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Jon Dixon
Head of Industry Codes & Licensing
3rd Floor,
Ofgem,
9 Millbank,
London, SW1P 3GE

18 September 2009

Dear Jon,

Code Governance Review - role of code administrators and small participant/consumer initiative - initial proposals 85/09.

Thank you for the opportunity to respond to your Code Governance Review consultation with regard to the role of code administrators and small participant/consumer initiatives. Please find below ElectraLink's views on the initial proposals.

In our role as Code Administrator for SPAA and DCUSA, ElectraLink is committed to delivering high quality, customer led, cost effective services through arms length service contracts. We have monitored the development of the Code Governance Review with interest and are committed to supporting the initiatives that result from it.

ElectraLink notes that the majority of proposals set out in Ofgem's consultation document are directed toward the major commercial codes, namely the BSC, CUSC and UNC. However we believe that there are elements of best practice within the recommendations for example the 'critical friend' role that can be adopted by ElectraLink if required by Ofgem and DCUSA and SPAA parties.

We understand that the proposals for a performance evaluation scorecard could be extended to cover the SPAA and DCUSA services. ElectraLink is committed to measuring and maintaining the quality of the service delivered to our customers. Our service contracts set out the standards we will meet for each element of our service provision and we provide monthly reports to our customers showing our performance against each service level. We provide liquidated damages for any service level missed. We also carry out an independent annual customer satisfaction survey. We believe these arrangements represent best practice in customer service delivery and ElectraLink would be pleased to be fully involved in the development of a performance evaluation scorecard process.



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We are also supportive of the further work to be done under the Code Administrators Working Group in drafting a Code of Practice for Code Administrators. ElectraLink believes that the development of a Code of Practice could be beneficial in defining code administrator objectives and standardising processes across codes. We would like to offer our support and assistance in the development of the Code of Practice with a view to implementing the recommendations it proposes as required.

If you have any questions about our response please do not hesitate to contact me on 020 7432 3017.

Yours sincerely



Elizabeth Lawlor
Governance Services Manager