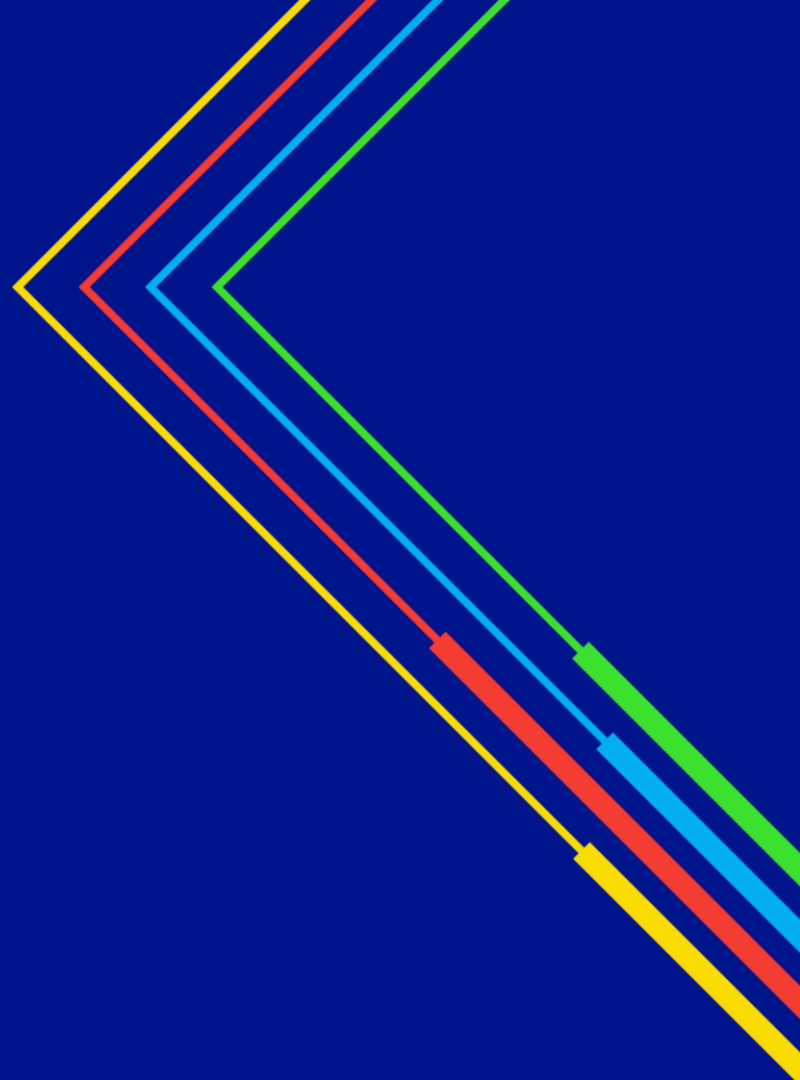


# Gas Market Change Customer & Stakeholder Survey Update

Transmission Workgroup

6<sup>th</sup> May 2021

national**grid**



# Customer and Stakeholder Surveys Update

These surveys enable us to understand what we are doing well and where we could improve in our services to customers and stakeholders

We have continued to work on feedback received from surveys during 2020/21 and are currently putting plans in place to conduct surveys in 2021/22

We last updated the Workgroup on these activities in January 2021 so wish to report on progress since then

# Feedback and Actions from 2020/21

You said Gas Market Change should...	What we did in 2020...	What we have done in 2021...
<p><i>“provide [...] more regular updates on issues for those unable to attend forums and webinars”</i></p> <p><i>“[provide] clear, regular, accessible communication, particularly focusing on actual activities [...] be specific where possible”</i></p>	<ul style="list-style-type: none"> <li>Introduced a GMCD quarterly newsletter, which can also be accessed from our <a href="#">webpage</a></li> <li>Expanded our mailing list for the newsletter to a wider group of recipients</li> </ul>	<ul style="list-style-type: none"> <li>Issued an NGG communication on 29 March showing how we have taken feedback from customers and stakeholders on board across a range of projects</li> <li>Created a <a href="#">stakeholder resources</a> webpage</li> <li>Provided updates at the Operational Forum on our team’s ongoing projects and customer survey updates to Transmission Workgroup</li> </ul>
<p><i>“better articulate who we are, and what our role is”</i></p> <p><i>“I have not been involved in ‘Gas Market Change’”</i></p>	<ul style="list-style-type: none"> <li>Created a webpage for our team (link in our email signatures)</li> <li>Presented our team structure to help the industry understand who we are</li> </ul>	<ul style="list-style-type: none"> <li>Where appropriate, add a ‘did you know’ section to our team newsletter to explain wider industry arrangements or issues which may impact our projects</li> </ul>
<p><i>“have more individual discussions with their customers”</i></p> <p><i>“[try to] understand the customer’s perspective or their stakeholder’s perspective”</i></p>	<ul style="list-style-type: none"> <li>Regular / continuous review of survey feedback and consider improvement actions</li> </ul>	<ul style="list-style-type: none"> <li>Asked our customers and stakeholders what they want to see in our newsletter</li> <li>Held a ‘customer listening event’ to obtain deeper level insights</li> <li>Implemented an organisational change to establish customer &amp; stakeholder ‘business partners’ across Gas Transmission</li> </ul>

# Customer and Stakeholder Satisfaction Survey Scores

Customer  
satisfaction  
overall score:

2020/21: 7.95

2019/20: 7.5

Stakeholder  
satisfaction  
overall score:

2020/21: 8.4

2019/20: 8.26

# Next steps

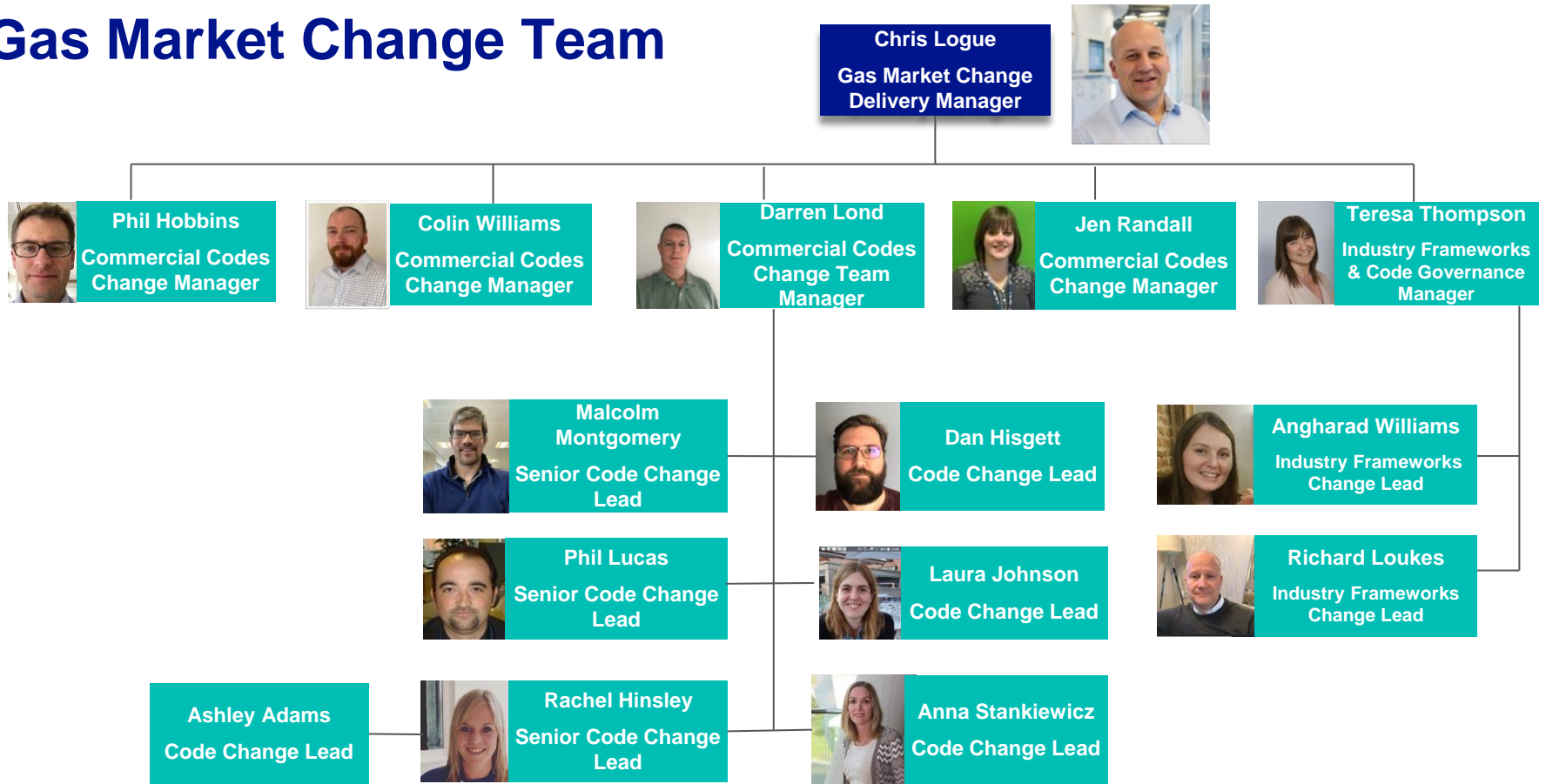
Plan our survey schedule from 2021/22

Test the effectiveness of the actions we have taken

Provide a further update in Aug/Sept

We welcome feedback at any time; our contact details and team box account are provided on the next slide for this purpose should you wish to get in touch

# Gas Market Change Team



# Contact details

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For the latest information on projects we work on, please visit our webpage [here](#).

For any consultation responses or enquiries, please contact us at

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