

DSWG Web Survey Response 2006

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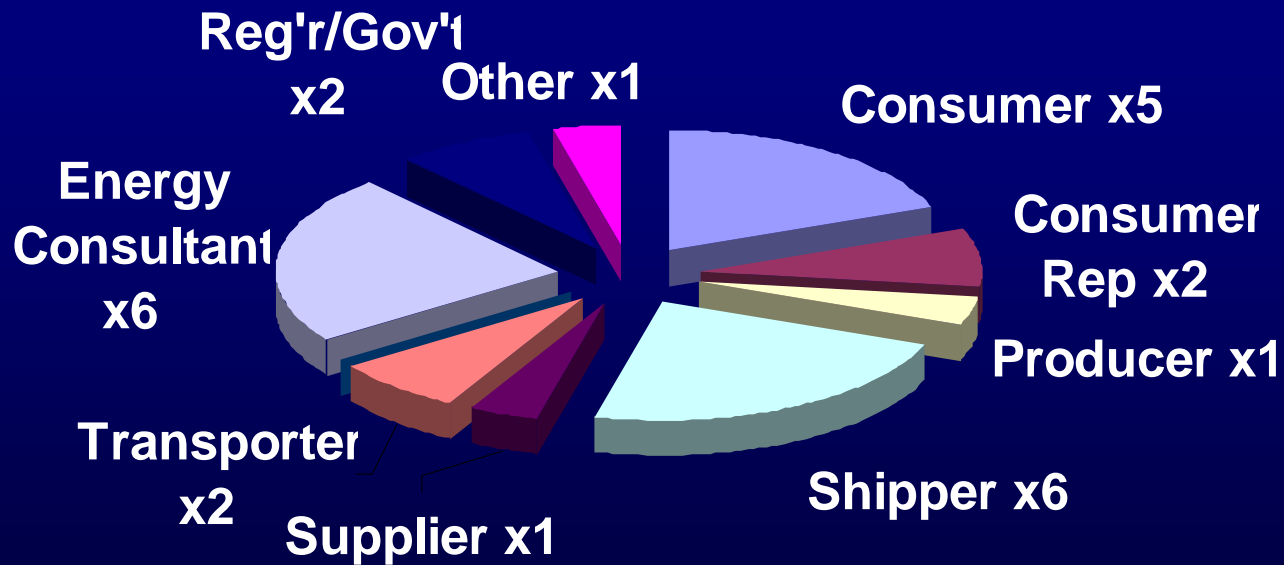
Survey Overview

- ◆ Requested by DSWG
- ◆ Survey of Organisations using National Grid NTS Operational Data Website
- ◆ Three categories of questions;
 - ◆ About the survey respondents (Type, Location, Usage, etc)
 - ◆ About the website (Quantitative with text comments)
 - ◆ Future Development (What's most/least used, new requests, etc)
- ◆ Survey available on website for four weeks
- ◆ 26 respondents

About the Respondents - Results

- ◆ 77% of respondents use the website at least daily
- ◆ Most popular reports are Daily Summary, Storage, Interruptions and Operational Summary
- ◆ Vast majority of respondents were from the UK but some interest in website from Europe and US.

Makeup of Respondents

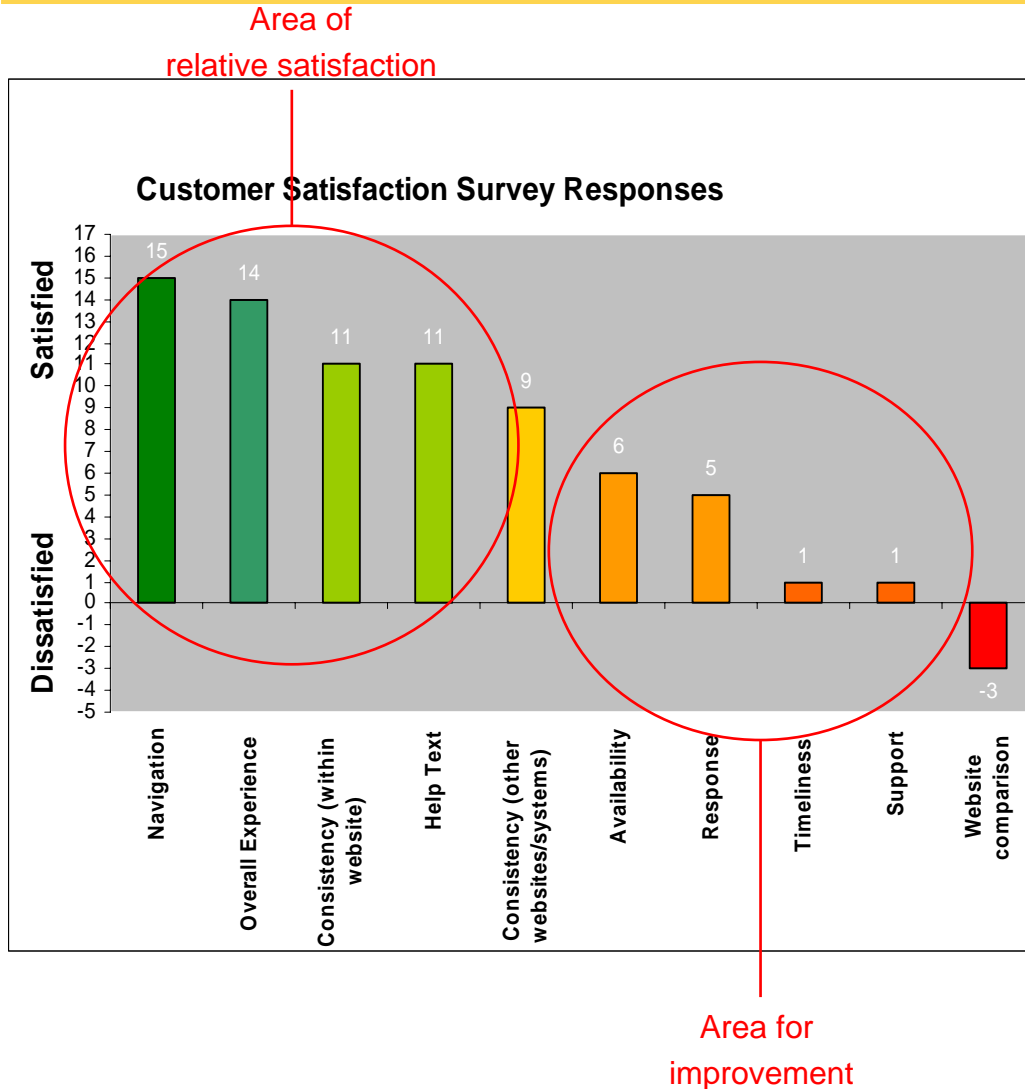


About the Website - Questions

- ◆ Respondents asked to comment on the following areas;
 - ◆ Ease of Navigation
 - ◆ Availability of the data
 - ◆ Speed of website response
 - ◆ Timeliness of report publication
 - ◆ Consistency of data (both within website and other sources)
 - ◆ Help text & Support
 - ◆ Comparison with other similar websites
 - ◆ Overall experience

About the Website - Overall Results

Pareto of quantitative responses (v good = 2, good = 1, neutral = 0, bad = -1, v bad = -2, x No of Responses)



Findings

◆ Unhappy

- ◆ Availability
- ◆ Response
- ◆ Timeliness
- ◆ Support

◆ Happy

- ◆ Navigation
- ◆ Overall experience
- ◆ Consistency
- ◆ Help text

About the Website – Some specific comments

♦ Positive

- ♦ Navigation improved significantly with introduction of Daily Summary Report
- ♦ Significant improvement made in Availability after December
- ♦ When you know your way round its ok
- ♦ Response is generally good, although it tends to slow when system is tight

♦ Negative

- ♦ It could be more clear as to where to find daily price information
- ♦ Often takes over 30 seconds to respond, sometimes not at all.
- ♦ Accessing the daily screens periodically hangs
- ♦ Data is published late in the day, and at erratic times
- ♦ I find the flow data usually comes in about half past the hour which is a bit late.

Thoughts & Ideas - Overview

- ◆ A number of more open questions were asked to capture thoughts on the future direction of the Website. These were;
 - ◆ What additional data items would help the market to operate more effectively?
 - ◆ What changes to existing data would help the market to operate more effectively?
 - ◆ What data items are critical to you?
 - ◆ What data items are no longer of use?
 - ◆ Do you have further recommendations for improvements?

Thoughts & Ideas – New data

- ◆ Improved storage information
- ◆ Improved forecast data
- ◆ System prices
- ◆ Entry Charges
- ◆ Detailed demand estimates
- ◆ Improve transparency GBA trigger
- ◆ Actual seasonal normal temperature
- ◆ Actual Linepack

Thoughts & Ideas – Changes to data

- ◆ Earlier Data
- ◆ Accessible Gas Quality Data
- ◆ Physical flows (Entry Points, Storage, Interconnector)
- ◆ Time Stamps for graphs

Thoughts & Ideas – Respondents view of critical data

- ◆ Storage levels/monitors, Linepack, Price.
- ◆ Physical Flows into NTS, Actual Demands, Storage Monitors
- ◆ Line pack, Demand, Real time flow data
- ◆ All are critical at sometime
- ◆ Gas composition data
- ◆
 1. NB92 - linepack
 2. NTSAPF - Physical Flows into NTS
 3. NTSAFF - Forecast flows onto NTS
 4. NTS End of Day Flow Report
 5. Daily Operational Report
 6. SISR03 - Forecast demands
 7. Storage monitors N.B. This represents current situation, with the release of the energywatch data, we would expect this to occupy the second most important position.

Thoughts & Ideas – Data no longer of use

- ♦ Don't really look at shrinkage factors
- ♦ All useful at some point!
- ♦ All capacity reports, SO Incentive reports and maintenance programme reports

Thoughts & Ideas – Further improvements

- ◆ Use of API's
- ◆ Please please fix this site so it works in browsers other than Internet Explorer!!! Firefox is a fantastic browser and this site doesn't work properly in it.
- ◆ Needs to be more robust, too much down time
- ◆ Consistency of units; mcm and p/therm for preference
- ◆ Alerts of forecast data could be sent direct by email.
- ◆ Units on CWV graph
- ◆ Notes section could be expanded so text is not cut off
- ◆ Monthly data should be updated as soon as possible after the month
- ◆ Rolling data as opposed to singular day
- ◆ Layout needs to be more user friendly, difficult to find individual items

Survey - Recommendations

- ◆ Both Ofgem and National Grid surveys produced consistent results
- ◆ Addressing key areas of dissatisfaction. Responding to as many as we can for Winter 06/07
- ◆ Conduct a further survey after Winter 06/07 to compare and contrast with survey results post-Winter 05/06
- ◆ Thank you to all who took part in our survey