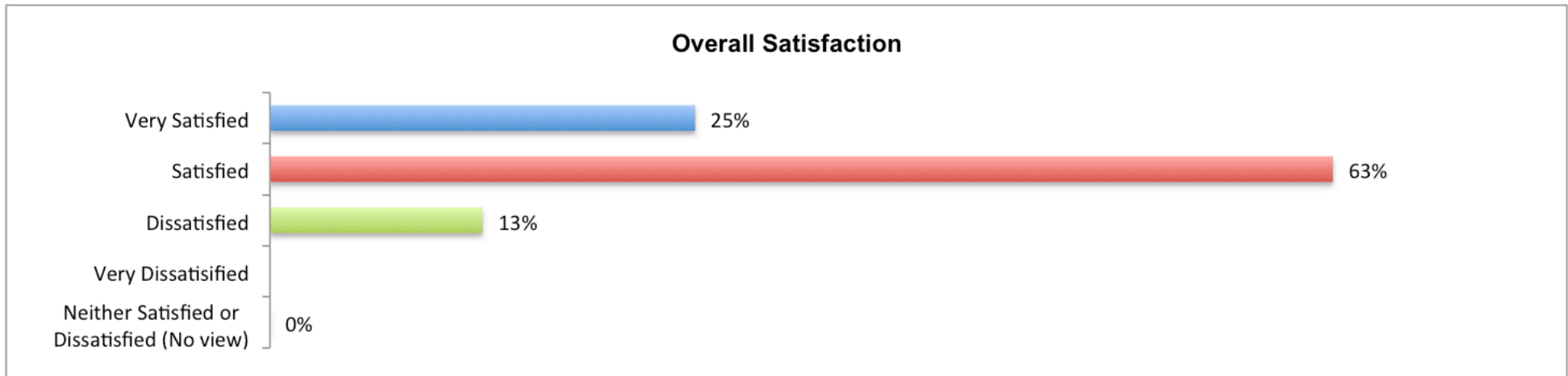


Quarter 3 Survey Results

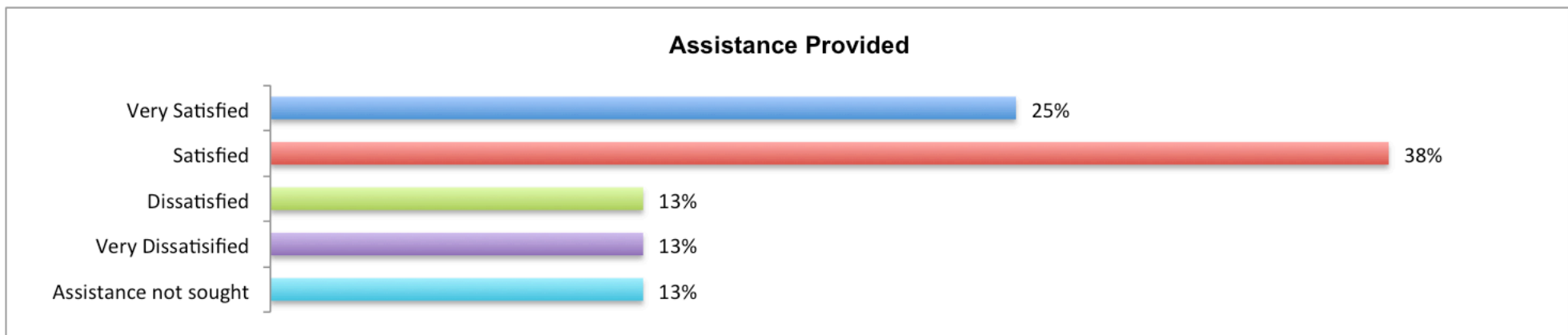
2016

1 Responses

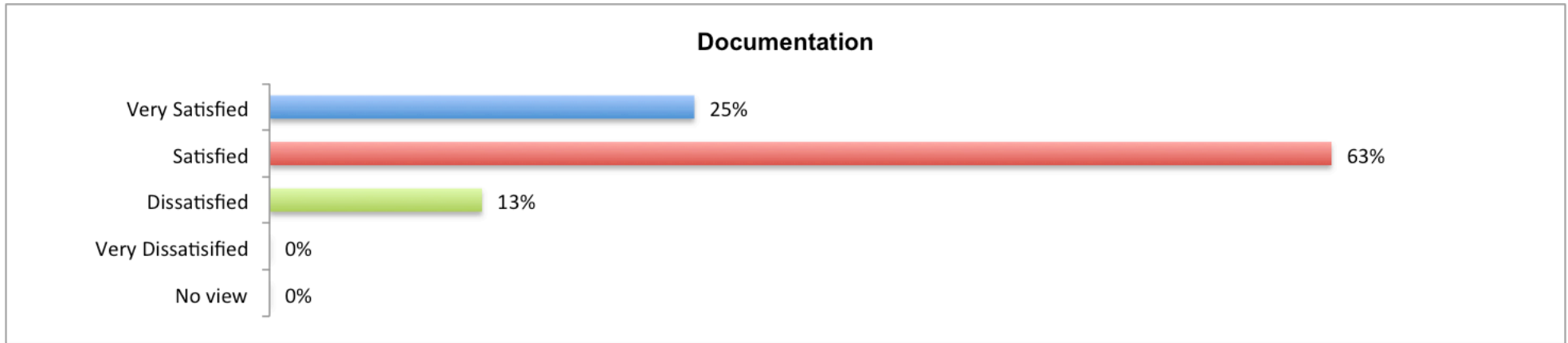


Sample Size: 8 Respondents

2 Assistance Received



3 Documentation



4 Comments

Question	Response	Party
Do you have any suggestions for improvement?	#1 - Summaries and support provided (e.g. from Les Jenkins) is very good. It would be helpful if the following could be provided: If possible, details of Releases - e.g. for some codes, there are Releases for which a number of approved changes are listed as going live - this is very useful as it's a useful check that all new changes for each Release have been captured from our perspective (e.g. we've implemented any necessary system/process changes). Also, would it be possible to have a regular Newsletter, as is the case for some of the other Codes - this would include details of the status of changes including those approved for implementation.	Small Shipper
	#2 - The telephone facilities are poor and for the times I can't be in the room I often struggle to hear what is going on. This is not limited to Consort house as Elexon facilities are also poor. Generally there are only 2 microphones running off the main line. Not very 21st Century!	Transporter
	#3 - More resources desperately needed for workgroups and it's good to see more recruits are forthcoming Some modification workgroups allowed to drift on forever without any apparent progress made therefore firmer deadlines required from the chairman of workgroups. 531 & 541 mods spring to mind. Some modifications are written in industry gobbledegook therefore it's not clear what they're trying to achieve.	Small Shipper
	#5 - Of the meetings I attend, at times I find the chairperson quite rude and inflammatory to attendees. This is not acceptable. The Joint Office of Gas Transporters chairperson role is facilitate, nothing more, nothing less.	Large Shipper
	#6 - There always seems to be too few people to provide the required support - better manning of the joint office in the future?	Large Shipper
	#7 - I think you should provide more help for stakeholders and be more proactive. You need to be more approachable and think about what stakeholders actually need, ie give a bit more information when responding to questions, rather than just answering them to the letter and leaving stakeholders to have to gather/seek out further information for themselves.	Large Shipper
	#8 - Over the last months additional services have been introduced and communications have been very valuable.	Other

5 Summary

Satisfaction %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2015	Overall 2014
Very Satisfied	33	25	25		36	32
Satisfied	50	58	62.5		52	67
Dissatisfied	8	0	12.5		13	1
Very Dissatisfied	0	0	0		0	0
Neither Satisfied or Dissatisfied (No view number count prior to 2016)	8	17	0		1	1
Respondents %	Quarter 1 2016	Quarter 2 2016	Quarter 3 2016	End of Year 2016	Overall 2015	Overall 2014
Consumer	0	0	0		3	8
Regulator	8	0	0		3	1
Large Shipper	17	17	4		36	20
Other Shipper	17	8	1		9	8
Transporter	42	58	2		46	47
Other	8	8	1		12	13
Anonymous	8	8	0		9	3