

Biomethane & Gas Entry Connections Customer Survey Summary 2024

April 2024



SGN

Your gas. Our network.

Aims and Objectives

- To gain a more detailed understanding of how satisfaction varies across a broad set of customer service attributes (pre and post connection to the SGN network)
- To understand the strengths that SGN needs to maintain and the underperforming areas where SGN needs to focus improvements upon
- To find out what additional data SGN should make available to enhance visibility of biomethane development
- To track the impact of improvements against the previous wave
- **NEW for 2024:**
 - To understand if respondents would support national biomethane targets and what these could be
 - To understand any constraining factors there might be that could impact the production of Biomethane – and to understand what constraints participants have experienced
 - To understand how GDNs & SGN could support the industry better
 - To understand if producers would be interested in guaranteeing supply at peak demand times throughout the year if they were paid by SGN
 - To understand what legislation changes could be altered to help the industry

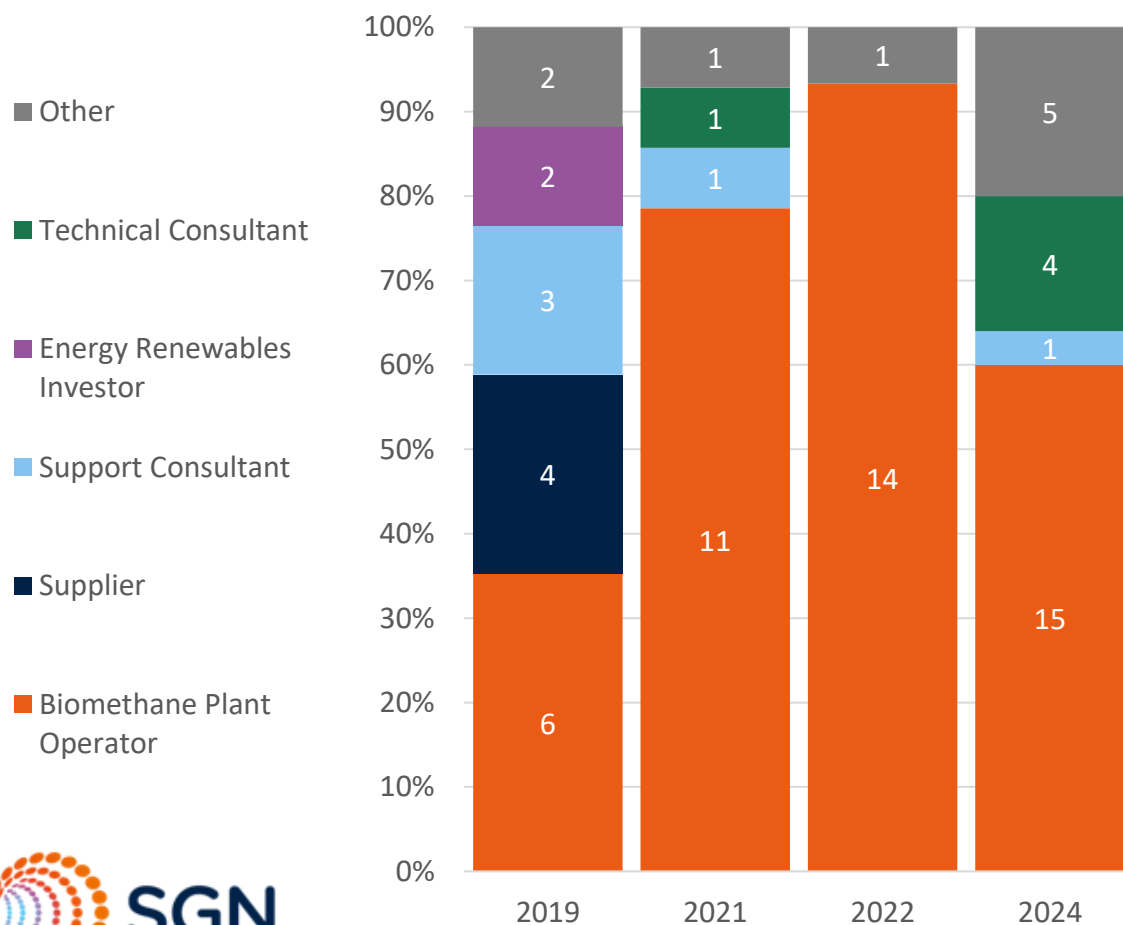
Sample & questionnaire

- Survey invites were sent out to 169 stakeholders and 25 completed a survey. This represents 15% of our Biomethane stakeholders and is now the highest number of completed surveys.
- Statistical significance testing at 95% confidence interval was conducted on the differences between 2022 and 2024 KPIs, however no statistically significant differences were found.
- Please note - not all questions were relevant to everyone, so some questions have a low answering base (see next slide for full breakdown).

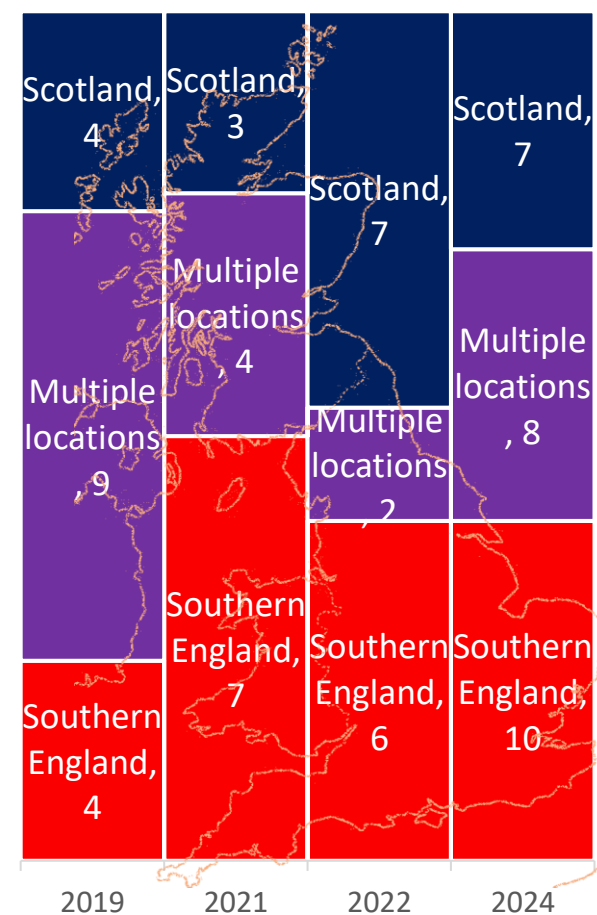


Biomethane Plant Operators were the most represented group in the sample, with respondents operating fairly evenly across Scotland, Southern & multiple locations

Which of the following best describes your company?



Does your company operate in...



Overall bases: 2019 = 17; 2021 = 14; 2022 = 15; 2024 = 25

Connecting to the SGN Network (last 12 months)

- Although not statistically significant due to the low sample sizes, scores across all *connection* metrics have improved. Of note, “*The length of time taken for SGN to process your connection enquiries or requests?*” has improved 2 points from 6.8 to 8.8; This was identified as an area for improvement in the previous survey.

Once connected to the SGN Network

- Although no statistically significant changes occurred between the 2022 & 2024 surveys, there was a slight downward trend for all KPIs – *except* for “*SGN’s Annual Review process*”, which increased from 7.2 to 7.7.

General satisfaction

- Respondents are still generally happy with the “*professionalism of SGN’s biomethane team overall*”, obtaining a mean rating of 8.7; this is a high score and a key strength of the Biomethane & Gas Entry Connections team.
- Scores for “*Resolving issues promptly and effectively*” (6.3) & “*The length of time SGN takes to resolve/respond to queries*” (6.8) fell slightly (although not statistically significant).
- This seems to have led to an overall decline in the “*SGN overall satisfaction*” rating which has fallen from 7.8 in 2022 to 7.1.
- A separate analysis illustrated that good communication & responsiveness were often associated with an overall high satisfaction rating.



Biomethane strategic questions summary

- 22/24 of biomethane producers would support a government set national biomethane production target.
 - By 2030 the median average target provided by respondents was 10% of total gas demand; rising to 25% by 2050.
- Analysing verbatim comments, Biomethane producers primarily see three things that GDN's can support from a policy perspective:
 - **Biomethane lobbying** - Greater lobbying desired by industry: towards OFGEM, government & other bodies to promote increased use of Biomethane.
 - **Standardisation** - between GDNs towards Biomethane "One size fits all", "joined up approach" - this reduces costs for producers.
 - **Removal of Propane** – which some see as environmentally unfriendly (and unethical) & costly.
- Most producers have experienced network capacity & planning constraints.
 - Some declared Feedstock availability & price as a constraint.
- Producers feel that if subsidies were unlimited, they could increase production by 50%.
- Most producers (10/14) are interested in guaranteeing biomethane supply at peak demand times.
- Legislation – all three pieces of legislation were picked as potentially needing to be altered to help increase volumes of biomethane – that is:
 - Conversions or Biogas facilities from CHP to Gas to Grid Biomethane facilities
 - The Gas Safety (Management) Regulations (GSMR)
 - The Gas (Calculation of Thermal Energy) Regulations (COTER)



Thank you



SGN
Your gas. Our network.