

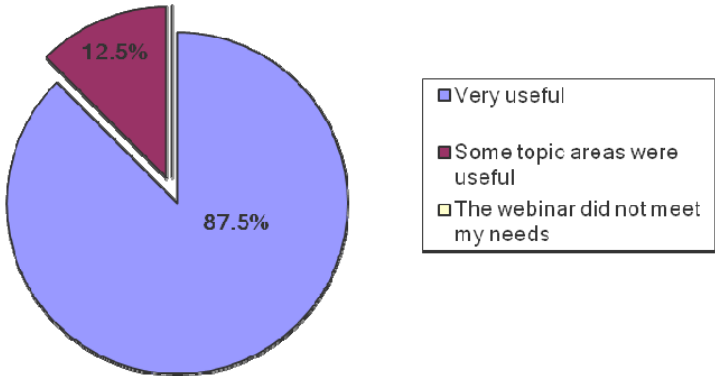
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## National Grid Webinars – Feedback

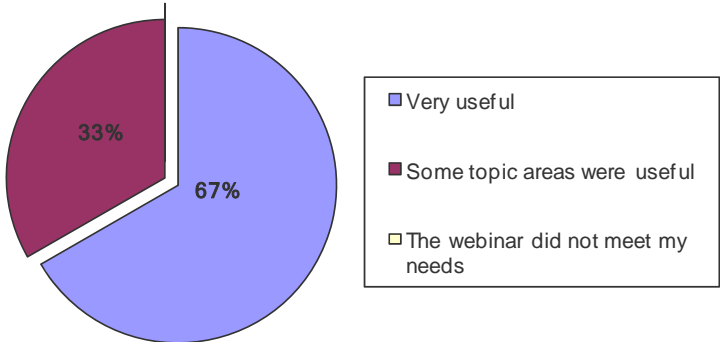


# Q1: Did you find the webinars useful?

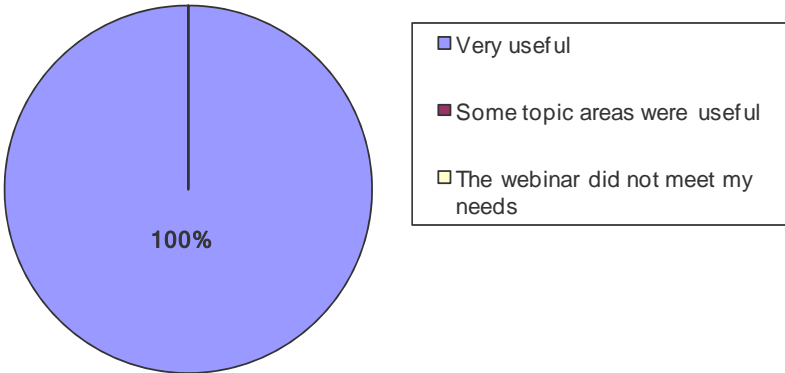
## Website Information



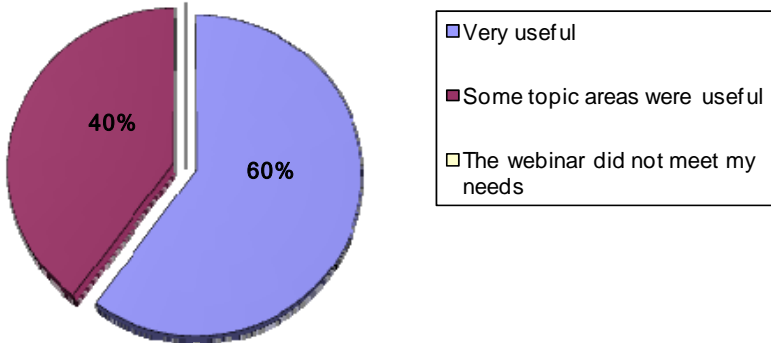
## NTS Operation



## Emergency Planning

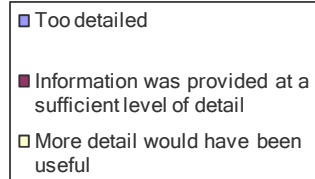
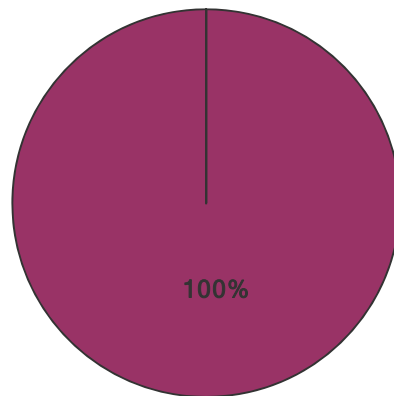


## Capacity Actions

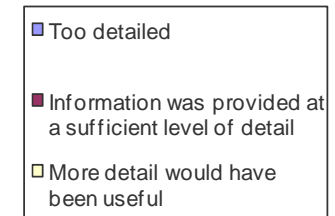
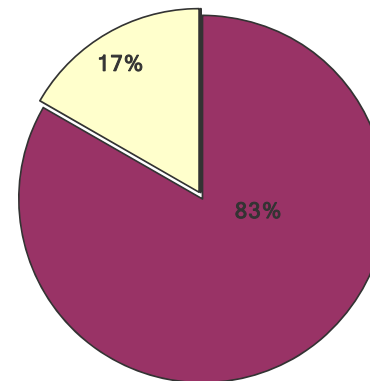


## Q2. Was the detail of the session at the correct level?

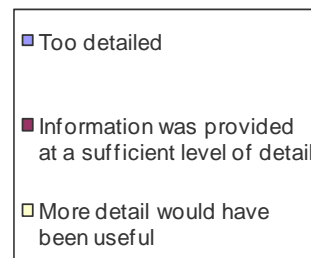
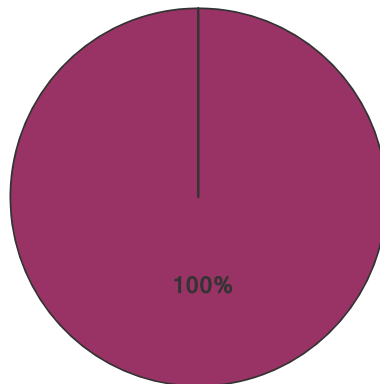
### Website Information



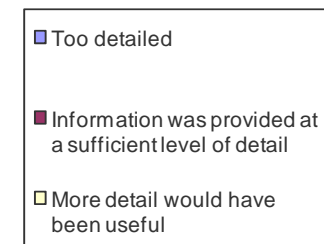
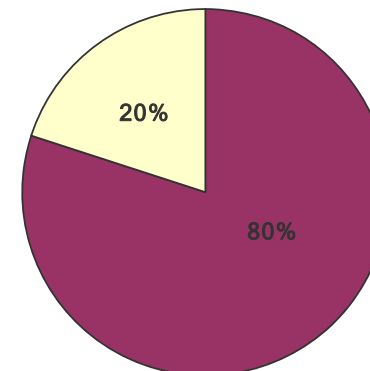
### NTS Operation



### Emergency Planning



### Capacity Actions



## Q3: Other topic areas you'd find useful?

### Website Information

- It would be good to have a guide on the website so we can find information we need
  - Very comprehensive and clear

### NTS Operation

- It would have been good to have heard about what new challenges for operation will be faced this winter. For example, the within day line pack depletion effect appears to be getting greater each year. How close to the "edge" might we be?

### Emergency Planning

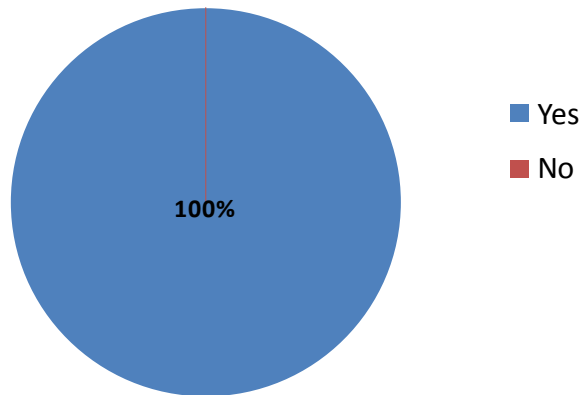
- Some information on the future changes being proposed would have been useful

### Capacity Actions

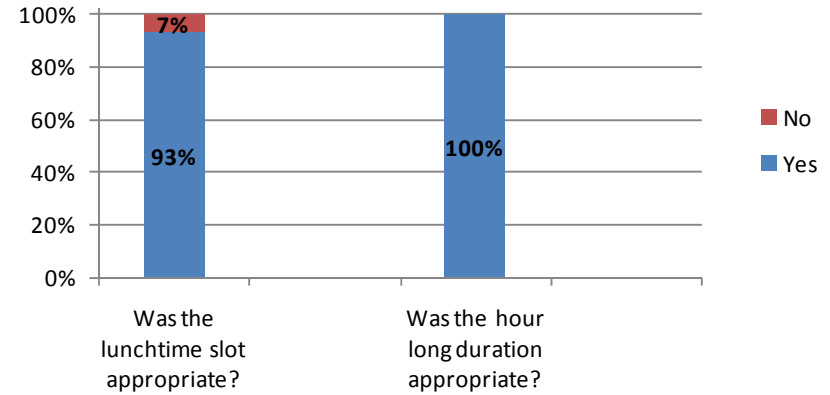
- No responses back

# All Webinars

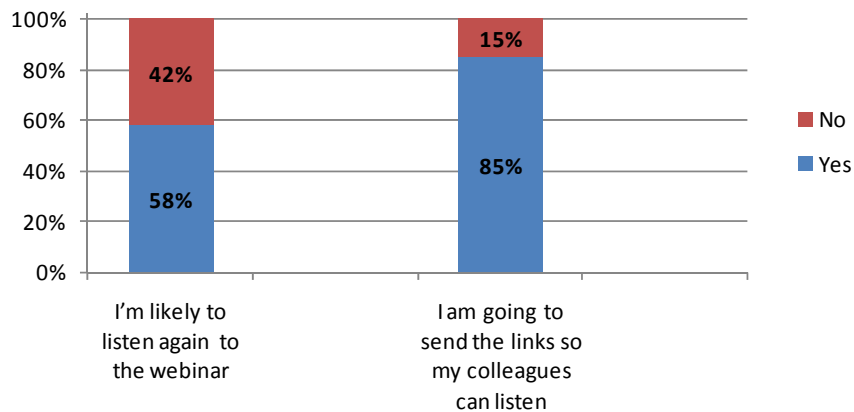
**Q4. Is this approach something you'd like to see repeated?**



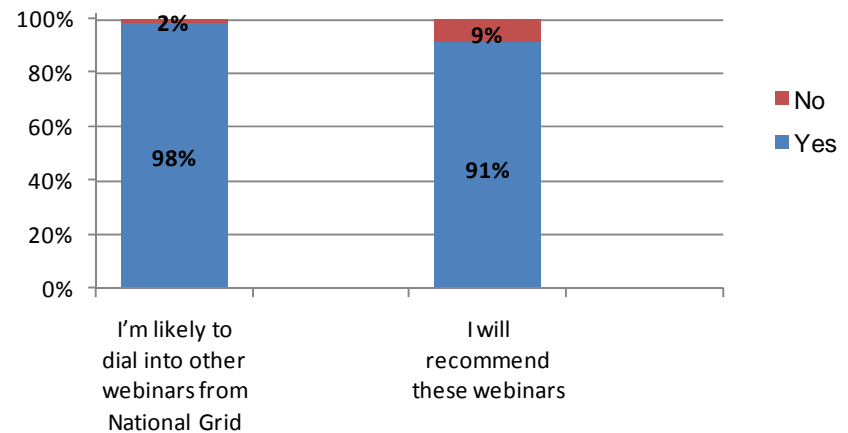
**Q5. All Webinars (Was the time & duration appropriate?)**



**Q6. The webinar recording will be available on the National Grid website. Are you likely to listen to the webinar again or send links to colleagues?**



**Q7. After taking part in this webinar, are you likely to dial into the remaining webinars and to recommend them to colleagues?**



## Q8. Are there other topics you would find useful?

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### Answers:

Webinars on the Mods that are progressing may be useful

The changes that are on the Horizon relating EU

No, I thought everything was covered

In sufficient detail

What steps/actions are being taken to optimise NG's incentive performance

## Q9. Any further comments?

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- The sound quality in the play-back through the website was not very good. Perhaps a microphone could be used to improve audio quality
- Some of the animated charts in the presentation on capacity actions were hard to follow due to an apparent delay between the slide updating and the description being quite brief.
- More detailed examples - show gemini and APX screens that will be used and also examples of messages that will be sent to shippers.
  - Really good idea and glad I could dial in
- The webinar programme is, I feel, very compatible with what is necessary at the moment.
  - It was easy to dial in and a good use of my lunch break
  - No very detailed , very well handled and hope all are as fluid going forward.
- Only attended one webinar and I thought it would be most useful to new starters in the industry because it was very high level. I think it could be a useful way for sharing information about topics where you are asking for attendance at stakeholder workshops so that people can take a view about whether it is of relevance to them before committing a whole day in London.
- Any way to stop the pauses when someone leaves or enters the meeting. It was really distracting.
  - Webinar was good and very much appreciated so thank-you. At some points it felt that the presentation was being read from a script rather than being spontaneous.
  - Really well done and a great internal training tool as well.