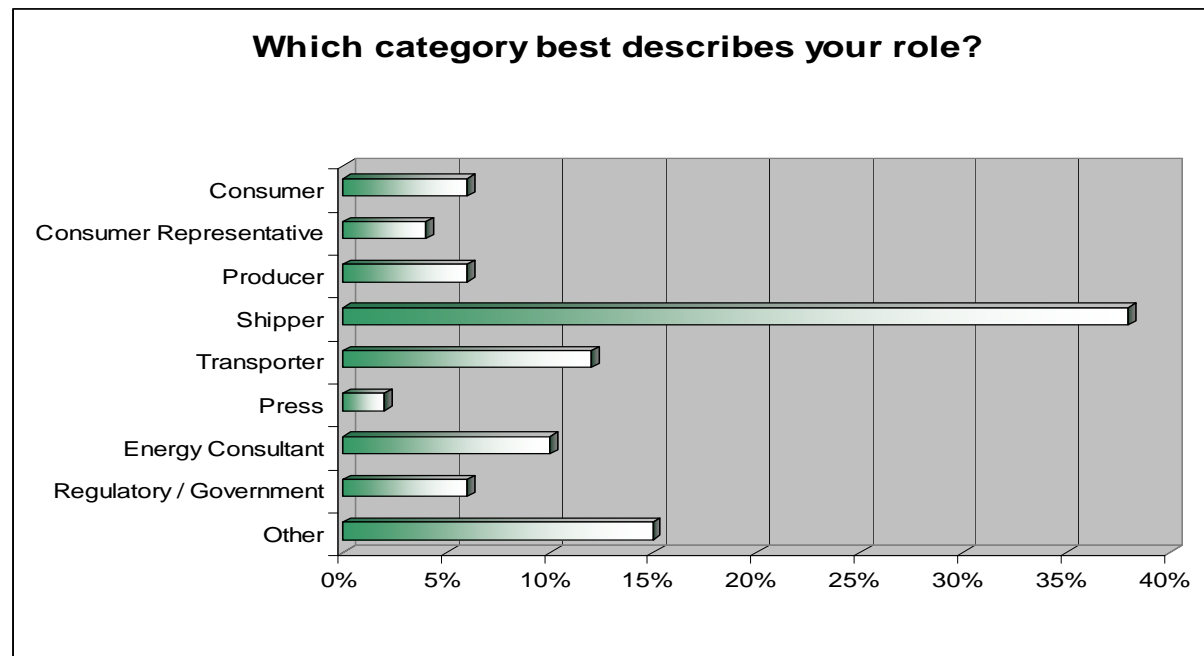# Gas Operations Website Survey 2008

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Survey Overview

- The survey was made available via the web
  - 48 Questions (a mix of rating and free text "thoughts"/ opinions)
  - Respondents invited via industry fora and via web notification
- Survey available for 8 weeks (April / May)
- 69 responses (48 full, 21 partial)
- Previous Survey carried out in 2006
- Since then major New Information Provision Initiatives have been introduced
  - Real Time Flow data (Mod006)
  - MIPI
  - Web Site Restructure

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About the Respondents

- 78% of respondents use the site at least daily ~50% multiple times per day.

- Majority of respondents were from the UK, however 16% were from Europe (assumed outside the UK)

- 35% of respondents were shippers

Which category best describes your role?

Category	Percentage
Consumer	~6%
Consumer Representative	~4%
Producer	~6%
Shipper	~38%
Transporter	~12%
Press	~2%
Energy Consultant	~10%
Regulatory / Government	~6%
Other	~15%

- * Other includes Analysts, Hedge fund, Trade Association, Market Analyst, Producer

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Question Categories

- Questions were categorised
  - About the website
  - About the introduction of MIPI pages
  - About contacting the information team
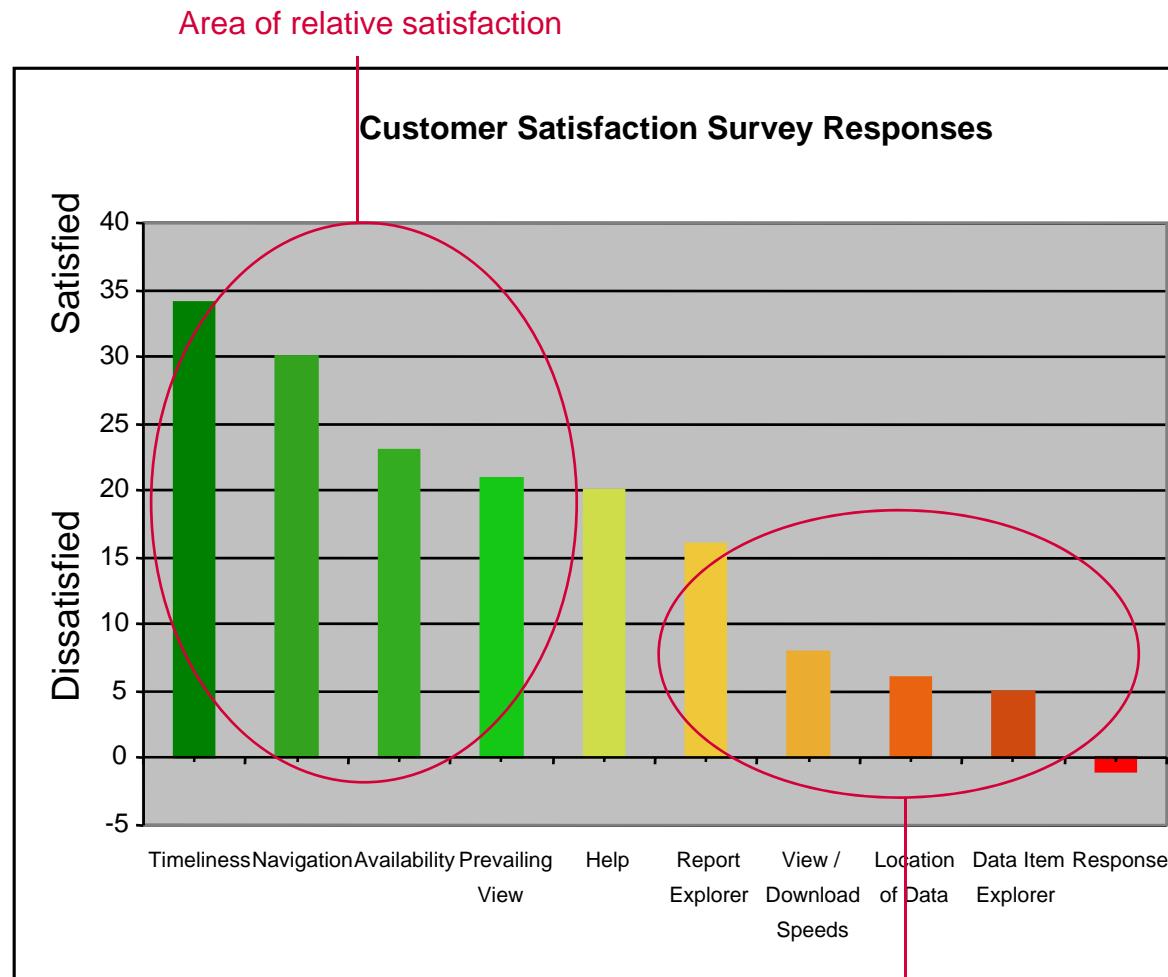
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About the Website

- Respondents asked to comment about the following aspects of the Website:
    - Navigation
    - Availability
    - Timeliness (of data made available)
    - Responsiveness
    - Help

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Summary

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About the Website Overall Results

Pareto of quantative responses (v good = 2, good = 1, neutral = 0, bad = -1, v bad = -2 x no of responses)

Area of relative satisfaction

Customer Satisfaction Survey Responses

Satisfied

Dissatisfied

40
35
30
25
20
15
10
5
0
-5

Timeliness | Navigation | Availability | Prevailing View | Help | Report Explorer | View / Download Speeds | Location of Data | Data Item Explorer | Response

Area for improvement

Findings

- Happy
  - Timeliness
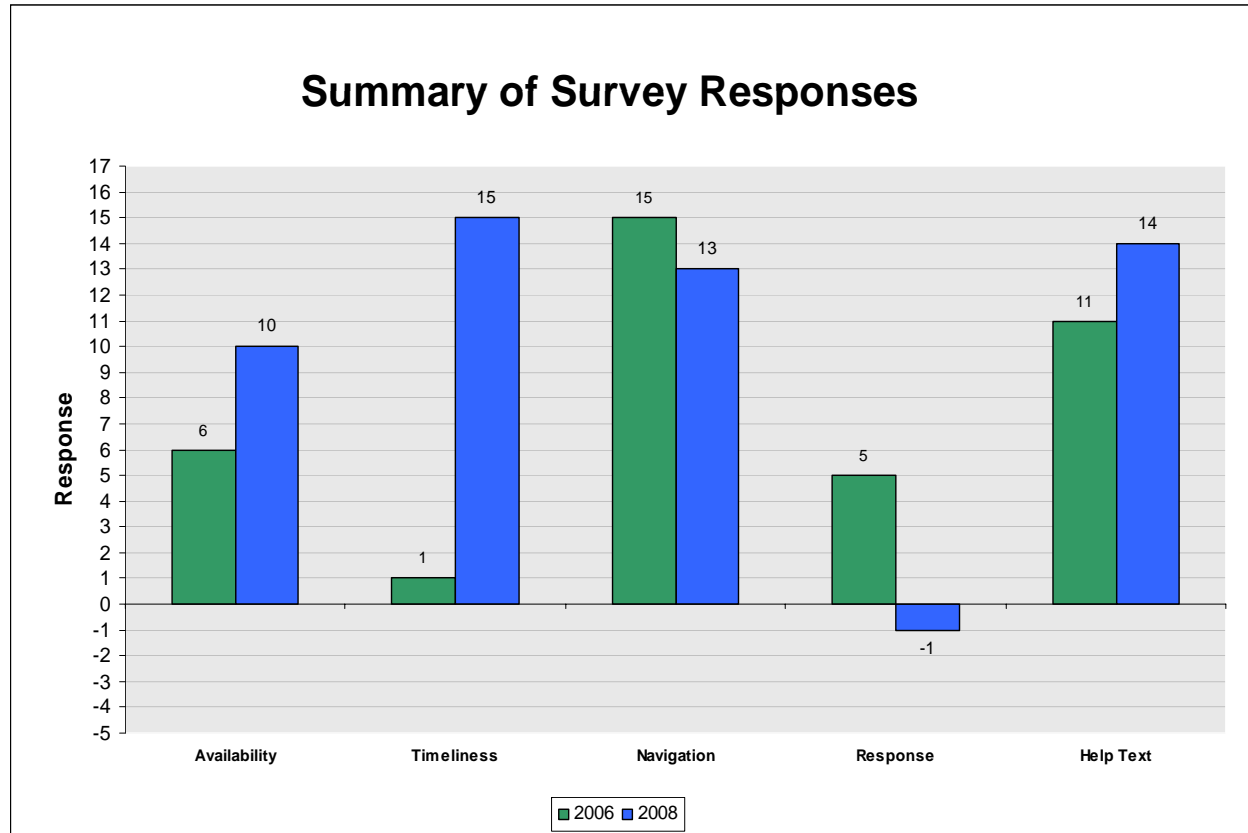 - Navigation
  - Availability
  - Prevailing View

- Unhappy
  - View / Download Speeds
  - Location of Data
  - Data Item Explorer
  - Response time

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Response compared to 2006 Survey

Pareto of quantative responses normalised against the 2006 Website Survey
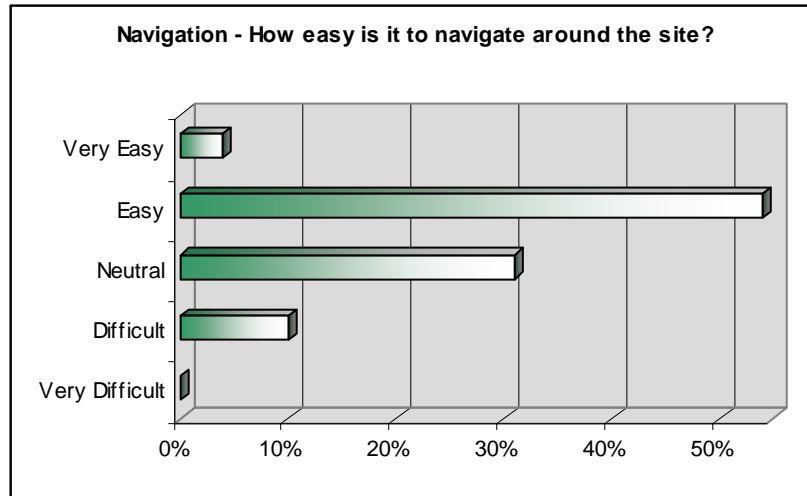

Summary of Survey Responses

- Improvements
  - Timeliness
  - Availability
  - Help Text

- Slipage
  - Navigation
  - Response Time

- The reduction in response time is due to the move from static pre generated reports to the use of on demand data retrieval
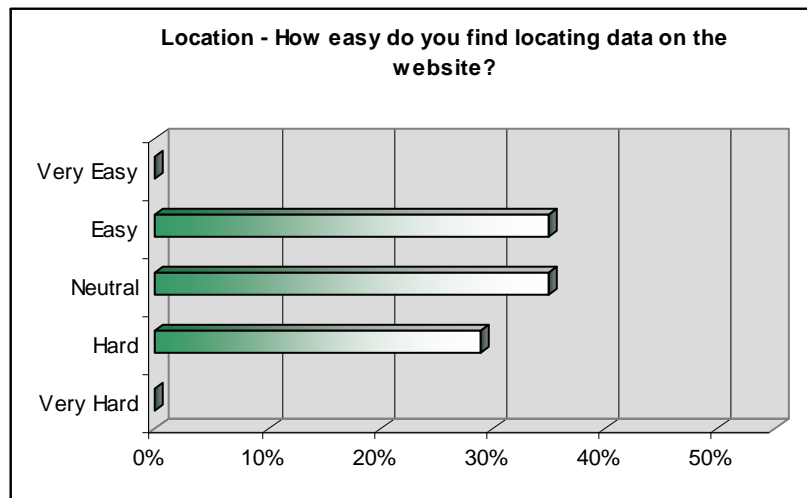
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Responses: About the website

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Navigation & Location

Navigation - How easy is it to navigate around the site?

Very Easy	
Easy	
Neutral	
Difficult	
Very Difficult	

0% 10% 20% 30% 40% 50%

Location - How easy do you find locating data on the website?

Very Easy	
Easy	
Neutral	
Hard	
Very Hard	

0% 10% 20% 30% 40% 50%
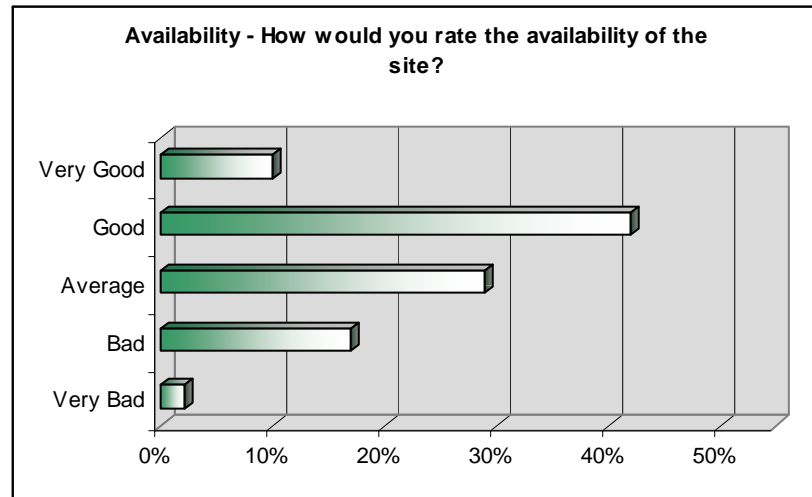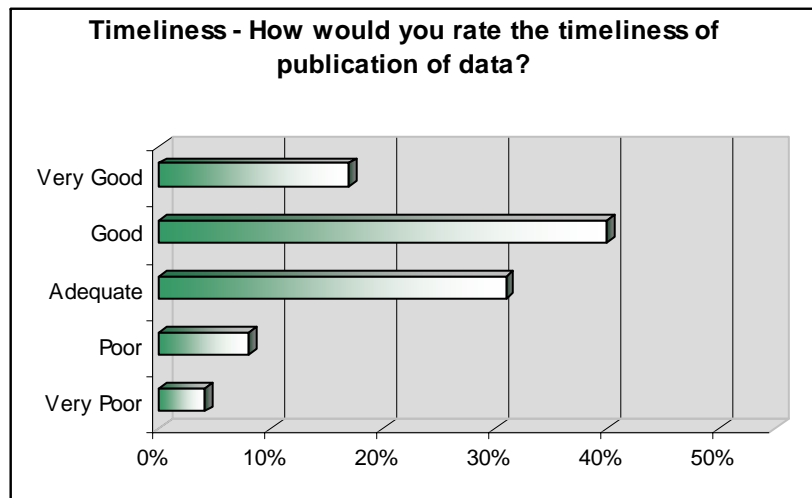
◆ Respondents expressed a broadly positive response of both navigating around the data sections of the site and the location of data within the site.

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Availability & Timeliness

Availability - How would you rate the availability of the site?

Timeliness - How would you rate the timeliness of publication of data?

- ◆ Respondents predominantly thought that the site was highly available and data was published in a timely manner

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Thoughts: Navigation, Availability, Timeliness

- ## Navigation
  - Large amount of data sometimes difficult to find

- ## Availability
  - Some availability issue
    - Pages time out
    - Graphs do not always load

- ## Timeliness
  - Real time data timely
    - Storage could be published earlier
    - There are some data gaps

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Thoughts: Website Responsiveness / Help

- ◆ Responsiveness
  - ◆ Seems to be dependant upon the time of day
    - ◆ Responsiveness fluctuates
    - ◆ Entry Zone graphs can be slow
    - ◆ Dynamically generated pages not as responsive as static pages
  - ◆ When data is available response times are quick, when data not available takes time to respond.
- ◆ Help
  - ◆ Not aware of definitions but they would be helpful.
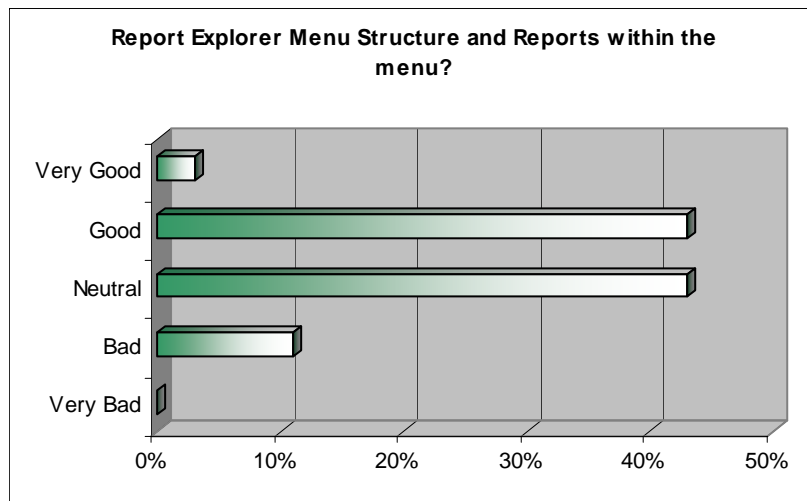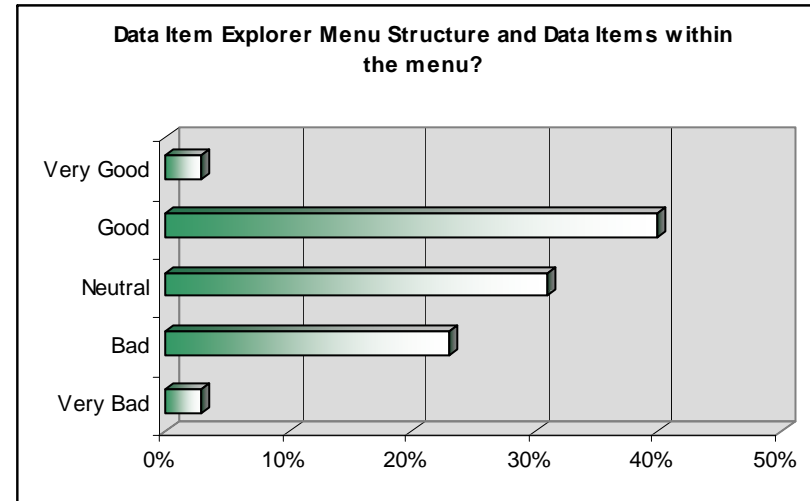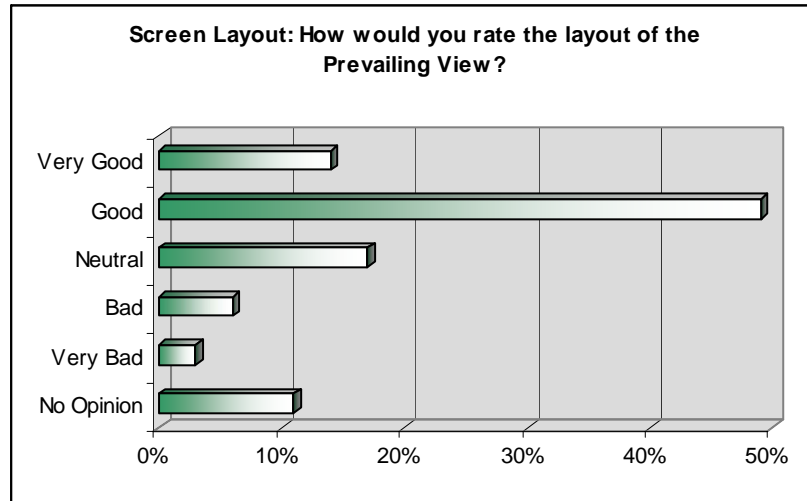 - ◆ Hit and miss - data not at all clear.

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Responses: Prevailing View / Data Item Explorer / Report Explorer

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About the MIPI Pages

- Respondents asked to comment about the following aspects of the MIPI Data Pages:
  - Prevailing view layout
  - Data Item Explorer Structure
  - Report Explorer Structure

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Responses: Prevailing View/Data Item Explorer/ Report Explorer

Screen Layout: How would you rate the layout of the Prevailing View?

Data Item Explorer Menu Structure and Data Items within the menu?

Report Explorer Menu Structure and Reports within the menu?

◆ The vast majority of respondents believe that the Prevailing View / Data Item Explorer and Report Explorer have a lay out to assist data gathering.

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Thoughts: Prevailing View/Data Item Explorer/Report Explorer

- ◆ Prevailing View
  - ◆ Prevailing view could feature flow data
  - ◆ Could have increased functionality of data presentation

- ◆ Data Item Explorer
  - ◆ Has been easier to find data on new website
  - ◆ As it is new there will be teething issues

- ◆ Report Explorer
  - ◆ Data descriptions are not clear
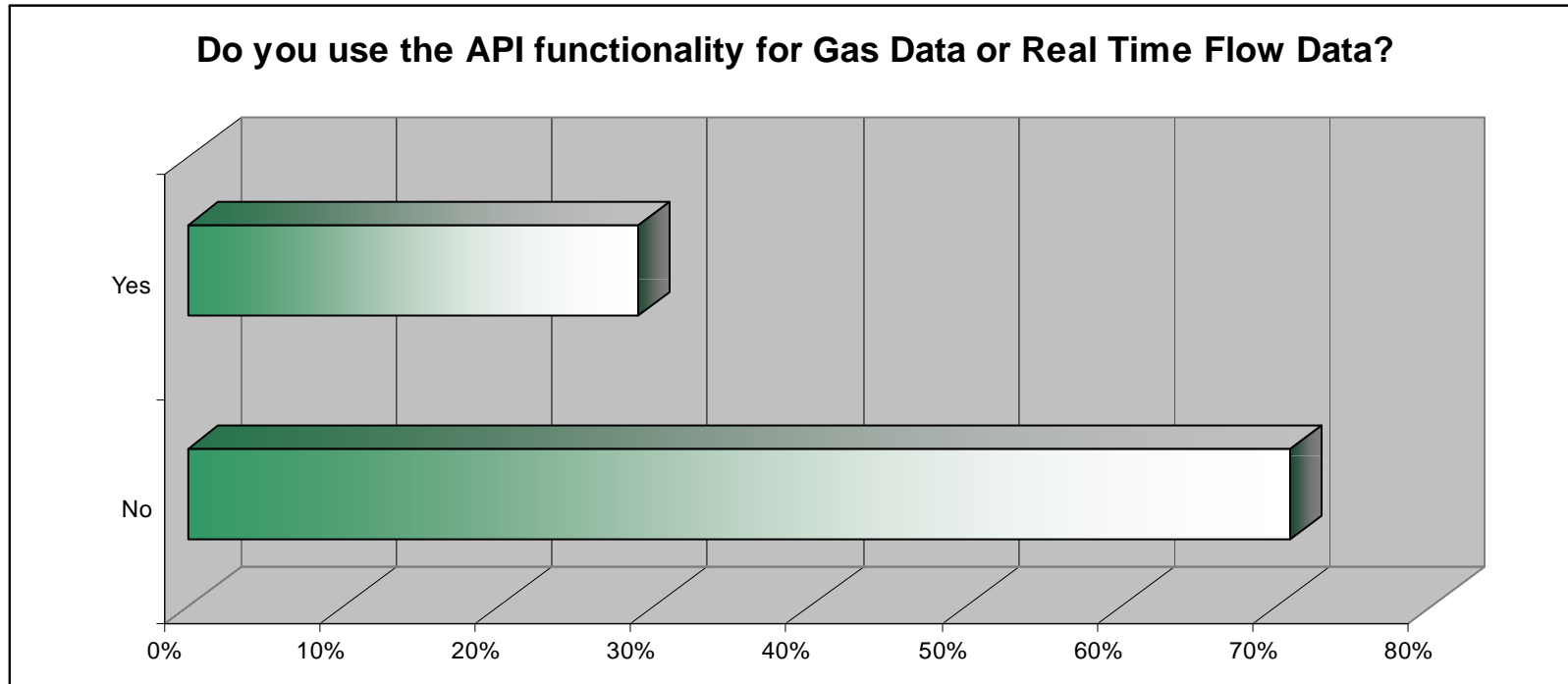 - ◆ A lot of data, can be difficult to find the data required

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Responses: Information Provision

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About Information Provision

- Respondents asked to comment about the following:
  - Use of the programmable interface
  - Most / Least useful information
  - What additional data could be presented

- Respondents were also given an open opportunity to make any other suggestions.

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Thoughts: use of the programmable interface

Do you use the API functionality for Gas Data or Real Time Flow Data?

- Many respondents who have set up APIs find it useful
- Some have found the API functionality hard to set up initially

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Thoughts: Most / Least useful information

- ◆ Most Useful
  - ◆ Predominantly – Real Time Flow Data
    - ◆ 50% cited Real Time Flow as the most useful data
  - ◆ Data Item Explorer
  - ◆ Demands
  - ◆ Line Pack
  - ◆ Price Information
- ◆ Least Useful
  - ◆ Report Explorer
  - ◆ Gas quality / Operational summary
  - ◆ Maps (Prevailing View)

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Thoughts: Additional Data

- Real time offtake rates / pressures

- Interconnector export flows

- More History

- Derivation of Linepack

- SAP Price as per Gemini

- Storage Site info
  - For sites due to come online
  - Disaggregation of Storage Points, MRS etc.
  - Real time storage injection

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Thoughts: Open question responses

- **Functionality**
  - More API assistance
  - More updates relating to commercial news (eg Bacton Shell Fire) via National Grid
  - Greater clarity on finding data & ease of data extraction

- **Critical Data**
  - Flow data
  - Storage info

- **Open Comments**
  - High degree of flexibility as is internet based
  - Other European TSO should use as a benchmark
  - Some of the presentation methods could be better

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