

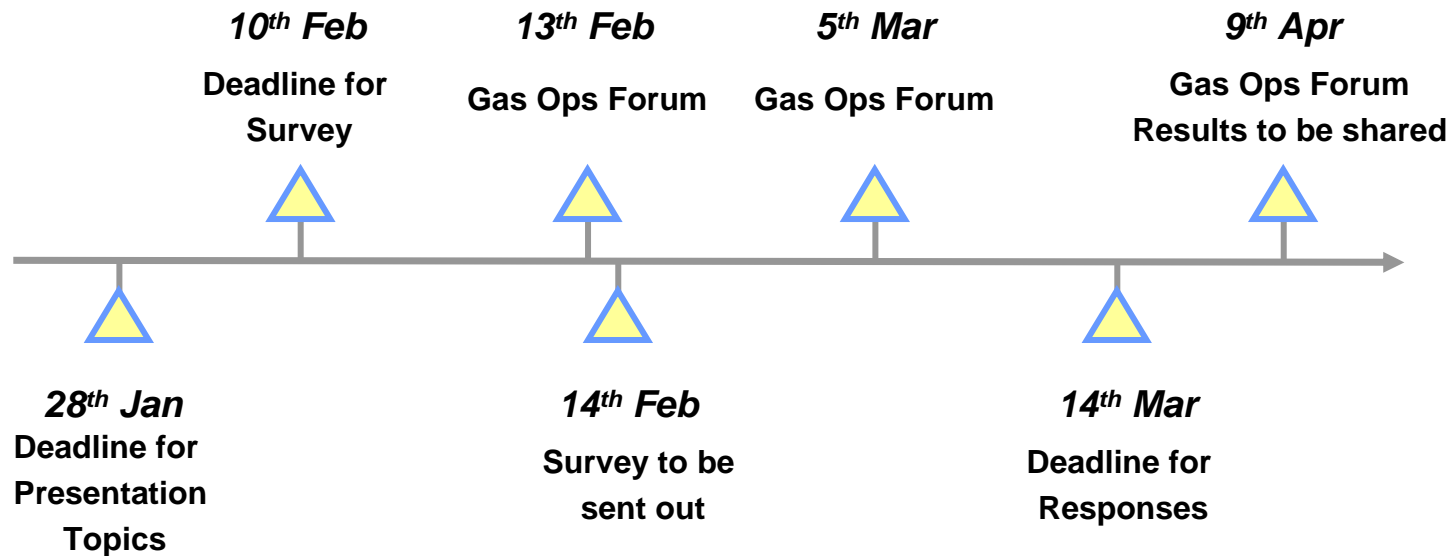
Gas Operational Forum Survey

Sarah Magee

Agenda

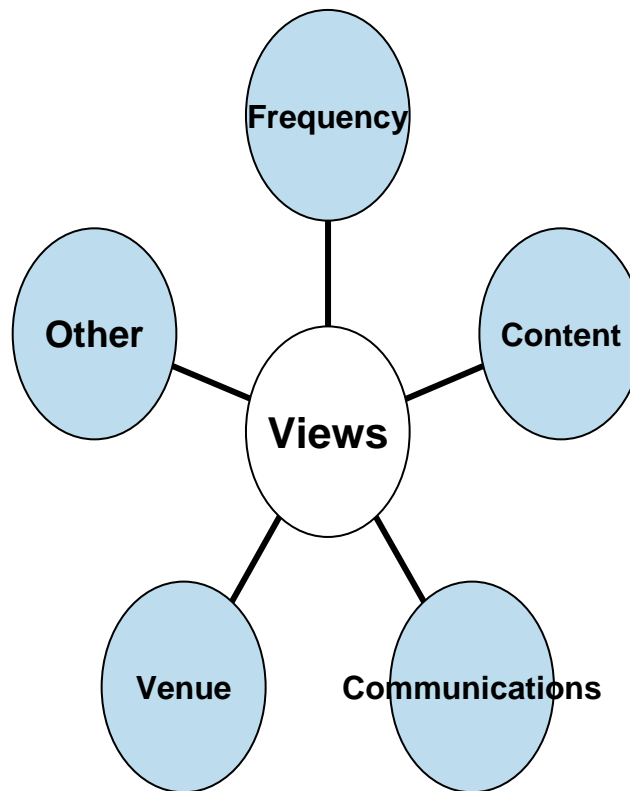
- Timescales
- Survey's Aim
- Presentation Topics
- Survey's Format

Survey Timescales



Survey's Aim

National Grid continually seeks to improve the quality and usefulness of the Operational Forum to the industry. This survey has been designed to allow industry participants the opportunity to provide feedback with the aim of improving future Gas Operational Forums.



Presentation Content – Standard Agenda Items

- ◆ Matters Arising
- ◆ SMPS Reporting
- ◆ Energy Regime
- ◆ Capacity Regime
- ◆ APX Gas Ltd Update
- ◆ OFGEM Update
- ◆ Gemini Update
- ◆ UNC Mod Proposals
- ◆ Monthly Ops Update
- ◆ Maintenance Notices

Survey Format

nationalgrid Evaluation Form

Gas Operational Forum

The Gas Operational Forum (Go-Oper) is a forum where National Grid Gas customers discuss to discuss the physical and commercial operational performance of the Network Code, energy balancing and capacity regime. The Gas Operational Forum meets monthly in Wake and bi-monthly in Surrey. Details for the forum, the presentations, minutes and agenda are published on the National Grid website with minutes distributed to over 300 people.

We trust that you find the Gas Operational Forum beneficial. We are constantly reviewing the content and style of the forum to ensure it remains as relevant as it can to support all industry stakeholders in the formulation of their business decision making. To help with this, we would be grateful for your feedback. Please complete the following honestly, adding any comments you may like to give.

In order to tick the boxes, please double-click and a box will appear. Please select "Checked" under "Default Value".

Name: Job Title:
 Company: Office Location:

Specific Areas of Interest:

1. How often do you attend the Gas Operational Forum?

| | | |
|--|---|--|
| <input type="checkbox"/> Every forum | <input type="checkbox"/> Quarterly | <input type="checkbox"/> Once a Year |
| <input type="checkbox"/> Every other forum | <input type="checkbox"/> Couple of Times a Year | <input type="checkbox"/> Never (Please go to Question 5) |

2. What are your reasons for attending the Gas Operational Forum? (Please tick as many as you feel appropriate)

| | | |
|--|--|---|
| <input type="checkbox"/> To receive information | <input type="checkbox"/> Opportunity to ask questions of National Grid | <input type="checkbox"/> Opportunity to network |
| <input type="checkbox"/> Other, Please specify: <input type="text"/> | | |

3. The Gas Operational Forum is currently held monthly in the winter and bi-monthly in the summer. Would you prefer the Gas Operational Forum to be bi-monthly?

| | | |
|-----------------------------------|----------------------------------|--|
| <input type="checkbox"/> The same | <input type="checkbox"/> Monthly | <input checked="" type="checkbox"/> Bi-Monthly |
|-----------------------------------|----------------------------------|--|

4. Based on location which is your preferred venue?

| | | |
|--|--|--|
| <input type="checkbox"/> Essex, London | <input type="checkbox"/> Radnor, Grafton, London | <input type="checkbox"/> Midlands location |
|--|--|--|

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3. Please complete the following regarding the content of the forum:

| | | Excellent | Good | Poor | Very Poor | Imparative | Useful | Not Useful | Not Req. |
|-------------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Matters Arising | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| Matters Reporting | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| Energy Regime | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| Capacity Regime | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| APX Gas Update | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| O&M Update | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| General Updates | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |

How beneficial are updates on Incidents impacting the GenGas service?

How beneficial are General projects overview and progress reports?

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nationalgrid Evaluation Form

4. Please complete the following regarding the format of the forum:

| | | Excellent | Good | Poor | Very Poor | Separate | Useful | Not Useful | Not Req. |
|----------------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Joint Office Updates | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| Monthly Ops Update | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |
| Maintenance Notices | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the current format beneficial? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |

5. Please state how you feel the following communications and whether they are useful.

| | | Excellent | Good | Poor | Very Poor | Separate | Useful | Not Useful | Not Req. |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Communications | How do you find the agenda? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the hour out (that commenced in January) during the forum appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | How beneficial do you find the minutes of the meeting? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Is there anything else you would like added to the Gas Operational Forum agenda, or to be covered on an <u>extra</u> basis? | How do you find the layout of the website? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="text"/> | | | | | | | | |
| | 8. If you could change any three things regarding the Gas Operational Forum, what would these be? | <input type="text"/> | | | | | | | |

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| | | Excellent | Good | Poor | Very Poor | Imparative | Useful | Not Useful | Not Req. |
|-----------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Matters Arising | Does this meet your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Is the length of time appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Any comments/suggestions: | <input type="text"/> | | | | | | | |

For this Forum to Further please Fill in the Form

If you have any questions regarding the Gas Operational Forum Survey please contact:

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