

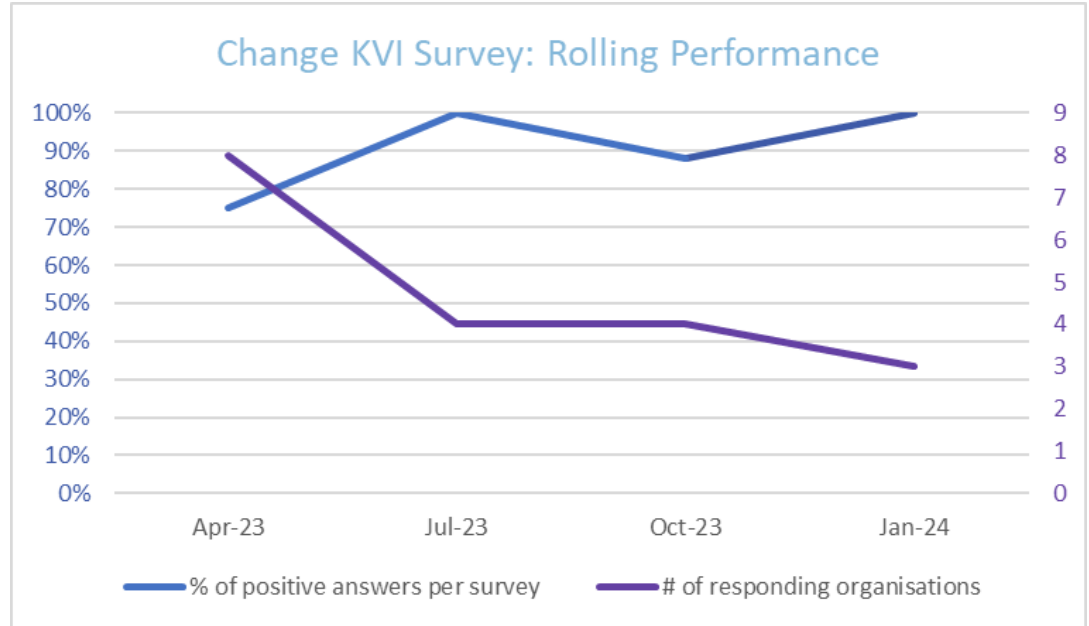


KVI Change Management Survey Feedback

January 2024

KVI Change Management Survey – October - December 2023

- Score increased from 8.8 to 10 from last survey (Q2)
- YTD Scorecard for year 23/24 is 9.5. Our target score over the year is 8 and above.
- Number of participants 3



Xoserve effectively engages with me and the industry to support the development of regulatory change.	Xoserve provides the information and support I need to interact with the change process effectively.	Xoserve develop and deliver changes to agreed timescales.	Xoserve develop and deliver changes that are aligned to cost estimates.	Please provide any further comments in support of your rating.
Usually	Usually	Usually	Usually	I would like to place on record my thanks to James Verdon for coming to Warwick and discussing National Gas specific concerns. I think regular bi-laterals could continue to help improve the understanding on all sides.
I have had a positive experience when raising two ROM's this quarter, however I have raised a confidential CP and have had to do a lot of chasing to try and understand when the BER would be ready. I was under the impression it would be ready (or at least a draft version) before Christmas yet, I haven't received any comms regarding it's status, therefore scored 'Usually'.	I have provided a score of 'Usually' but this has certainly been an area of improvement. I like and utilise the "quick approval" approach for Change Packs and appreciate the pre-ChMC briefings now held. The reason I didn't score 'Always' is that I have found certain information difficult to come by over the last quarter. Further elaboration on the different stages of the DSC governance process would be useful.	National Gas wasn't involved party in any of the above changes, which means it is difficult to provide an accurate rating for this specific question. I would suggest a N/A in future surveys. For your clarity I have provided a score of 'Usually' based on previous experience.	National Gas wasn't a funding party in any of the above changes, which means it is difficult to provide an accurate rating for this specific question. I would suggest a N/A in future surveys. For your clarity I have provided a score of 'Usually' based on previous experience.	
Always	Always	Always	Usually	
Usually	Usually	Usually	Usually	