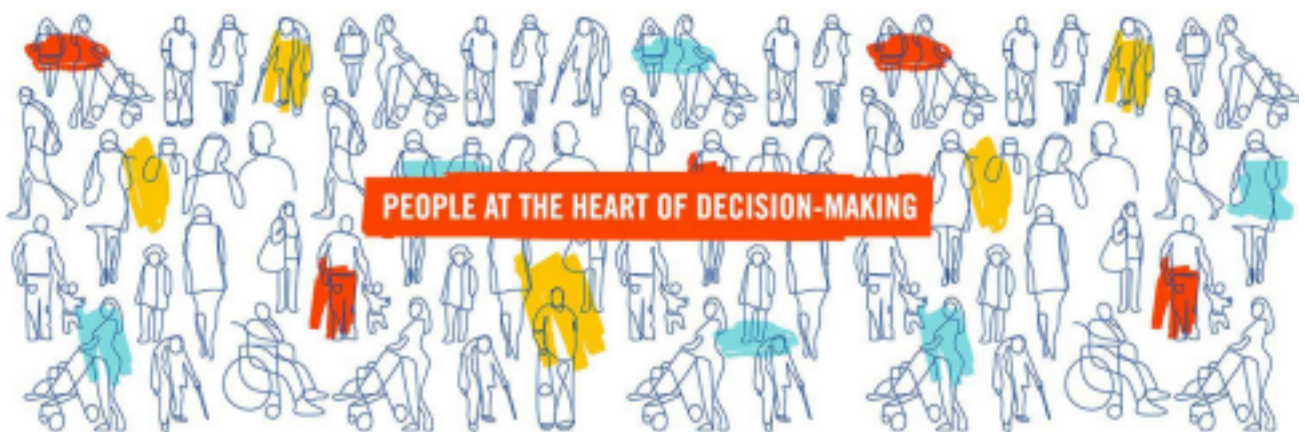




NGN Citizens Panel

January 2023 Panel; Findings Report



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Contents

1. Overview of the January Panel	3
2. Getting connected	4
Output - Provide a quotation for a standard new gas connection or alteration within 3 working days. Payment of £20 per working day we are late.	4
Output - Provide a start and completion date for new connections within 10 working days of a customer accepting quote. £40 Payment for every working day we are late.	5
Output - Initial capacity study for industrial and large commercial customers provided in less than 30 days	5
Output - Provide outline capacity reports for new biomethane connections in less than 5 days.	6
3. Planned interruptions	7
15 working days notification in advance of any planned interruptions for vulnerable customers - £40 compensation if we don't	7
Establish a dedicated 24/7 customer support hotline for vulnerable customers	8
£20 payment if gas supply isn't restored to both the meter and appliances within 12 hours following a planned interruption	9
£105 payment if reinstatement of excavations isn't completed within 3 calendar days (Ofgem target is 5 working days)	9
Individual ranked importance	10
4. Emergency Interruptions	11
Additional and extended customer support provided if more than 250 customers lose their gas supply (i.e., it becomes a "major incident")	12
One off £25 payment if gas supply isn't restored to the meter within 8 hours - £65 within 24 hours.	12
One off £30 payment if we don't restore gas supply to appliances within 2 hours of gas being restored to a meter.	13
64% of gas escapes fully repaired within 12 hours of being reported.	14
Individual ranked importance	15
5. Monitoring	16
6. Cross Cutting Themes	17
7. Prioritisations	18
8. Summarising importance of measuring rejected outputs	20
9. Session Evaluation	21

1. Overview of the January Panel

The 13th meeting of the NGN Citizens Panel (and the 9th meeting online) was held on Saturday 21st January 2023. The session considered 15 outputs (service standards) that NGN monitor and aim to achieve but that were rejected by Ofgem so are not required under RII0 GDII. Members deliberated on whether they felt these outputs remained important to monitor, if they felt their importance has changed in the last three years since they were set, and why, before selecting those outputs they think are most important and least important to monitor.

The session ran in the morning for 2 hours between 10:30 and 12:30, and in the afternoon for 2 hours between 14:00-16:00. The panel sessions were facilitated by [Involve](#), with two NGN staff members working alongside Involve's staff as small group facilitators. The session consisted of three presentations from NGN staff, and facilitated discussions in seven small breakout groups (average five - seven people per group). NGN staff were available to support the breakout groups with additional information to support as required to support their deliberations. Records of the facilitated discussions were captured via template Google Docs and the session was followed up with a worksheet to collect individual written comments and quantitative findings. Additionally a Mentimeter vote was undertaken as part of the session.

38 members of the panel attended this meeting. Members were supported to participate online including, where needed, with the provision of hardware and data. Support staff were also on hand to aid members who struggled with the technology on the day and ensure everyone was able to participate in all aspects of the workshop, this included several phone calls during the session to support members who were having tech issues. All members who took part were given a thank-you gift of £75 for their participation in the meeting.

The outline programme for the session is reproduced below.

10:30	Presentation followed by facilitated discussion – introducing the rejected outputs topic
11:10	Presentation followed by facilitated discussion – exploring specific outputs; gas connections and planned interruptions
12:10	Feedback plenary and close
12.30	LUNCH BREAK
14:00	Presentation followed by facilitated discussion – emergency interruptions
15:00	Plenary feedback
15:20	Mentimeter vote followed by facilitated discussion - prioritising the most and least important outputs
15:50	Next steps and close

This report will synthesise data from the citizens panel session and worksheet to look at the extent to

which members feel the outputs are of individual importance, moreover the report will consider the themes of importance that cross cut the outputs and steer understanding of where members see value in areas of service delivery. Data has been coded thematically and representative quotes have been selected and used throughout to illustrate the theme.

2. Getting connected

Members began by looking at outputs under the theme 'getting connected'. For each output members were asked:

- Do you think this is more or less important to measure than 3 years ago - if so, why, what has changed?
- As a group - how important do you think it is for NGN to measure this?
- If you think this is important to measure - why, or if you think it is not important to measure, why not?

Taking each of the outputs under the theme of getting connected the key discussions are summarised below.

Output - Provide a quotation for a standard new gas connection or alteration within 3 working days. Payment of £20 per working day we are late.

In most of the small groups, people generally felt this was a less important consideration to measure than 3 years ago. Members felt that NGN might be putting themselves under unnecessary pressure to deliver quotations to customers within 3 working days. The groups felt other things were more important including prioritising vulnerable customers, given the current cost of living crisis. Members were uncertain 3 days was enough time to respond considering a site visit or survey might be needed. Members felt anywhere between 5-10 days to provide quotations was a more realistic target. However they also felt that regardless of the generally low importance of this output, that £20 compensation is too low given current rates of inflation.

- Concerns regarding **compensation**

£20 not worth what it was 3 years ago

Increase because of inflation to £50 and maybe more for commercial – but more than £20 for sure!

- Concerns regarding **speed and level of importance**

quality not speed is the key measure for customers

1 week seems reasonable, 3 days seems a high target, but compensation should be higher if not met

Overall, the groups were split between this being a **medium or low importance output**. (3 groups medium, 3 groups low, 1 group undecided)

Three groups selected this output as one of their **bottom 3 priorities**.

It doesn't need to be that quick because it is a new connection, it's not the same as losing an existing connection. It is just a quotation.

Output - Provide a start and completion date for new connections within 10 working days of a customer accepting quote. £40 Payment for every working day we are late.

The groups were mixed in terms of the speed of customers receiving a new connection (10 days) as they felt this might be difficult to deliver if staff were off sick. Members felt it was more important to stick to the date that was agreed in the quotation and this could be flexible depending on the needs of the customer. Some members felt that the £40 compensation was nice to have if the budget was there to put customers at ease but others felt that this was a waste of money and might be overly generous.

- Concerns regarding **compensation**

NGN are throwing money away. Payment to customers should be decided on a case-by-case basis

£40 seems like an overly generous amount

- Reflections regarding **commitment to quote**

Speed of quote is less important than sticking to those dates when they've agreed to is the most important

This is important (i.e. speed/effective planning and communications etc) but what's even more important is that the 'works' happen as quickly as possible

Overall, the groups were split between this being a **high or medium importance output**. (3 groups high, 3 groups medium, 1 group didn't complete)

The groups were generally **undecided** on the priority of this measurement. (1 group top 3, 1 group bottom 3, 5 groups undecided).

Output - Initial capacity study for industrial and large commercial customers provided in less than 30 days

Members expressed uncertainty on this measurement as they are not commercial business customers and due to this uncertainty mixed responses came out on the level of importance. Some felt that business investment decisions could be based on the availability of gas therefore this is quite critical for businesses. There were mixed responses to the timescales and one group expressed that working with business might be more complex and could take longer than 30 days.

- Reflections regarding **timescales**

Timescales are about right

60 days should be fine. Working with big business is more likely to be iterative, flexible, complicated process. This will be at the early planning stage.

Overall, the groups were split between this being a **high or medium importance output** and felt it was at the same level of importance as 3 years ago. (2 groups high, 2 groups medium, 1 group undecided, 1 group didn't complete)

The groups were **undecided** on the priority of this measurement.

(1 group bottom 3, 6 groups undecided).

Important for some but not urgent. Domestic side more important at the moment.

Hard to relate to this. I'm not a big business.

Output - Provide outline capacity reports for new biomethane connections in less than 5 days.

The majority of members felt they needed more information on biomethane, benefits and risks to comment on this output. Members felt that other environmental outputs were prioritised above this, because they were unsure of the positive impact of this measure as it is difficult to understand. Some people also expressed this as a positive output due to global warming and using green gas over cheaper options.

- Concerns regarding **viability**

Would need to know if this is viable.

Difficult to review as it is commercial

- Concerns regarding **timescales**

Seems reasonable, any less might not be reviewed properly.

If this [timescale] was relaxed a little, could NGN deliver more quickly in other important areas?

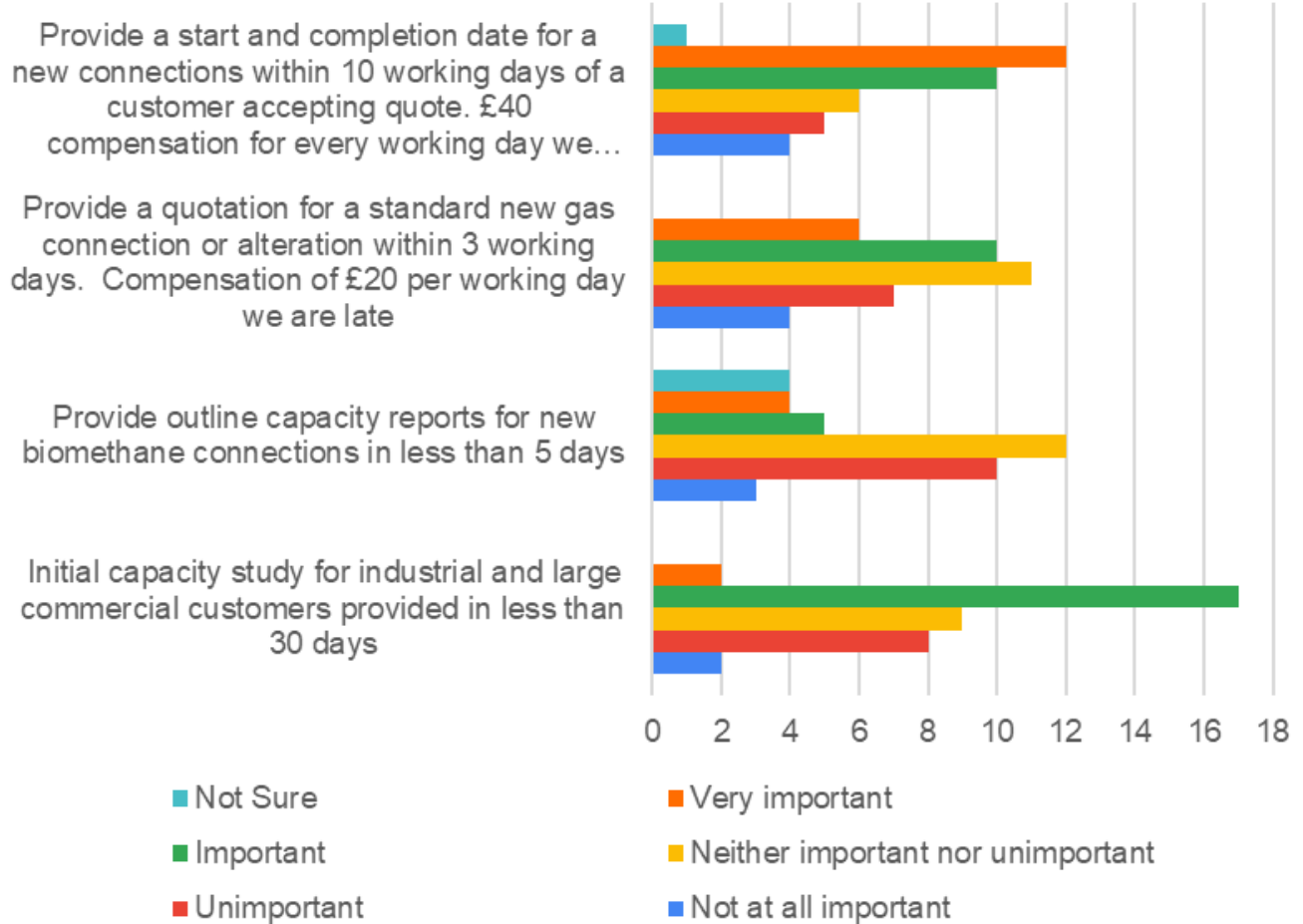
Overall, the groups expressed this was a **medium importance output**. (1 group high, 2 groups medium, 1 group low, 1 group undecided, 2 groups didn't complete)

The groups were **undecided** on the priority of this measurement. (2 groups bottom 3, 5 groups undecided/incomplete).

Individual ranked importance for 'Getting Connected' outputs

Members individually ranked the importance of outputs under this theme in the post panel worksheet. This shows a variable picture with the output "Provide a start and completion date for new connections within 10 working days of a customer accepting quote. £40 Payment for every working day we are late" being seen as predominantly very important. The output "Provide outline capacity reports for new biomethane connections in less than 5 days" was seen as predominantly important, and the remaining two outputs were ranked less important.

Ranked importance of 'Getting Connected' outputs



3. Planned interruptions

The next theme of 'planned interruptions' asked the same questions:

- Do you think this is more or less important to measure than 3 years ago - if so, why, what has changed?
- As a group - how important do you think it is for NGN to measure this?
- If you think this is important to measure - why, or if you think it is not important to measure, why not?

Taking each of the outputs under the theme of getting connected the key discussions are summarised below.

15 working days notification in advance of any planned interruptions for vulnerable customers - £40 compensation if we don't

Most groups agreed this was a fundamental measurement and of higher importance than three years ago. Similar to some of the other outputs, members felt the focus should be on 'everyone' rather than

vulnerable customers as people's vulnerability can change and vary depending on circumstance. Members recognised it would be beneficial for NGN to work directly with vulnerable people to get a better understanding of their needs to be able to support them more efficiently.

- Reflections on use of **'vulnerable customers'**

Important for everyone, it should apply to everyone. Everyone needs the warning as we are all in a similar situation.

Importance of vulnerable customers – don't let them down, there are many forms of people living in vulnerable situations, they are the main priority for everyone.

Level/type of vulnerability is important to consider in terms of the alternative arrangements.

- Reflections on **timeframes**

People who are vulnerable need to plan. It is important people are notified of extensive works being done.

Overall, the groups expressed this was a **high importance output** and it was of the same or more importance than 3 years ago due to covid and vulnerable customers. (5 groups high, 2 groups didn't complete)

The majority of groups selected this as a **top 3** priority output.

(5 groups top 3, 2 didn't complete).

Establish a dedicated 24/7 customer support hotline for vulnerable customers

Members expressed this was important for everyone, not just vulnerable customers. However, they recognised that clear access to support for people at home due to disability as particularly important. One group also raised the point that NGN should be reaching out to vulnerable customers rather than waiting to be contacted and help them know what is available in terms of support.

- Concerns and **questions raised**

Is it an increase to what they're already offering?

What is the current protocol to compare?...Do you have to justify that you are vulnerable/register as vulnerable?

Is this a call centre? What are we talking about?

Overall, the groups expressed this was a **high importance output** and it was of the same or more importance than 3 years ago due to vulnerable customers, However this is with the caveat that members felt this should be available for all customers. (4 group high, 1 group medium, 1 group low, 1 group didn't complete)

The majority of groups selected this as a **top 3** priority output. (3 groups top 3, 1 group bottom 3, 3 neither or didn't complete).

£20 payment is gas supply isn't restored to both the meter and appliances within 12 hours following a planned interruption

The groups felt they needed more information on why Ofgem rejected this measure. Overall, members felt this was a more important measurement than 3 years ago due to the current economic climate, cost of living and that the payment should be more to cover alternate heating solutions. For example, electric appliances can cost more to run. The length of time may also be variable to how complex the issue is, and some people felt that it was not the end of the world if it took the length of time went over a couple of hours to complete a job. There was a recognition that perhaps this could be more flexible for example that the payment is higher when the temperature is below a specific point.

- Concerns regarding **timing and viability**

If this was in winter this would be critical – payment should be higher

Down to weather again might take longer to do, lots of variables

- Concerns regarding **costs**

£20 feels like an insult.

...in some houses £20 wouldn't cover heating with gas.

£20 is not worth as much now as it was 3 years ago

Overall, the groups expressed this was a **high importance output** and it was of more importance than 3 years ago due to the cost of living crisis. (3 groups high, 1 group medium, 1 group low, 2 groups didn't complete)

The majority of groups selected this as a **top 3** priority measurement. (3 groups top 3, 4 groups neither or didn't complete).

£105 payment if reinstatement of excavations isn't completed within 3 calendar days (Ofgem target is 5 working days)

There was consensus across the groups that this was of lower importance than other priorities and that a large pay-out to customers might increase gas costs, and lowering gas costs for customers should be a priority over this output. Members felt NGN needed to be confident they could deliver this in 3 days as there are so many variables.

- Concerns regarding **unnecessary costs**

This compensation is NGN "throwing cash around" you should lower the price for customers rather than make these payments.

Payment versus restoring supply seems high.

Payment seems large compared to the disruption.

- Concerns regarding **timescales**

Ofgem's target of 5 working days seems ok.

- Reflections regarding **disruptions to people**

More people work from home so it would be more disruptive than it might have been previously.

Could be useful if people have to find alternative arrangements e.g. to park elsewhere if digging up your drive.

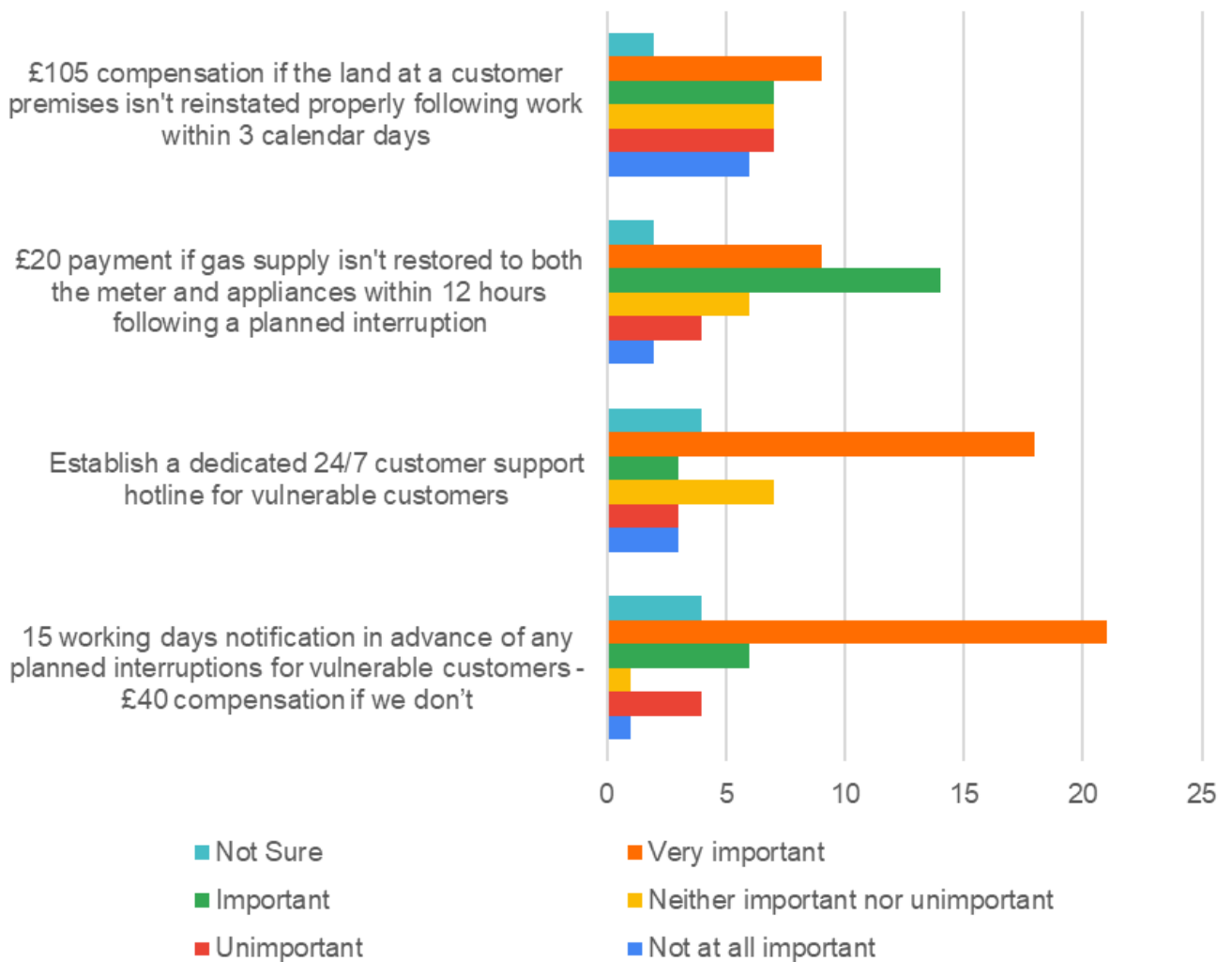
Overall, the groups expressed this was a **low importance** output and it was of less importance than 3 years ago due to it being unnecessary and excessive, whereas there is a sense now of the importance of focussing on costs and vulnerable customers. (5 groups low, 1 group high, 1 group didn't complete).

The majority of groups chose this as a **bottom 3** priority output. (4 groups selected bottom 3, 3 groups didn't complete).

Individual ranked importance

Under planned interruptions individual member ranking found all of these measures as important or very important but less so in the instance of the output '£105 payment if reinstatement of excavations isn't completed within 3 calendar days'

Ranked importance of planned interruptions outputs



4. Emergency Interruptions

Members then considered outputs under the theme 'emergency interruptions'. For each output members were asked:

- Do you think this is more or less important to measure than 3 years ago - if so, why, what has changed?
- As a group - how important do you think it is for NGN to measure this?
- If you think this is important to measure - why, or if you think it is not important to measure, why not?

Taking each of the outputs under the theme of getting connected the key discussions are summarised below.

Additional and extended customer support provided if more than 250 customers lose their gas supply (i.e., it becomes a “major incident”)

Groups all agreed this was a very important output due to the scale of the risk and amount of people it could impact. Most groups raised the issue of the 250 figure which should be either reduced to less customers or made flexible and more strict during winter vs summer months. Members recognised the effects to anyone of losing gas supply in winter would be negative but additionally that vulnerability may increase in winter,

Additionally members felt that if it impacted a whole community, customers would not be able to get help from a neighbour. This therefore becomes a greater issue in rural dispersed areas where it may also not hit the 250 customers figure but those affected may still have no near neighbours with gas.

Some members raised the point that the length of time the gas connection was lost also has a factor. One group highlighted this might be difficult to achieve if NGN does not have the staff resources to respond. For example, NGN could be likely to receive a lot of negative feedback at once from 250 customers in this situation.

Should maybe consider a lower threshold, maybe 50-100?

Maybe a stricter target needed for winter months?

There needs to be the capacity, the will, and the commitment to respond in an effective way to major incidents and to provide whatever immediate support is required to help people at their point of need

Overall, the groups expressed this was a **high importance** output. (5 groups high importance, 2 group didn't complete)

There was **no consensus** on the priority of this measurement with 2 groups selecting top 3, 1 group bottom 3, and 3 groups neither)

One off £25 payment if gas supply isn't restored to the meter within 8 hours - £65 within 24 hours.

The majority of groups felt this was a good incentive to get the gas connection fixed as quick as possible. Similar to other outputs, members highlighted the need for 'impact testing' based on different scenarios and customers. For example, someone out at work versus a vulnerable person at home that might need additional support. Whilst some members felt the compensation could be increased to act as a deterrent from this occurring, other members felt payments were slightly excessive and this money could instead be allocated to support people in greatest need.

- Reflections regarding **timescales**

When does a planned become an unplanned? E.g., said was going to be 4 hours and now it's 24 hours.

- Reflections regarding **compensation**

*Yes, important to ensure customers aren't out of pocket for other energy use when gas is off.
Presumably it's for the energy use but also for the inconvenience?*

If money is the same as 3yrs ago, it is not up to date, it should be improved.

Should have a higher level of compensation.

There were also questions for clarity that were raised between this output and the following output below which offers a £30 payment.

Would they offer this and the standard they already offer? Does this mean that they get another £25 on top of the £30 they already offer after 4hrs?

There was a mixed response across groups, but majority selected this as a **medium-high importance** output and members felt this was the same as 3 years ago. (3 groups high importance, 2 groups medium importance, 1 low importance, 1 didn't complete)

There was **no consensus** on the priority of this measurement with 5 groups selecting neither and 2 groups not completing.

One off £30 payment if we don't restore gas supply to appliances within 2 hours of gas being restored to a meter.

There were quite a few questions raised by members on this output including how the compensation would get triggered if someone was not in, what the £30 is meant to account for, if it takes 2 and a half hours is there a need for a payment and when it becomes a major incident i.e., impacts more than one household. Members felt this output was similar to the one above, and customers could be receiving lots of one-off compensation payments, they felt this wasn't clear.

- Reflections regarding **compensation**

*£30 is irrelevant – cheaper than paying for an out of hours fitter so not really an incentive for NGN
You could be getting a lot of money with all the compensations.*

- Reflections regarding **speed of delivery**

With all the compensations. Feels a bit unnecessary to specify that it must be done in 2 hrs e.g., for technical or other reasons it takes 2.5hrs, is there really a need for a £30 payment?

2 hours could be hard to achieve, particularly if there are workforce issues. It could take longer than this; why put a time on it. I don't think you should get a payment for this.

There was a mixed response from groups but the majority saw this as a **low importance output**. (3 groups low importance, 2 groups undecided/didn't complete, 1 high importance, 1 medium importance)

There was **no consensus** on the priority of this measurement with most selecting neither or non-selecting and only 1 group selecting the bottom 3 and 1 group selecting top 3.

64% of gas escapes fully repaired within 12 hours of being reported.

Overall, members felt the percentage figure for repairing gas escapes should be much higher, particularly in domestic areas where there is a risk to life. Due to the safety and danger implications of gas leaking members agreed this should always be a priority. Members flagged it was not clear in this output whether there was still a leak, but the environmental aspect (global warming) was a strong reason for prioritising this as important.

- Reflections regarding **environment**

I'm not a gas engineer, but this seems sensible. Global warming is more important to us now than 3-4 years ago.

How do you prioritise a call-out? Farms vs cities...

- Reflections regarding the **64% figure**

Figure doesn't really tell us much – shows that there's a scale of repairs – should be based on risk, locations, season/time of year, who's at risk.

- Concerns regarding **safety**

Doesn't seem good enough because of potential danger. When people hear/smell gas it is quite scary for people.

Gas leaks can lead to houses blowing up so need NGN to focus on the most important.

Safety to be considered first above all – and has always been important so no change.

Safety issue – person walks past, lights cigarette.

Overall, the members put this as a **high importance** output considering the safety and environmental implications.

The majority of groups put this measurement in their **top 3** priorities. (5 groups selected top 3, 1 group neither and 1 group did not select).

89% of outstanding gas escapes fully repaired completed within 7 days

Members again raised concerns that this output appeared too long a time to have gas escaping into the atmosphere, however there was also acknowledgement that NGN know what a realistic timeframe is to deliver using accurate risk assessments.

- Reflections regarding **cost**

Price of bills double, we have to be more economical.

- Reflections regarding **environment**

Gas in the environment – should be shorter timescale.

- Reflections regarding the **89% figure**

Seems too long again. Should be quicker. Still smell gas.

If 90% (repaired) within 12 hours, this becomes irrelevant.

Overall, the groups place this as a **high importance** output considering the safety implications and risk to life and environment.

The majority of groups put this measurement in their **top 3** priorities. (5 groups selected top 3, 1 group neither and 1 group did not select).

98% of outstanding gas escapes fully repaired within 28 days

Members raised the issue that this output was too long a time to have gas escaping in the environment and the serious safety implications. However, they acknowledged again that NGN know what a realistic timeframe is to deliver using accurate risk assessments.

- Concerns regarding **environment**

Environmental point of view – releasing gas might not be a risk to people but significant issue for the environment

- Reflections regarding the **98% figure**

Would like it to be quicker than 28 days but that's obviously an extreme.

This should be over 99% - if we aren't hitting these standards at the moment then there is a big problem.

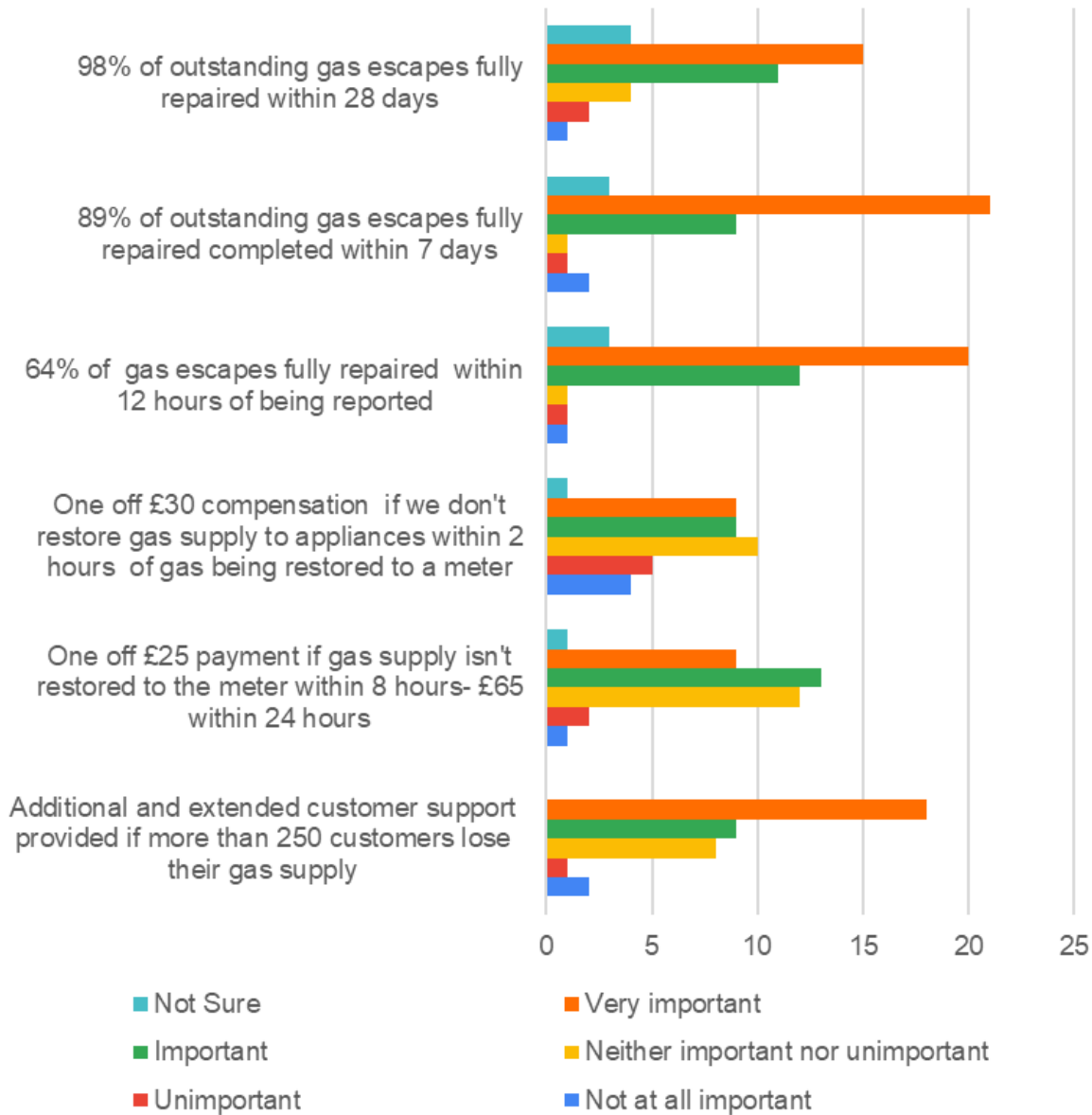
Overall, the groups expressed this was a **high importance** output.(4 groups selected high, 2 groups medium, 1 group did not select).

However the majority of groups put this measurement in the **neither** priority category.

Individual ranked importance

In general, individuals ranking reflects the high importance given to most of the outputs under the theme of emergency interruptions, clearly showing a high importance to all with the exception of the two outputs on compensation if gas is not restored to appliances or the meter in set times.

Individual ranked selection for 'emergency interruptions' outputs



5. Monitoring

Separately, members additionally considered a single output on monitoring; 'Measure how satisfied different types of customers are – not just domestic customers'. Again considering:

- Do you think this is more or less important to measure than 3 years ago - if so, why, what has changed?
- As a group - how important do you think it is for NGN to measure this?
- If you think this is important to measure - why, or if you think it is not important to measure, why not?

Members noted that different types of customer have different problems and needs, and therefore measuring against all customers can give a much more accurate picture to NGN on how well they are doing.

Develop a risk register and plans for dealing with different scenarios for customers and business – also to prioritise the customer e.g. care homes, vulnerable groups.

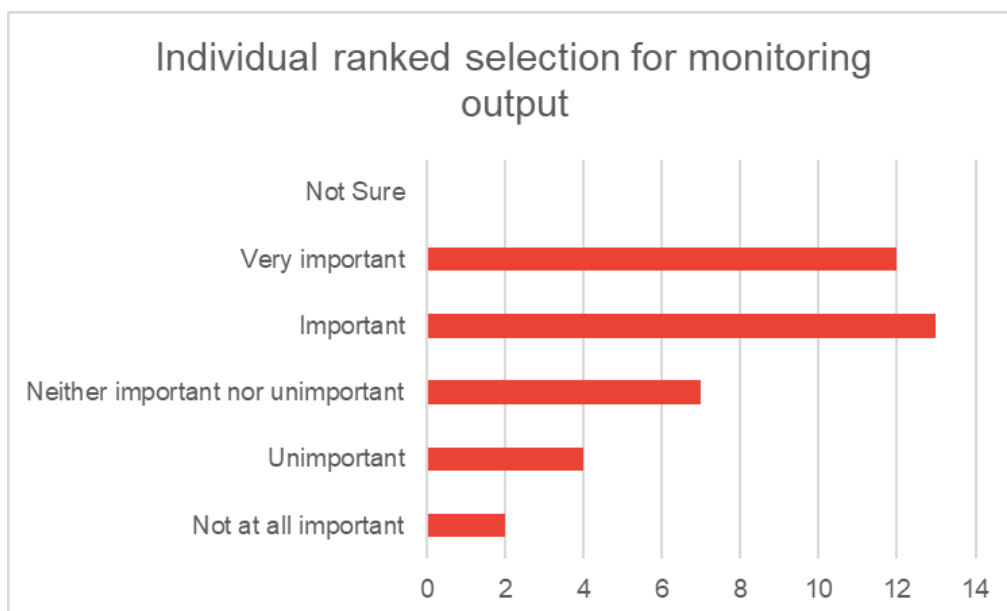
The more communication the better, when comms stop that is when things get misunderstood

Overall, the groups expressed this was a **medium to high importance** output..

The majority of groups put this measurement in the **neither** priority category.

(4 groups selected neither, 2 groups did not select, 1 group selected high).

Individual ranking additionally shows that this output was ranked as being important.



6. Cross Cutting Themes

Cutting across all outputs several themes emerged in respect of what members say as driving considerations of importance.

Vulnerable groups & costs

The general feeling across groups was that vulnerable groups should always be a priority focus as more people are facing challenges in a cost-of-living crisis. However it was also recognised that those with vulnerabilities due to health, disability or rurality may require more support in some instances.

Flexibility

Some felt that fixed rates of compensation were not the best approach and that it should be flexible and/or decided on a case by case basis. An example of this is when compensation is paid if gas is not restored and that figure could be higher in winter or under certain temperatures. However contra to this some members reflected that the number of outputs was complex and sometimes they built on each other which was confusing, therefore less flexibility would create more clarity.

Climate change and global warming

Members reflect that outputs relating to the environment such as biomethane were important given the growing awareness and issues around transition to green energy and energy security. Further with any outputs around gas escapes there were concerns around the impact on the environment.

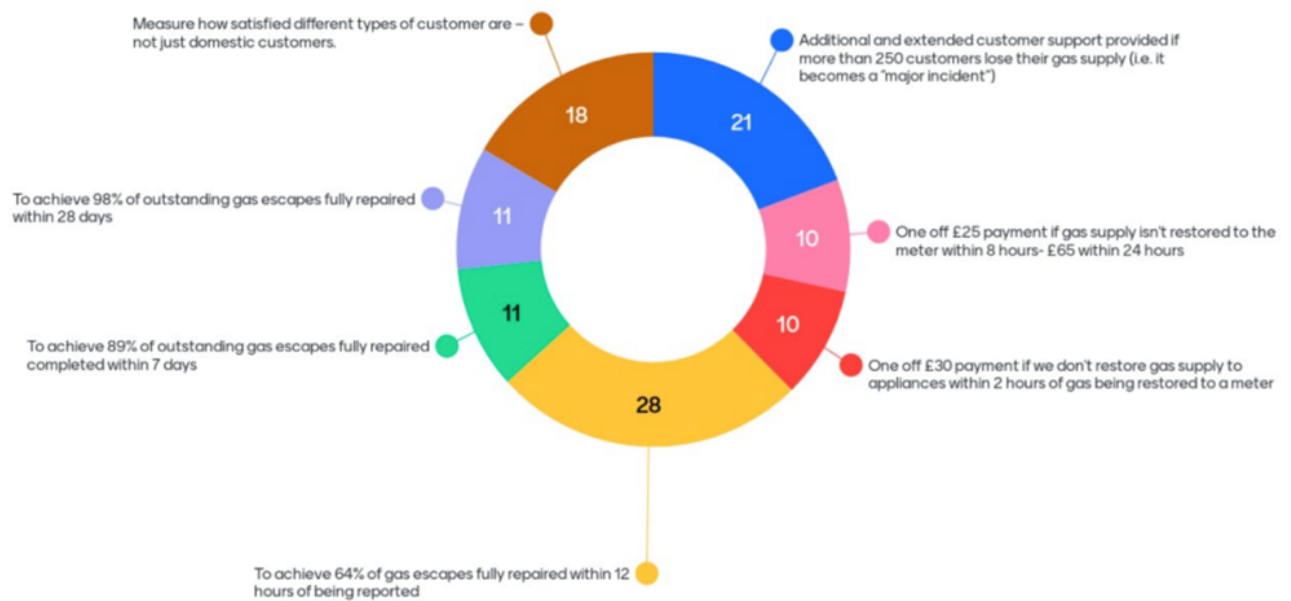
Timeframes & quality of service

Members recognised that NGN goes beyond the gold standards of service and this was seen as broadly positive. However in some instances there was acknowledgement that quality of service over speed is important. Members felt that speed should not always be the main objective and if NGN can adhere to the targets set by OFGEM they can focus on doing so with excellent customer service.

7. Prioritisations

Members thought about prioritisations firstly with a Mentimeter vote to begin the process of considering which outputs from the morning and which from the afternoon were deemed most important. These initial prioritisations are shown below and suggest that overall members felt outputs around gas escapes and repairs were of most importance.





Members then discussed the prioritisations within their groups showing variation between groups in terms of where priorities were felt to lie. These are reflected in the discussions of each output in sections 2,3,4, and 5 above.

Finally, members considered the importance of each output individually as part of the post panel worksheet.

Taking together the two 'most important' 'important' and 'very important' categories in the post panel worksheet, members ranked the most important outputs as:

1. 64% of gas escapes fully repaired within 12 hours of being reported
 2. 89% of outstanding gas escapes fully repaired completed within 7 days
 3. (joint) Additional and extended customer support provided if more than 250 customers lose their gas supply
- AND
- 15 working days notification in advance of any planned interruptions for vulnerable customers

Taking together the two 'least important' categories of 'not at all important' and 'unimportant' members ranked the least important outputs as:

1. Provide outline capacity reports for new biomethane connections in less than 5 days
2. £105 compensation if the land at a customer premises isn't reinstated properly following work within 3 calendar days
3. Provide a quotation for a standard new gas connection or alteration within 3 working days. Compensation of £20 per working day we are late

8. Summarising importance of measuring rejected outputs

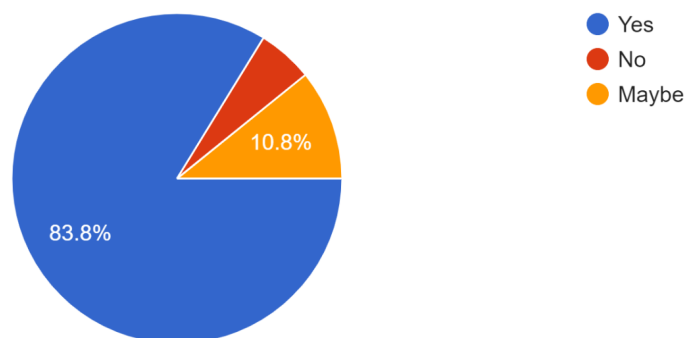
To conclude, in general:

- Members ranked outputs relating to **vulnerable customers** as being of **high importance**.
- They ranked outputs related to **gas escapes and safety** as **high importance** but recognised how this may particularly vary by location and other factors such as weather.
- They ranked outputs related to **climate and the environment** as being **important**.
- Outputs on **timeframes and speed of service** were **important** with recognition that there may be variables that impact on speed of service.
- The output on **monitoring** customer satisfaction was seen as **important**.
- Outputs on **infrastructure** were of **medium importance**.
- Outputs that were based on **commercial customers** were less relatable to members and therefore were generally ranked of **less importance**.

In the post panel worksheet members were asked ‘Overall, do you think that it is right for NGN to monitor performance against outputs beyond OFGEM requirements as part of delivering a good customer experience? The chart below shows that the majority of members (83.8%) agree that this is right.

Overall, do you think that it is right for NGN to monitor performance against outputs beyond OFGEM requirements as part of delivering a good customer experience?

37 responses



Reasons that were given to support monitoring focussed on going above and beyond, to build good customer relations and trust, and to understand how well they are doing to keep performing well. Reasons to not monitor included that costs could be spent elsewhere, and that there is no competitive reason to do so.

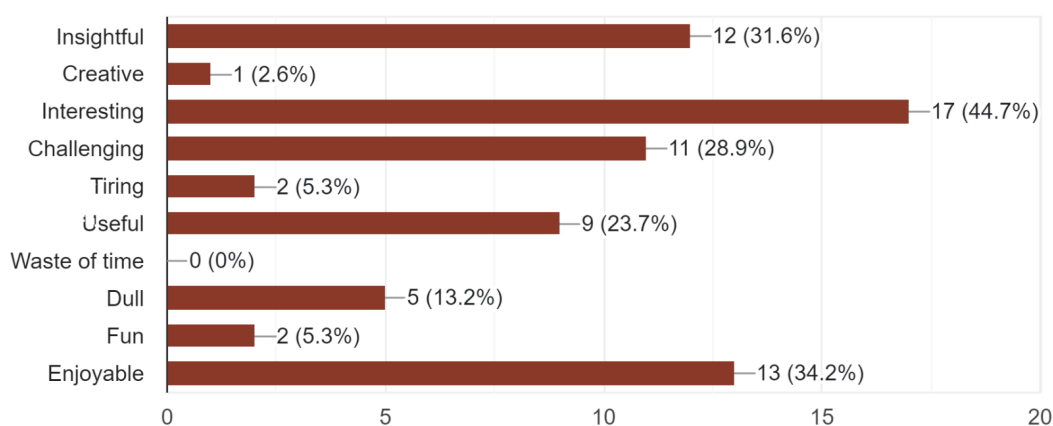
9. Session Evaluation

Members were asked within the worksheet to evaluate the session.

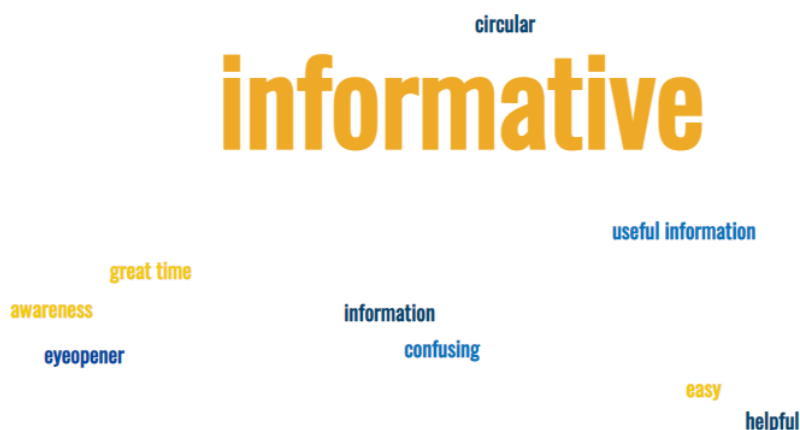
Asking members to select two words from a list provided to describe the day, the most popular selections were 'interesting' and 'enjoyable'.

Choose 2 word from the list below to describe the workshop today

38 responses



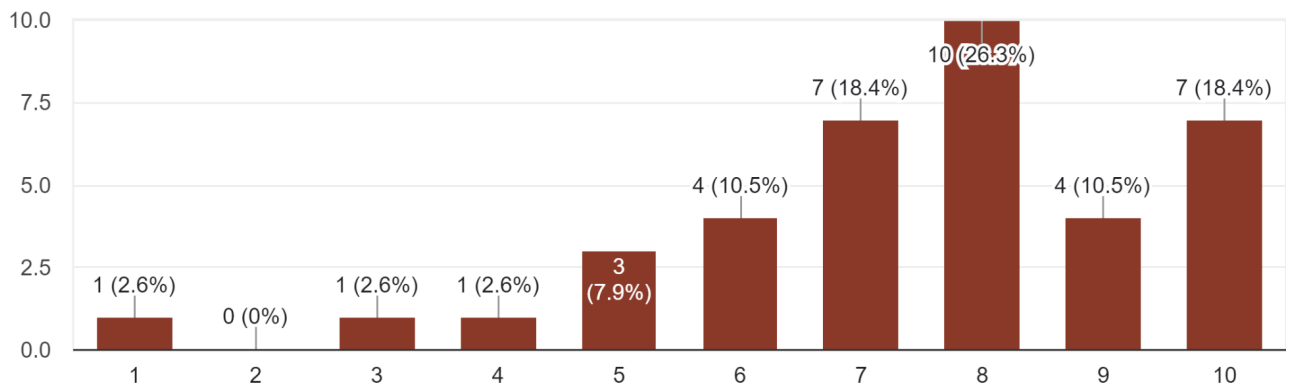
Members were then asked to add a word of their own to describe the day. These words are shown in the below word cloud.



Members were asked to rate their overall satisfaction with the workshop on a scale of 1-10 with 1 as the least satisfied and 10 as the most satisfied. The majority of members rated the workshop at 8 or above, with a modal rating of 8 as shown in the below graph.

Overall, how satisfied were you with the workshop?

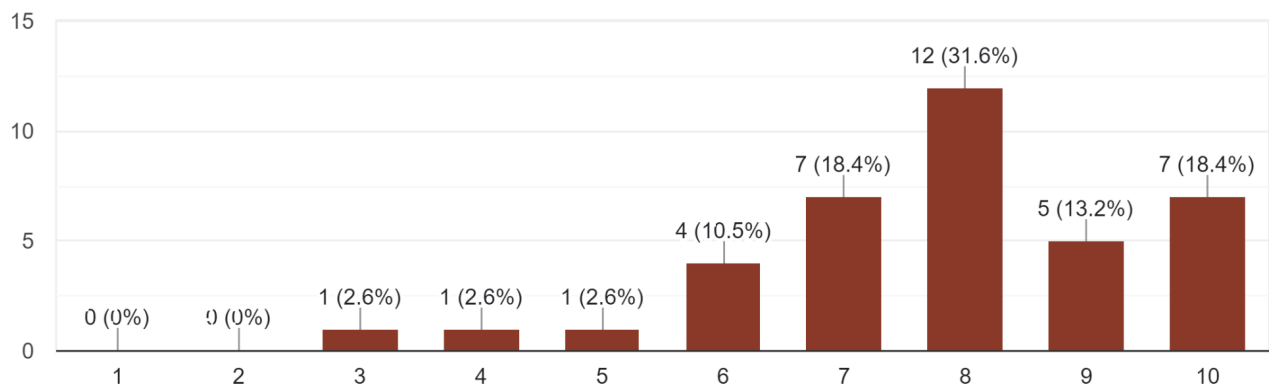
38 responses



Members were then asked to rate the quality of the discussions on the same scale. Again, the majority rated the quality of discussion as 8 and above, with the modal rating as 8.

How would you rate the discussions?

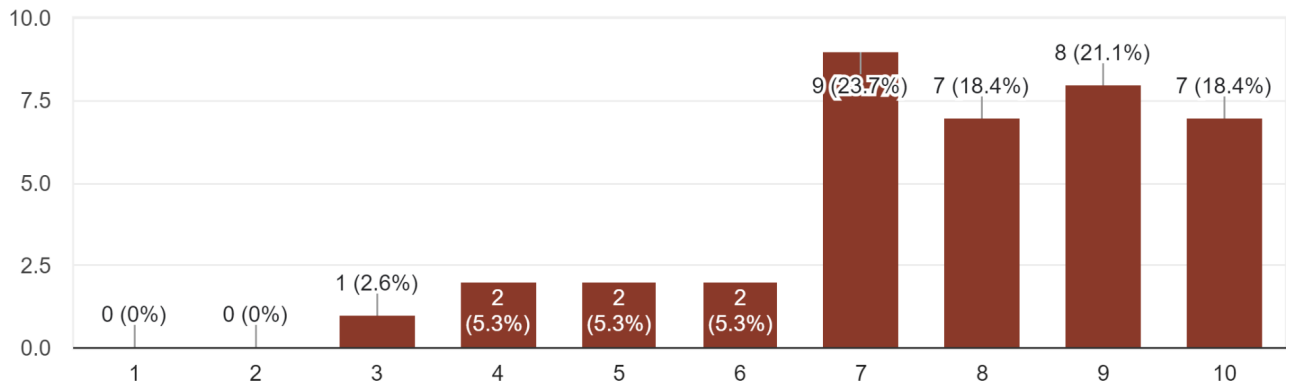
38 responses



Members were then asked to rate the speakers and content on the same scale. The majority rated the quality of discussion as 7 and above, with the modal rating as 7. The comments section showed that one main frustration in this session was the quality of audio for most speakers and this appears to have negatively impacted on the day for some participants.

How would you rate the speakers / content?

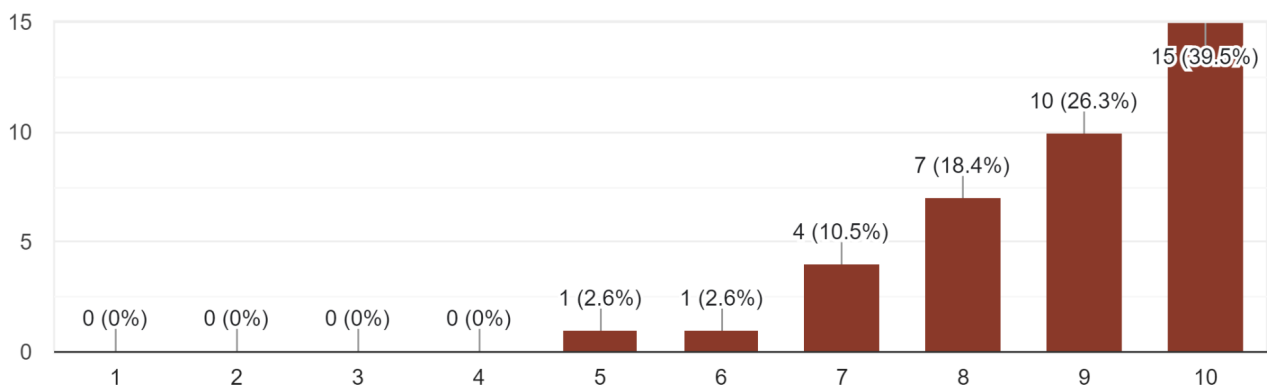
38 responses



Members were then asked to rate the facilitators on the same scale. The majority rated the quality of facilitation as 9 and above, with the modal rating of 10.

How would you rate the facilitator?

38 responses



Besides comments on the poor audio quality for some speakers, members used the free text to additionally comment that:

- They like the way sessions are organised
- They look forward to face to face
- That the session was a bit repetitive
- Some felt they struggled to understand the information
- Several comments praising the facilitation
- Some technical issues were raised (with joining the session)