

Code Administrators' Survey

Presentation of the outcomes of Future Thinking's survey

Laura Nell and Abbas Panjwani
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ofgem

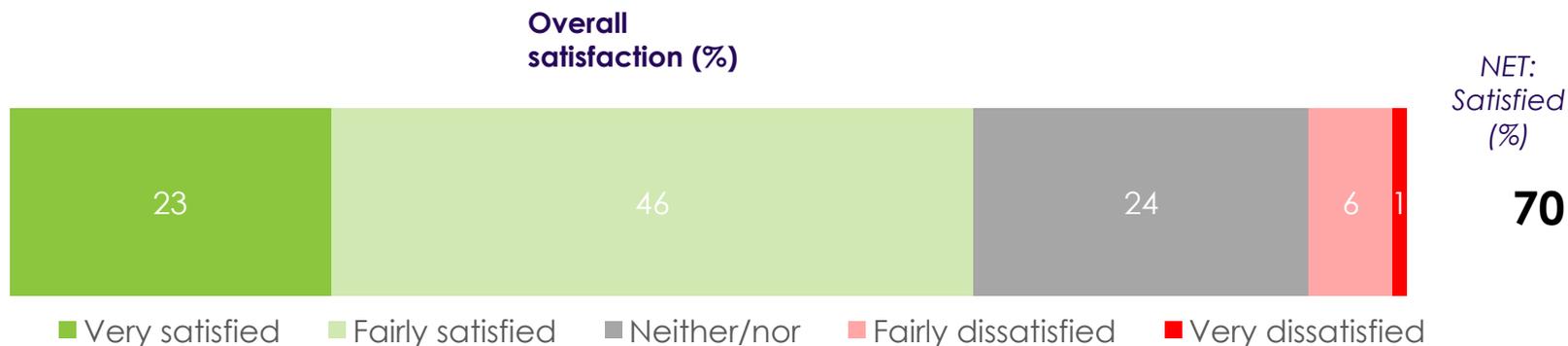
- Our CGR3 Final Proposals set out (amongst other areas):
 - Ofgem to commission an independent third party to undertake cross-code survey
- In September 2016 we appointed Future Thinking to undertake the survey
- On 20 March, Future Thinking presented its findings to a group of Code Administrators
- On 20 April, the report of Future Thinking's findings was published on the Ofgem website

Objectives of Survey

- To identify best practice in how the code administrators are carrying out their role
- To collect research data on the nature of the service, its efficacy and levels of satisfaction, as well as the nature of any particular issues
- Going forward:
 - For code administrators to share best practice and to consider areas for improvement, both individually and jointly
 - For Ofgem to consider the appropriate roles and responsibilities for the code managers, as the CMA's remedies are implemented

Overall satisfaction

Majority of organisations are satisfied with the service received from CAs, and among those not satisfied, the attitude is neutral rather than negative



By code

| | | BSC | CUSC | Dcode** | DCUS A* | Grid Code* | IGT UNC | MRA | SEC | SPAA | STC** | UNC |
|------------------|---|-----|------|---------|---------|------------|---------|-----|-----|------|-------|-----|
| Net satisfied | % | 82 | 47 | 77 | 83 | 59 | 62 | 70 | 71 | 73 | 45 | 77 |
| Net dissatisfied | % | 0 | 11 | 0 | 10 | 7 | 3 | 8 | 12 | 7 | 0 | 5 |

*small base size
**very small base size
interpret with caution

Q10. Thinking about all aspects of your dealings with the code administrator in relation to <this/these> codes, overall how satisfied are you with the service provided to your organisation? Base: All responses for those involved with the code (373)

Conclusions

Organisations are generally positive in their assessment of the Code Administrators they deal with

Improvements to service centre around support and information provision; and ways to consolidate this

There is evidence of higher standards of service associated with certain aspects of processes

There is a consistent correlation between perceptions of service and familiarity /capability of dealing with the codes

External factors can influence attitudes to dealing with the codes

Suggested improvements

69%

suggested an improvement to the service provided by their code administrator

20%

Improve information/guides/training, e.g: Accessibility, clarity, code consolidation/cross-code knowledge, relevance, frequency, introduce guides/training – particularly for smaller parties/new entrants, demonstrate critical friend role

9%

Improve websites, e.g: Remove logins, centralised website, navigation, remove Huddle, add metrics on consultations, clarity/language, ease of use/more user friendly, update regularly, add release date summary

8%

Improve timeliness, e.g: Responding to queries, speed of processes (slow, difficult), industry efficiency, data updates, more time to help organisations, less time on small issues, provide timeframes, modifications register

8%

Improve staff knowledge/understanding, e.g: About the code(s), wider industry, market participants, tailor information, more experience,

7%

Be more user friendly/ easier to use, e.g: Huddle (cumbersome, remove it), streamline codes, documentation clarity/language, code itself, simplify, specific/tailored notifications, accessibility, Xoserve papers, communications)

Q29/Q29b. If you could make one improvement to the service provided by the code administrator in relation to the <code/codes> what would it be? Base: All responses for those involved with the code (373)

Recommendations



Develop a centrally focussed information and support network, e.g. simultaneous accession; modifications processes etc.



Provide greater support for smaller/new entry organisations



Streamline communications to ensure information can be easily prioritised for action



Examine external factors which can influence perceptions of the codes

- We would welcome your feedback on the survey, in particular, whether you have found the cross-code element helpful
- Code Administrators to review findings of the survey:
 - There appears to be a number of 'quick wins', some of these are already happening
 - Code administrators to consider individually how they may be able to implement recommendations
 - Code administrators to consider how as a group recommendations could be implemented
- Ofgem to take into account recommendations as it implements the CMA's recommendations

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