**Principle 12: The Code Administrators will report annually on agreed metrics**

##### **Principle description**

In order to assess how effectively the Code Administrators are discharging the roles and responsibilities captured within the principles of this Code of Practice and the effectiveness of the change management process more generally, the Code Administrators will report on a series of qualitative metrics, which will include the views of recipients of the service. The Administrators will report quarterly to the Gas and Electricity Markets Authority on a series of quantitative metrics as set out by the Gas and Electricity Markets Authority.

##### **Guidance on meeting the Principle**

To achieve this principle:

* The Code Administrators may jointly or independently appoint a third party to undertake a customer survey.
* The Code Administrators may take advice from relevant experts on the final wording to be used in any customer survey.
* The results of the metrics reporting and, to the extent it is separate, any customer survey, will feed into any periodic review conducted in line with Principle 4.

The metrics that the Code Administrators will report on will include, but not be restricted to, the following:

| Qualitative Metrics |
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| Activity | Metric |
| Critical Friend | Number and percentage of survey respondents who stated they were ‘satisfied’ or better with the assistance offered by the Code Administrator |
| Effective Communication | Glossary and plain English summary to be provided with reports |

| Quantitative Metrics |
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| Activity | Metric |
| General Administration | Number of modifications raised in the period |
| Information in respect of the status of modification proposals |
| Effective Consultation | Number of consultations undertaken in the period |
| Efficient Engagement | Number of respondents to consultations |
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| Implementation Costs | Number and percentage of reports for which implementation cost estimates were available for consultation |
| Information in respect of the difference (whether higher or lower) between estimated and actual implementation costs |