



Meeting customers' expectations

Project Concur

We want to provide good service to the communities and people that we serve.

We continue to achieve high customer service scores and want to actively improve our communication and engagement to support the growing expectations from our regulator, but also by many other key stakeholders as well as customers themselves.

The service networks deliver to customers must not only keep pace but outperform these expectations. Networks need to identify how the industry can collaboratively use consistent customer data to deliver exceptional outcomes for customers.

Project Concur has investigated how networks may collaborate to share customer data that is accurate, reliable and secure so they can send customers information that may be helpful to them like advice on disruption to services.

This will give us the potential to meet our customers' expectations and deliver greater benefits by creating a new industry-wide, customer focused solution using combined customer data.



**YOUR GAS EMERGENCY
AND PIPELINE SERVICE**



Key Benefits

- Investigates the feasibility of a cross network collaboration to share customer data sets to deliver excellent customer service.
- Delivers a pathway for the progression from the initial feasibility study to a follow-on project to investigate an industry-wide, customer focused solution to key distribution network and customer challenges.

Next Steps

- Assess the proposal to do a second phase of research to explore the commercial viability of the proposed solutions that have been recommended by project partners.

