



National Gas Rules evaluation of  
DRP process

The purpose of this document is to get feedback on the dispute resolution process to strive for continuous improvement of the system.

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<b>SCALE:</b>	Excellent	good	<b>met expectations</b>	below expectations	poor
	5	4	<b>3</b>	2	1

**A. Resolution Adviser**

The Adviser was responsible for facilitating the stage 2 process.

<b>How well did the Adviser:</b>	<b>Excellent</b>		<b>Acceptable</b>		<b>Poor</b>
1. Understand your needs	5	4	3	2	1
2. Identify the issues in dispute	5	4	3	2	1
3. Communicate with you	5	4	3	2	1
4. Meet deadlines	5	4	3	2	1
5. Provide value for money	5	4	3	2	1
6. Handle the process overall	5	4	3	2	1
<b>How well were you able to:</b>					
7. Access information on the process	5	4	3	2	1
8. Understand what was going on	5	4	3	2	1

9. Is there anything that worked particularly well / could be improved for the future?

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**B.      DRP Process:**

How would you rate:

	Excellent		Acceptable		Poor
10. Ease of initiating the DRP process	5	4	3	2	1
11. The choice of DRP members	5	4	3	2	1
12. Impartiality of the DRP process	5	4	3	2	1
13. Time efficiency of the DRP process	5	4	3	2	1
14. Cost efficiency of the DRP process	5	4	3	2	1

How would you rate:

15. The DRP process overall	5	4	3	2	1
16. How satisfied were you with the outcome	5	4	3	2	1



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17. Is there anything that worked particularly well?

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18. What, if anything, could be improved for the future?

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19. If appropriate, we would appreciate a short testimonial that we can use on the website for information purposes.

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