

**Gas
Transmission**

Customer and Stakeholder Surveys Update

Transmission Workgroup

5th November 2020

nationalgrid



Customer and Stakeholder Surveys Update

The Gas Market Change Delivery Team have recently completed a round of Customer and Stakeholder Satisfaction Surveys

Some of you will already have provided feedback; others will be contacted in the coming months

Thank you for taking the time to complete this; it is good to hear both about what we are doing well and where we could improve

We donate £10 to charity for every completed survey we receive

Surveys can be completed anonymously but **we much prefer it if people put their name to their feedback** because that enables us to follow up more effectively

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**.”

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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)".*

What Next?

We're currently identifying common themes in feedback received

Then, we will:

- **Develop action plans to address those themes**
- **Provide an update for you on our progress in January 2021**
- **Ask you in future surveys whether you feel the actions we have taken have made a difference**

**We are striving for continuous improvement
We want you to feel that in your engagement with us**