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for energy consumers

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Dear Colleague,

Publication of code administrators' performance survey

Today, we have published the findings of the 2021 cross-code survey on code administrators' performance. This is the fourth survey since the first one back in 2017¹. The last survey was conducted in 2019². After consulting with industry, we decided to postpone the survey in 2020 due to the Covid pandemic.

The main objectives of the survey³ were to:

- identify best practice in how the code administrators are carrying out their role; and
- collect research data on the nature of the service, its efficacy and levels of satisfaction, as well as the nature of any particular issues.

This letter sets out the background to the survey and our expectations on next steps.

Background

Following the recommendations of the Code Governance Review Phase 3 (CGR3) Final Proposals⁴ we concluded that Ofgem should commission an independent third party to undertake a cross-code survey. In 2017 we selected Future Thinking to carry out the

¹ <https://www.ofgem.gov.uk/publications/code-administrators-performance-survey-findings>

² <https://www.ofgem.gov.uk/publications/code-administrators-performance-survey-findings-2019>

³ Note that both the codes themselves and the code administrators have varying characteristics including in terms of their remit, size and budget. The objective of the survey is not to compare performance across the codes and the code administrators

⁴ <https://www.ofgem.gov.uk/publications/code-governance-review-phase-3-final-proposals>

survey. Following a further competitive tender process we again commissioned Future Thinking to undertake further surveys. Future Thinking has now undertaken the latest survey. Future Thinking is now part of the Savanta Group, so we refer to them as Savanta.

The survey

Over 160 participants⁵ were surveyed by Savanta both online and via telephone. It is important to note that by their nature, codes are different, and therefore the results across the codes cannot in all instances be directly compared. We also note that the sample sizes for each code and question varied, with some receiving a low number of responses, and this should be borne in mind when interpreting the results.

We are grateful to those of you who were contacted by Savanta and agreed to share your views by participating in the survey. We have today published the results of the survey on our website.

Next steps

Following the publication of the results of the survey, we encourage all interested parties to review the findings and to ensure the areas of best practice are shared and implemented by the code administrators. We also encourage the code administrators to consider individually how they may be able to implement recommendations and, where appropriate, to consider as a collective how recommendations could be implemented.

Many of you will be aware that in November 2018, we jointly launched with BEIS the Energy Codes Review. Since then, we have conducted two industry consultations: the first in Autumn 2019 and the second in Autumn 2021. We will publish a government response covering both of these consultations on the GOV.UK/BEIS website in due course.

Yours faithfully,

David Hall
Deputy Director Industry Rules (Interim)

⁵ The fieldwork for the survey took place during the period June to September 2021.