

# Gas System Operation – Customer Journey Mapping



# Customer Journey Mapping

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Gas System Operation is undertaking an exercise to map the journey that our Customers go through

We are currently mapping 'Shipping & Trading Gas'

Last Gas Op's forum we bought our Map to ask you.... our customer... what you thought of the journey that we have mapped

You provided us with some excellent feedback and we would like to say thank you for the time you spent talking to us

If you would be interested in helping us again please feel free to drop me an e-mail: [Rimi.Bassi@nationalgrid.com](mailto:Rimi.Bassi@nationalgrid.com)