

STRAT7



SGN

Your gas. Our network.

GD3 Research Programme – Phase X Research Panel Poll

Who Should Pay For Disconnection?

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February 1st 2024



Awards 2022
Finalist
Business-to-Business
Research



Awards 2020
Winner
Innovation
of the Year



Awards 2019
Winner
Global Agency
of the Year



MRS
Inclusion
Pledge



A methodological note on the interpretation of Research Panel results

The Phase X Research Panel was set up in October 2023 with 100 informed customers who had participated in SGN's Phase A Deliberative Research. These customers were informed on SGN's business, its customer base and possible priorities and initiatives for the next GD3 business plan.

Over the last year, new panellists have been recruited to replace any dropouts from the original panel, to maintain the Research Panel sample at ~100 panellists. All new panellists are similarly informed about SGN.

This Research Panel is designed to provide a longitudinal understanding on any new issues arising from the GD3 business plan.

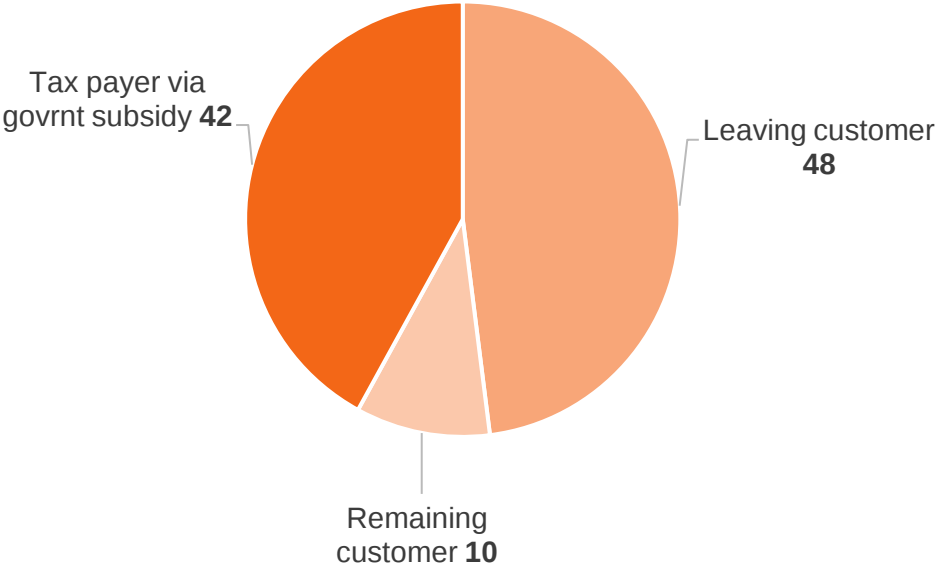
Whilst this panel can provide meaningful guidance for SGN on its GD3 business plan from customers (and future customers) who are informed about SGN, it is not intended to be representative of SGN's entire customer base.

And due to the small sample size (<100), the percentages shown in this report should be taken as indicative of customers views and are not sufficient to provide robust data.



The group were torn between the tax payer and the leaving customer paying the cost of disconnection

Responsible for paying
% selected



Q1. Who do you think should pay for disconnecting the gas supply? Base: Total sample n=48 Note Don't know responses have been removed

THANK YOU



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