Move the staff out of the National Grid and Xoserve offices | Anonymous |
| | #5 – Improved website. | Other |
| | #6 – Not at all from a personnel point of view, only a review of the presentation of the web site perhaps. | Consumer |
| | #7 – improvements to site navigation as mentioned above | Large Shipper |
| | #12- This may not be achievable, but it would be extremely helpful if the summary for each UNC Modifications could include comments regarding expected impacts and parties impacted – e.g. does the Modification impact domestic Suppliers/Shippers only or Business Suppliers/Shippers or both? | Small Shipper |

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| #17 – an aggregated daily email might work well on days when more than one email needs to be issued. | Transporter |
| #20 – Make the joint office a joint office of all participants rather than a GT focused organisation. The UNC is an agreement between multiple parties, these multiple parties should have an equal respect/voice Also train the staff about customer service | Other |
| #22 – As noted it would be helpful if modification out for consultation could be grouped in a similar fashion to Mods awaiting a decision as it is not immediately obvious when accessing the site which modifications are currently under consultation | Small Shipper |
| #25 – The Joint Office should consult with stakeholders before making changes to the way it operates and the activities it undertakes. I refer here specifically to the decision earlier in 2015 to stop circulating certain items that it had done so previously. This led to certain parties not receiving communications directly due to mis-alignment of distribution lists. I continue to have concerns about this in the future. | Anonymous |
| #26 – We do not support the decision to split the distribution of industry emails between the Joint Office and the ENA. We do not believe this decision is supported by industry participants and we believe this decision by the Joint Office reduces inclusivity and accessibility for both new and existing parties. It is confusing when emails concerning the same subject are sent out by two different parties. We would encourage the Joint Office to be more consultative when considering such significant and important changes in future and in the short-term consider reversing this particular decision. | Large Shipper |
| #27 – There appears to be issues with resource levels within the Joint Office, with only two of the staff able to Chair meetings. This has constrained when meetings can take place, as was the case with Performance Assurance in the summer. In addition it can be the case that the time allowed for the meeting is driven by other commitments that the Joint Office has, with the Chair looking to conclude by a particular time, an example of this being the Governance Workstream on 4 th December when the meeting was scheduled from 10am until 2pm, with the Chair advising on the day that he had to leave at 1pm to attend another meeting. Had this been noticed in advance of the meeting, then attendees could have had earlier travel plans and potentially made use of off-peak ticketing. On a similar vein, I understand that there have been discussions about whether the Joint Office or the FGO Programme Manager facilitate development of the Central Data Service Provider (CDSP) Contract. It would be in the interests of the industry and consumers (who will ultimately pick up the costs of the FGO arrangements) for the most efficient means to be used in development of the CDSP Contract. It would therefore appear that this would be achieved by using the existing UNC Governance arrangements. Whilst this may have an impact on resources, I do not believe that this should be a constraint in placing the development of the contract under the Joint Office arrangements, in particular as the CDSP Contract will be enacted via a Modification. Since the introduction of the Independent Panel Chair there are mainly always two Joint Office staff in attendance at MOD Panel meetings. This seems quite | Large Shipper |

inefficient and means that the cost of the Governance arrangements are substantially increase by having an independent Panel Chair, if a deputy Chair always attends. In addition this arrangement sees the two staff of the Joint Office, who can chair meetings, tied up in one meeting, which is already facilitated and paid for through the arrangements of the Independent Panel Chair. Recommendation – the Gas Transporters consider the staffing levels at the Joint Office and whether the right mix of skills is in place to meet the needs of the governance arrangements, including those proposed under the FGO. Attendance of Joint Office staff at the Panel meeting should also be considered to ensure that the arrangements are efficient, in light of their being a paid independent Panel Chair There seems to be an increasing trend of having meetings in Solihull, which can mean that Ofgem does not attend. For some Shippers the cost of attending meetings in Solihull is much higher than attending meetings in London, due to there being limited travel options, in particular for flights. This burden could be so excessive that attending the meeting is not an option (in particular if the meeting is at short notice or for small Shipper/Suppliers). Whilst appreciating that Solihull is more convenient for some Parties, there could be an option of alternating meetings between the two locations. I note for the majority of other governance for a in the energy sector that all meetings are held in London. Recommendation – consideration should be given to holding meetings between Solihull and London to accommodate the different locations of UNC Parties There also seems to be a problem with e-mail notices coming from the Joint Office, since May 2015.

#29 – The recent changes to the Joint Office’s distribution lists meant that our organisation was failing to receive relevant, important information and missed important meetings as a result. This was undertaken without consulting all of industry – your stakeholders! Service overall from the JO is fine but the distribution list fiasco did cause a number of issues that industry parties are still trying to resolve.

Large Shipper

#30 - I think it would be helpful if the satisfaction survey were broken down into more specific areas...an overall rating of the JO doesn't reflect on the various activities undertaken by members of the team, nor does it help identify the areas of particular strengths or weaknesses. By tackling the survey at a more granular level, the feedback provided could be much more closely focused at specific activities. It would be helpful to set out some SMART (Specific, Measurable, Achievable, Relevant & time-bound) objectives that can be reported against, rather than just reporting on UNC Parties views - which may not be reflective of actual performance - instead is the subjective opinion of just those who respond. There can be a wide level of performance between dissatisfied and satisfied. While I may not wish to be particularly harsh and record performance as dissatisfied - it may also be a long way from satisfied. You may wish to consider an NPS type approach where there is a scale between 1 and 10. The NPS approach allows you to concentrate on improving performance by setting an action plan around particular score levels. I would ask you to consider what the purpose of the survey is - are you seeking to validate your own views of how the JO is performing, or are you looking for opportunities to do things better - if you are doing the latter, reporting on a collated set of results of this survey in insufficient and you need to consider whether you wish to do more in-depth analysis by independent interviews with UNC parties, and how you share your findings - what steps are you taking to

Large Shipper

effect real improvements. While the network code is a transporter contract between the network and it's customers, the governance arrangements are of collective interest to both shippers and transporters, who have equal interest in satisfactory delivery of JO services (and which of course is funded directly via transportation revenue levied against shippers). In the way that the FGO work is looking at more Shipper engagement in the delivery of central services, perhaps the Transporters should extend Shipper engagement into the realm of JO management of central governance arrangements.

8 Summary

| Satisfaction % | Year End 2015 | Quarter 3 2015 | Quarter 2 2015 | Quarter 1 2015 | Year End 2014 | Year End 2013 | Year End 2012 | Year End 2011 |
|---------------------|---------------|----------------|----------------|----------------|---------------|---------------|---------------|---------------|
| Very Satisfied | 28 | 40 | 33 | 55 | 36 | 34 | 47 | 47 |
| Satisfied | 52 | 50 | 67 | 45 | 64 | 54 | 49 | 43 |
| Dissatisfied | 20 | 10 | 0 | 0 | 0 | 3 | 2 | 2 |
| Very Dissatisfied | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| No view (number of) | 1 | 1 | 0 | 0 | 0 | 8 | 2 | 7 |

| Respondents % | Year End 2015 | Quarter 3 2015 | Quarter 2 2015 | Quarter 1 2015 | Year End 2014 | Year End 2013 | Year End 2012 | Year End 2011 |
|---------------|---------------|----------------|----------------|----------------|---------------|---------------|---------------|---------------|
| Consumer | 3 | 9 | 0 | 0 | 8 | 3 | 4 | 7 |
| Regulator | 0 | 0 | 17 | 9 | 2 | 3 | 0 | 4 |
| Large Shipper | 33 | 46 | 32 | 36 | 22 | 23 | 23 | 16 |
| Other Shipper | 10 | 9 | 17 | 0 | 8 | 15 | 12 | 11 |
| Transporter | 30 | 9 | 17 | 46 | 45 | 46 | 42 | 44 |
| Other | 10 | 18 | 17 | 9 | 10 | 5 | 12 | 18 |
| Anonymous | 13 | 9 | 0 | 0 | 5 | 5 | 7 | 0 |

Joint Office Summary Actions

We thank all survey participants for their feedback on the JO. It is clear that there are different viewpoints on some matters, which is to be expected given the variety of interests amongst industry parties, however we have taken a view on what we believe are in the general best interests of the industry. We apologise if this does not meet your particular expectations and hope that you understand that we need to meet such wider interests.

| Feedback Area | Commentary and Actions |
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| Is the website fit for purpose? | <ul style="list-style-type: none"> • We acknowledge that the website looks a little dated and may not work particularly well with all mobile devices. • However, we receive a lot of informal feedback that it is logical and information is easy to find. • We have produced and published A-Z and ‘How to...’ guides this year to aid navigation. • Website availability has been very high in 2015. • We accept there is more we can do: <ul style="list-style-type: none"> ○ New specialist support has been engaged and, once the site is fully migrated and secure, we will look at optimising the appearance and usability. ○ We believe we can improve logical navigation without losing the things people value the website for. We will propose, and consult upon, an improved layout. |
| Grouping of modifications ‘at consultation’ | <ul style="list-style-type: none"> • Thank you for the suggestion that we should group all modifications currently subject to consultation together. • This is, we note, a practice similar to that for modifications with Ofgem for decision. • We agree it will assist parties in understanding which modifications are currently being consulted upon. • This change has been made, effective for modifications sent to consultation at January’s Panel. |

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| <p>Is the JO resourced adequately?</p> | <ul style="list-style-type: none"> • Workload is high – with 65 modifications reaching a conclusion and around 350 meetings facilitated. • We chair and administer the Project Nexus Steering Group and Change Overview Board, both non-UNC. • Industry change is unprecedented, with European Codes, Nexus and FGO in particular driving additional UNC related workload. • We do have to work within budgets, like all parties do, and this means difficult decisions sometimes have to be taken. • However, in 2015 an additional permanent member of staff was added to the team. • We no longer have access to the ENA in London, meaning we currently only have two alternatives within our budget limitations. In order to manage our demand on these, we are making prudent decisions about venues (in 2015 we held as many meetings in London as in Solihull). We are aware that some parties prefer London, yet many others are happy with Solihull. • Because of these diary pressures, on occasion in 2015 we have found it difficult to plan meetings that meet all of the expectations placed upon us, however we will continue to work with all interested parties to make this work. |
| <p>Circulation of non-Code related emails</p> | <ul style="list-style-type: none"> • This amended Policy was implemented in April 2015 because of an increasing volume of transporter-sourced email traffic and the consequential impact for (mainly) smaller parties. • This continues to be a concern for many – this survey includes further evidence of that. • We acknowledge the comments, mainly by large shippers, about the advantages of a ‘one-stop shop’, however in this case we believe that the needs of smaller parties outweigh these views, particularly since alternative arrangements are in place for non-Code traffic. • We note concerns about the management of changes to our distribution lists being replicated with the ENA; we had some teething problems and have now improved this by passing on any requested changes in real time so that our lists can be aligned in quick succession. • We would reiterate that all Code-related communication remains from the JO, and no parties should miss notification of Code meetings/papers. |
| <p>Customer Satisfaction survey</p> | <ul style="list-style-type: none"> • Thank you for your detailed comments. We believe however that the sample size is too small to warrant such an approach. • We also note that Ofgem are considering options here as part of their ongoing Code Governance Review. |

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| Code rules and the Panel | <ul style="list-style-type: none"> • Several observations have been made about how we apply Code rules; in the main we apply long-standing interpretations that have been agreed by the relevant body. Changing such positions are a matter for Panel or such other body as relevant. • One of the consequences of having an independent Panel Chair is that additional support is needed from the JO, mainly in terms of expertise in the application of the Modification Rules and associated processes, and to operate the equipment that supports Panel. It would not be possible, or reasonable, to expect a part-time Chair (with a fixed contract duration) to adopt these working practices. The transporters have acknowledged, and accepted, the incremental costs of having a JO secretary as well as the JO Chief Executive present at Panel meetings. |
| Development of the Central Data Services (CDS) contract | <ul style="list-style-type: none"> • Several people commented about the development of the CDS contract. We note that this activity was not part of the relevant Code modification (0565) and therefore we had no vires to be involved. • We also took the view that, since a non-Code party was the service provider, we should not be utilising JO resources for this (which fall under Licence standard special condition A12) unless specifically instructed to do so by transporters (as we do for COB and PNSG). • We note that the modification has now been amended to make the CDS a code-referenced document, and we will accordingly be facilitating the corresponding development work. |
| Can impacted parties (of modifications) be identified at a more granular level? | <ul style="list-style-type: none"> • This appears to be a sensible suggestion and we looked at it with some industry colleagues during 2015. • The consensus was that parties must take their own view on whether they are impacted; to rely on a third party view is high-risk and could lead to poor decision making. • Concerns were raised that undue Workgroup time would be taken in determining the impacts for all parties. • Regrettably we concluded not to proceed with this additional analysis at the present time. • We encourage all industry parties to use the summary page in each modification as a quick way of understanding the intent of that proposal and to then decide what to do. • To support this, we hold a brief monthly teleconference a few days before Panel to explain the modifications on the Agenda. This provides a good, informal, opportunity for any interested party to discuss potential impacts. A full list of the 2016 dates is available here: http://www.gasgovernance.co.uk/panel/2016 |