

Gas Network Innovation Competition Full Submission
Supplementary Answer Form

Project: Commercial BioSNG Demonstration Plant

Tick if this answer has been provided verbally: ☐

Project code	NGGDGN02/1	Question Number	27
Question date	15/9/15	Answer date	17/9/15
Submission section question relates to	SDRC 9.5 (p44)		
Topic	SDRCs		
	For SDRC 9.5, please can you explain what the 'customer feedback' evidence will be?		
Notes on question			
Answer	<p>Customer feedback will be carefully collated and analysed as the plant enters operation to measure customer responses to the technology and learn from those responses to improve dissemination. The partners expect some feedback in writing from customers in response to communications and will collect feedback from some customers after visits to the plant or events.</p> <p>Feedback will be summarised on a Feedback Form setting out comments and suggested improvements. This form will be shared with Ofgem to evidence customer feedback. This approach mirrors that used for the current Pilot Plant Project.</p> <p>It is possible that this would be more appropriately captured in SDRC 9.6.</p>		
Attachments			

