

GT SECTOR	
<b>REFERENCE NUMBER:</b>	<b>CATEGORY:</b>
<b>LICENCE CONDITION NUMBER:</b> <i>(if relevant):</i>	SpC 4.2
<b>TITLE:</b>	Customer Satisfaction Survey output delivery incentive
<b>RELEVANT LICENCE CONSULTATION QUESTIONS</b> <i>(if any):</i>	
<b>RELEVANT ISSUES LOG:</b>	
<b>POLICY ISSUES</b>	
<b>DRAFTING ISSUES</b>	
<ul style="list-style-type: none"> <li>• 4.2.3</li> <li>• 4.2.5(b)</li> <li>• 4.2.7</li> <li>• 4.2.7</li> </ul>	<ul style="list-style-type: none"> <li>• CSST and CSSP are not defined terms. CST and CSP need to be used in the formula.</li> <li>• Suggest this reads “the question must be framed as follows “Based on your...”</li> <li>• Suggest the provisions of Appendix 1 are either a paragraph or an Appendix but not both. Should read “....may be used in the question referred to in paragraph 4.2.5”</li> </ul> <p>4.2.7 needs to be updated to include the following survey areas:</p> <ul style="list-style-type: none"> <li>• Energy balancing services (including allocations, measurements)</li> <li>• Capacity auctions</li> <li>• Connection services</li> <li>• Maintenance services</li> <li>• Diversion services</li> <li>• Disconnection services</li> <li>• Gas market policy and change services</li> <li>• Events, Engagements, Forums</li> <li>• GNCC services, day to day account management</li> </ul>
<b>FINANCE ISSUES</b>	

<ul style="list-style-type: none"> <li>• Use of Ex Ante Base Revenue</li> </ul>	<ul style="list-style-type: none"> <li>• Based on our DD response to FQ37, we disagree with the implementation of using ex ante base revenue for the basis of incentive calculations. NG believes the incentive reward or penalty should be based on the size of the business, i.e. the revenue, at the time the incentive is earned, rather than a predetermined set value.</li> </ul>
<b>SUPPORTING INFORMATION</b>	
<b>OFGEM ENGAGEMENT:</b>	