

Gas Operational Forum – Customer Listening



28th June 2018

National Grid Warwick HQ

Agenda – Customer Listening

- 1:15 – 1:20 - Introduction
- 1.20 - 1:30 - Context setting
- 1:30 -1.35 – Customer Listening Introduction
- 1:35 – 2.05 – Customer listening Session – Part 1
- 2.05 - 2:15 – Break
- 2:15 – 2:45 – Customer listening Session – Part 2
- 2:45 – 3:00 – Wrap-up/any questions

Stakeholder Priorities

Industrial and Domestic consumer priorities ...

I want an affordable energy bill

I want to use energy as and when I want

I want you to minimise disruption to my life

...are delivered through our stakeholder priorities...

I want to take gas on and off the Transmission system where and when I want

I want all the information I need to run my business, and to understand what you do and why

I want to connect to the Transmission System

I want the gas system to be safe

I want you to protect the Transmission system from cyber and external threats

I want you to care for communities and the environment

I want you to facilitate the whole energy system of the future – Innovating to meet the challenges of an uncertain future

I want you to be efficient and affordable

...these were developed by consulting with

Consumers

Landowners

Other networks

Customers

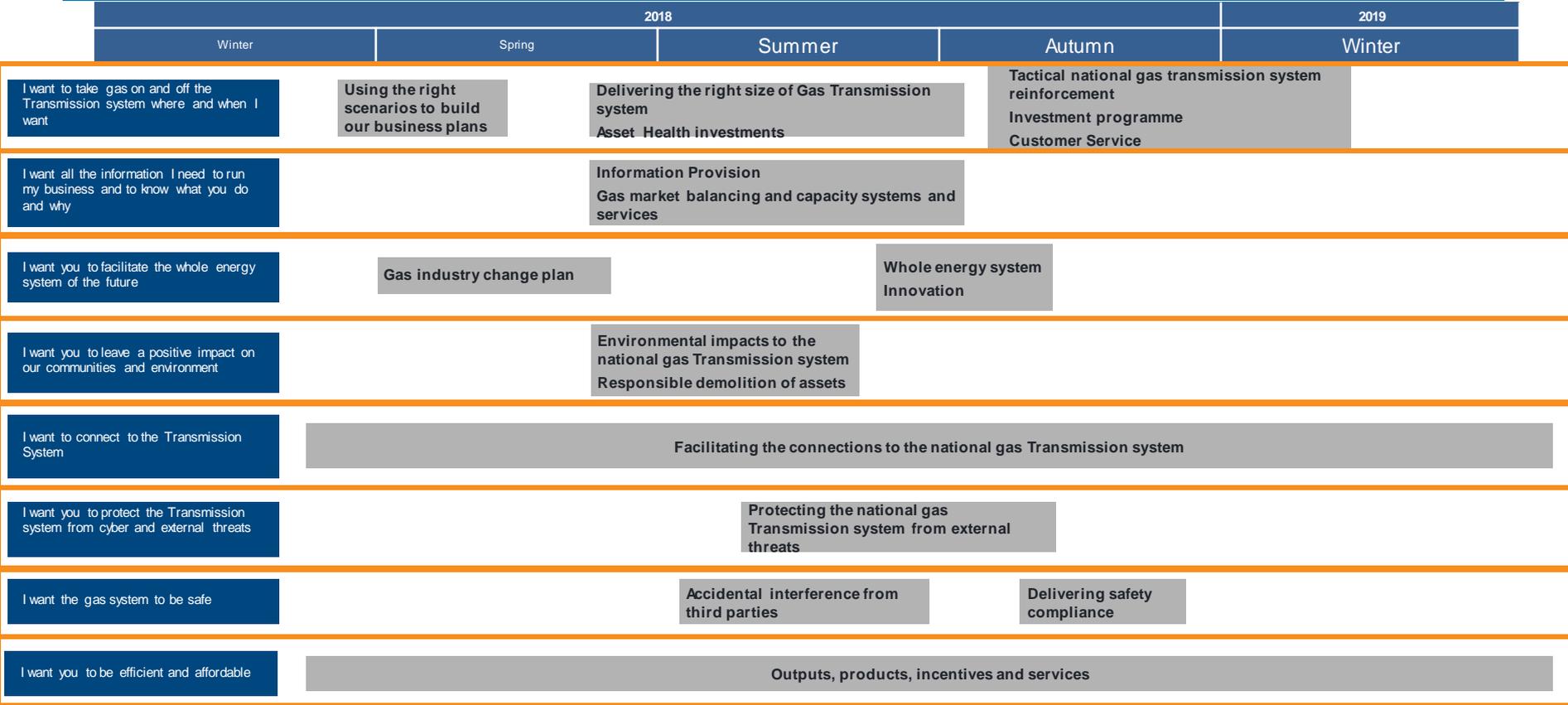
Think tanks and academics

Government

Industry bodies

Interest Groups

Timeline of engagement



Scope of today

In scope						Out of scope					
Close to real time operational data						Medium to long term information					
	Timing of Availability				Current Platform						
	Before the day	On the day	Instantaneous	After the day							
Supply	✓	✓	✓	✓	Gemini/MIPI						
Demand	✓	✓		✓	Gemini/MIPI						
NTS Linepack (PCLP)	✓	✓		✓	Gemini/MIPI						
Capacity		✓		✓	Gemini/MIPI						
Weather		✓		✓	MIPI						
Shrinkage				✓	Gemini/MIPI						
Commercial Nominations	✓	✓			Gemini/MIPI						
Price	✓	✓		✓	Gemini/MIPI						
Pressure											
Gas Quality											

Set-up for today



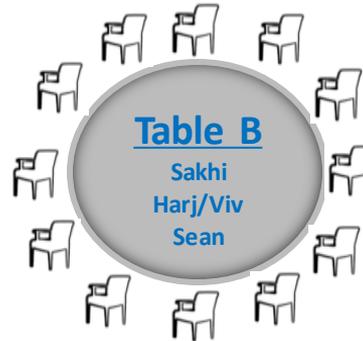
Customer Listening Room Plan – Part 1

Topic 1 – Insights



Customer & Stakeholders	
David Mitchell	●
Andy Kelly	●
James Accord	●
David Driver	●
Sallyanne Blackett	●
James Fogerty	●
Catherine Mchale	●
Ian Ross	●

Topic 2 – What data/ How you Access it



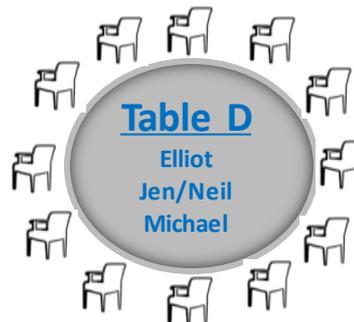
Customer & Stakeholders	
Mark Rixon	●
Graham North	●
Andrew Hegarty	●
Laura Claringbold	●
Jake Bahrall	●
Sabrina Choudary	●
Mark Carter	●
Peter Marshall	●
Matt Owen	●

Topic 1 – Insights



Customer & Stakeholders	
Kamila Evans	●
Toby Hockin	●
Mads Nielsen	●
Catherine Nelson	●
Angelo	●
Lucy Savage	●
Nick Wye	●
Wayne Mullins	●
Alex Nield	●

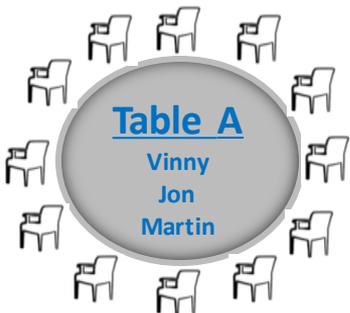
Topic 2 – What data/ How you Access it



Customer & Stakeholders	
Craig Taylor	●
Peter Day	●
Martin Needham	●
Danny Murphy	●
Jens Summerauer	●
Andrew Gibson	●
Helen Field	●
Katie Osbourne	●

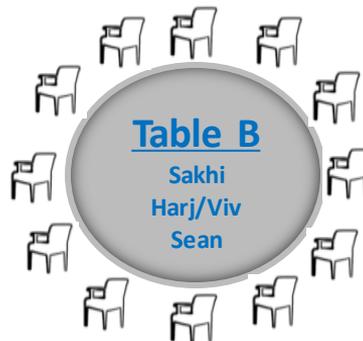
Customer Listening Room Plan – Part 2

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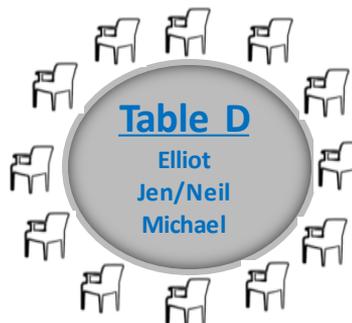
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