

By Email/Post

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**Marion Quinn
The Office of Gas and Electricity Markets
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28th April 2016

MEC Response to Ofgem's consultation on code administration reporting metrics and performance surveys

Dear Marion,

Thank you for the opportunity to respond to Ofgem's consultation on code administration reporting metrics and performance surveys. The Master Registration Agreement (MRA) Executive Committee (MEC) notes the content of the consultation.

MEC supports Ofgem's decision to take a leading role in the management and coordination of both the quantitative, and single cross-code qualitative survey where this delivers efficiencies in terms of cost and respondent time. Undertaking a single Customer Satisfaction Survey should take less time for respondents to complete than otherwise responding to multiple surveys, and as such, should be more cost-effective.

As survey results are vital for helping to inform best practice, having early visibility of the results ensures improvements can be considered and implemented in a timely manner. As such, MEC would like to take this opportunity to suggest that the results from both the quantitative and qualitative surveys are promptly circulated to Code Administrators for onward circulation to the appropriate code executive committees/panels, e.g. MEC, particularly where scores and comments relate to the MRA.

With regard to the content of the Customer Satisfaction Survey, MEC suggest it may be worthwhile Ofgem consulting upon the proposed questions as has been undertaken for the quantitative metrics. This ensures the survey can be of most benefit and as useful as possible in providing meaningful results.

If you would like clarification on any of the points raised in this letter, please contact MRAhelpdesk@gemserv.com or call 020 7090 1029.

Yours sincerely,



Alex Travell