Ofgem

Code Administrators' Performance survey

Questionnaire

Prepared for: Ofgem
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Introduction

Good morning/afternoon. I am ….. from Future Thinking an independent market research agency. We have been commissioned by Ofgem to conduct research about the industry code administrators that your organisation has an interaction with.

As you may be aware, on 31 March 2016, Ofgem published its Code Governance Review (Phase 3) (CGR3) Final Proposals, including its decision to commission an independent third party to undertake a cross-code survey on code administrators' performance. Previously code administrators conducted their own surveys. Ofgem now wishes to conduct a single survey across all codes to understand your experiences of dealing with your code administrator(s).

The findings of this research will help inform Ofgem and other stakeholders on standards for code administrators across the board.

We would like you to give your honest opinions as this is completely confidential and we can assure you that our discussion will be undertaken under strict market research codes of conduct.

(NB: ALL BUSINESSES WILL HAVE RECEIVED AN EMAIL. IF THEY HAVE NOT RECEIVED IT OFFER TO EMAIL IT TO THEM)

ALL RESPONDENTS

QS1. Can I just check, which of the following codes does your organisation have interaction with? *Please select one option only for each row*

	Code	Code Administrator	Have interaction	No interaction/Not aware
A	Distribution Connection Use of System Agreement (DCUSA)	Electralink Ltd	1	2
B	Supply Point Administrator Agreement (SPAA)	Electralink Ltd	1	2
C	Balancing and Settlement Code (BSC)	Elexon	1	2
D	Distribution Code (DCode)	Energy Network Association	1	2
E	iGT Uniform Network Code (IGT UNC)	Gemserv	1	2
F	Master Registration Agreement (MRA)	Gemserv	1	2
G	Smart Energy Code (SEC)	Gemserv	1	2
H	Uniform Network Code (UNC)	Joint Office of Gas Transporters	1	2
I	Connection and Use of System Code (CUSC)	National Grid Electricity Transmission plc	1	2
J	Grid Code	National Grid Electricity Transmission plc	1	2
K	System Operator – Transmission Owner Code (STC)	National Grid Electricity Transmission plc	1	2

IF NO INTERACTION/ NOT AWARE FOR ALL AT QS1

QS2. Our records show that your organisation interacts with the following code(s). Can you confirm if this is correct? *Please select one option only for each row*

	Code	Code Administrator	Yes/ Have interaction	No/Not aware
A	Distribution Connection Use of System Agreement (DCUSA)	Electralink Ltd	1	2
B	Supply Point Administrator Agreement (SPAA)	Electralink Ltd	1	2
C	Balancing and Settlement Code (BSC)	Elexon	1	2
D	Distribution Code (DCode)	Energy Network Association	1	2
E	iGT Uniform Network Code (IGT UNC)	Gemserv	1	2
F	Master Registration Agreement (MRA)	Gemserv	1	2
G	Smart Energy Code (SEC)	Gemserv	1	2
H	Uniform Network Code (UNC)	Joint Office of Gas Transporters	1	2
I	Connection and Use of System Code (CUSC)	National Grid Electricity Transmission plc	1	2
J	Grid Code	National Grid Electricity Transmission plc	1	2
K	System Operator – Transmission Owner Code (STC)	National Grid Electricity Transmission plc	1	2

IF NO/NOT AWARE OF ANY CODES THANK AND CLOSE

ALL RESPONDENTS FOR CODES WHERE "HAVE INTERACTION"

QS3. Using a scale ranging from 0 to 5, where 0 is not at all involved and 5 is very involved, how involved are you personally with the code/each of the codes? *Please select one option only for each row*

		5- Very involved	4	3	2	1 – Not at all involved	Don't know
A	Distribution Connection Use of System Agreement (DCUSA)	5	4	3	2	1	6
B	Supply Point Administrator Agreement (SPAA)	5	4	3	2	1	6
C	Balancing and Settlement Code (BSC)	5	4	3	2	1	6
D	Distribution Code (DCode)	5	4	3	2	1	6
E	iGT Uniform Network Code (IGT UNC)	5	4	3	2	1	6
F	Master Registration Agreement (MRA)	5	4	3	2	1	6
G	Smart Energy Code (SEC)	5	4	3	2	1	6
H	Uniform Network Code (UNC)	5	4	3	2	1	6
I	Connection and Use of System Code (CUSC)	5	4	3	2	1	6
J	Grid Code	5	4	3	2	1	6
K	System Operator – Transmission Owner Code (STC)	5	4	3	2	1	6

IF NOT AT ALL INVOLVED OR DON'T KNOW TO ALL CODES DISPLAYED, THANK AND CLOSE

IF UNC CODED 2-5 IN QS3

QS4. In respect to the UNC code, are your interactions with the Joint Office, Xoserve or both? *Please select one option only*

Joint Office only	1
Xoserve only	2
Both the Joint Office and Xoserve	3

IF UNC ONLY CODED IN QS3 AND XOSERVE ONLY CODED IN QS4 THANK AND CLOSE

Core Questions

GENERAL

ALL RESPONDENTS

Q1.   To what extent would you agree or disagree that your organisation has sufficient expertise to enable you to deal with the codes you are responsible for/interact with? *Please select one option only*

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

ALL RESPONDENTS

Q2.   And to what extent would you agree or disagree that you have enough resource within your organisation to sufficiently deal with the codes you are responsible for/interact with? *Please select one option only*

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

ALL RESPONDENTS

Q3.   Are you aware of the Code Administration Code of Practice (CACoP)?
       Please select one option only

Yes	1
No	2

ALL RESPONDENTS

Q4.   Thinking generally, how much do you know about what the responsibilities of your
       code administrator(s) are? *Please select one option only*

A great deal	1
A fair amount	2
Not very much	3
Nothing at all	4

CODE SPECIFIC

If ~~you are only involved with one or two codes we will~~ ask you questions about these codes~~.~~

IF YOU ARE INVOLVED WITH MORE THAN 2 CODES

So we do not ~~have to~~ ask you questions about all the codes you are involved with, the survey has randomly selected that you complete ~~the following~~ questions in relation to the *<insert two randomly selected codes>*. These may not be the codes with which you are most involved but we need to make sure we speak to people about a range of codes overall.

IF UNC RANDOMLY

THROUGHOUT THE SURVEY WHEN ANSWERING QUESTIONS IN RELATION TO THE UNC, PLEASE ONLY THINK ABOUT YOUR DEALINGS WITH THE JOINT OFFICE AND **NOT XOSERVE**

ALL RESPONDENTS

Q5.   How long has your organisation had interaction with the [INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

Q6. ~~Thinking across your career,~~ how long have you been interacting with the [INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS

Q7. Which, if any, of the following best describes your current role in relation to the [INSERT CODE] code? ***Please select all options that apply***

I have a strategic overview of the code but I do not manage it on a day to day basis	1
I have a strategic overview of the code AND I manage it on a day to day basis	2
I am solely responsible for managing my organisation's administration of the code on a day to day basis	3
I manage the administration of the code as part of a bigger team within my organisation	4
I only occasionally manage the administration of the code for my organisation	5
I have an interest with the code as a panel member	6
I get involved when there are specific issues relating to my area of work [eg modification proposals)	7
Other –SPECIFY	8

Q8.   Has your organisation ~~acceded~~ to the [INSERT CODE] in the last five years? ~~By accede we mean you are party to the code or in the process of becoming party to the code.~~ *Please select one option only*

Yes	1
No	2
Don't know	3

ASK IF ACCEDED TO CODE IN THE LAST FIVE YEARS

Q9.   And still thinking about your current role, how easy or difficult did you find ~~the accession process~~ for [INSERT CODE]? *Please select one option only*

Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
Don't know	6
I wasn't involved with the accession process	7

INTERVIEWER **READ OUT:** I am now going to ask you some questions about your code administrator.

ALL RESPONDENTS
Q10. Thinking about all aspects of your dealings with [INSERT CODE ADMINISTRATOR] in relation to the [INSERT CODE], overall how satisfied are you with the service provided to your organisation? Please use a scale ~~ranging~~ from 1 to 10, where 1 is Extremely dissatisfied and 10 is Extremely satisfied. *Please select one option only*

ALL RESPONDENTS
Q11. How does your Code Administrator proactively support you in your interactions with the [INSERT CODE] code? *Please select all options that apply*

Through email notifications	1
Through a relationship manager	2
Through updates on their website	3
By offering a helpdesk service	4
Through meetings and workshops	5
Newsletters	6
Other- SPECIFY	7
Don't know	8

Q12. And how do you proactively seek information or support from your code administrator in relation to the [INSERT CODE] code? *Please select all options that apply*

Through our relationship manager	1
Through individual contacts in the relevant code administrator's departments	2
Through the website	3
Through email enquiries	4
Through attending meetings and workshops	5
Through the help desk	6
Reading the documents received from the code administrator	7
Other- SPECIFY	8
I do not proactively seek information from the code administrator	9

ALL RESPONDENTS

Q13. Using a scale ~~ranging~~ from 1 to 10, where 1 is Very Poor and 10 is Excellent, how ~~well does your code administrator support you in your interactions~~ with the …. [INSERT CODE] code? *Please select one option only*

INFORMATION AND COMMS - GENERAL

ALL RESPONDENTS

Q14. How well do feel your code administrator keeps you informed about the [INSERT CODE]?   *Please select one option only*

Very well informed	1
Fairly well informed	2
Not well informed	3
Not at all informed	4
Don't know	5

ALL RESPONDENTS

Q15. Overall how easy or difficult is it for you to interpret the information from the code administrator in relation to [INSERT CODE] …? *Please select one option only*

Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
Don't know	6

ALL RESPONDENTS

Q16. How frequently do you receive information regarding **any** aspects of the [INSERT CODE] from your code administrator? *Please select one option only*

Daily	1
At least 3-4 times per week	2
At least 2 times a week	3
At least once a week	4
At least once a fortnight	5
At least once a month	6
At least once every three months	7
At least once every six months	8
Less than once every six months	9
Do not get any information	10
Don't remember	11

ANSWER IF HAVE RECEIVED INFORMATION

Q17. And what do you think about this frequency of information in respect of [INSERT CODE]? *Please select one option only*

Too often	1
About right	2
Not often enough	3
Don't know	4

ALL RESPONDENTS

Q18. Thinking generally, about the information that your code administrator provides, how relevant is the information to you in dealing with the [INSERT CODE]? *Please select one option only*

Very relevant	1
Fairly relevant	2
Not very relevant	3
Not at all relevant	4
Don't know	5

EMAIL

ANSWER IF RECEIVES OR REQUESTS INFORMATION FROM CODE ADMINISTRATOR

Q19. To what extent do you agree or disagree with the following in relation to [INSERT CODE]. ***Please select one option only***

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

STATEMENTS:

a) The emails I receive in relation to the <insert code> are well structured
b) The emails I receive make it clear when action needs to be taken
c) I receive emails in a timely manner
d) The emails I receive make any changes or modifications clear
e) The emails I receive keep me sufficiently informed of any changes or modifications to the [INSERT CODE]
f) The emails I receive are easy to understand
g) I ignore the emails sent by the code administrator in respect of [INSERT CODE]
h) It's not clear if the emails in respect of [INSERT CODE] are relevant to my organisation

ANSWER IF USES CODE ADMINISTRATOR'S WEBSITE

Q20. To what extent do you agree or disagree with the following in relation [INSERT CODE]. ***Please select one option only***

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

STATEMENTS:

a) The information provided on the website is up to date
b) I am able to easily find information on the website
c) The information provided on the website makes it clear when action needs to be taken
d) I am informed when updates are published on the website
e) The website keeps me sufficiently informed of any changes or modifications to the [INSERT CODE]
f) The information on the website is easy to understand
g) It's not clear if the information provided on the website is relevant for my organisation
h) It is easy to access the website
i) I ignore notifications informing me of updates to the website

ALL RESPONDENTS

Q21.   Have you attended a meeting or workshop about the [INSERT CODE] ~~code(s)~~ in the last year? *Please select all options that apply*

Yes – have attended in person	1
Yes – have attended via tele-conference	2
Yes – have attended via webinar	3
Have not attended any meetings [MUTUALLY EXCLUSIVE]	4

ANSWER IF HAVE ATTENDED MEETING IN PERSON, VIA TELECOFERENCE OR VIA WEBINAR

Q22.   To what extent do you agree or disagree with the following in respect of [INSERT CODE]: *Please select one option only*

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

STATEMENT:

a) The materials that I receive prior to the meeting(s) provide me with enough information about the objectives
b) I receive information in sufficient time before meetings
c) Meetings are well organised
d) Meeting facilities are fit for purpose

e) Teleconference facilities are fit for purpose
f) The meeting chair acts impartially
g) I feel comfortable voicing my opinion
h) It is easy to follow discussions over the phone [ASK FOR TELECONFERENCE ONLY]
i) It is clear who is speaking via teleconference
j) It is easy for me to actively participate in the discussion
k) I do not feel that meetings are important

MODIFICATIONS

ALL RESPONDENTS

Q23. Have you been responsible for raising any modifications in respect of [INSERT CODE] within the last 2 years? *Please select one option only*

Yes – have raised one modification in last 2 years for [INSERT CODE]	1
Yes – have raised more than one modification in last 2 years for [INSERT CODE]	2
Have not raised any modifications in last 2 years	3
Don't know	4

ANSWER IF RAISED MODIFICATIONS

Q24. And how easy or difficult was the process of raising a modification in respect of [INSERT CODE]? *Please select one option only*

Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
Don't know	6

ANSWER IF RAISED MODIFICATIONS

Q25. Using a scale ranging from 1 to 10, where 1 is Very Poor and 10 is Excellent, how would you rate the help given by the Code Administrator in the development of your modification proposal in respect of [INSERT CODE]? *Please select one option only*

IF HAVE NOT RAISED MODIFICATIONS FOR THE TWO CODES SHOWN AT Q23

Q26. And have you raised any modifications for [INSERT OTHER CODES THAT THEY INTERACT WITH]? *Please select one option only*

Yes	1
No	2
Don't know/don't remember	3

ANSWER IF HAVE NOT RAISED ANY MODIFICATIONS FOR ANY CODES THAT THEY INTERACT WITH

Q27. Why have you not raised any modifications over the last two years? *Please select all options that apply*

DO NOT READ OUT

Lack of time	1
Lack of expertise within my organisation	2
I did not feel I had the know how	3
Lack of support from my code administrator	4
My organisation has not felt the need to raise modifications	5
I tried but did not pursue it as it was too difficult	6
Other SPECIFY	7
Don't know	8
It's not applicable for my organisation [MUTUALLY EXCLUSIVE]	9

ALL RESPONDENTS

Q28.   Using a scale ranging from 1 to 10, where 1 is Very Poor and 10 is Excellent, how would you rate the support given by the Code Administrator in respect of [INSERT CODE] in helping you to understand what modifications raised by others mean for your organisation? *Please select one option only*

ALLOW DON'T KNOW

OVERALL EXPERIENCE

ALL RESPONDENTS

Q29.   If you could make one improvement to the service provided by [INSERT CA] in relation to the [INSERT CODE] what would it be?

WRITE IN RESPONSE

ANSWER IF DEALS WITH BOTH THE JOINT OFFICE AND XOSERVE

Q30.   Are there any comments that you would like to make in respect of your interactions with Xoserve in relation to the UNC?

WRITE IN RESPONSE

CLASSIFICATION

ALL RESPONDENTS

Q31. Which, if any, of the following functions does your organisation fall into? *Please select all options that apply*

Generator	1
Network owner/operator	2
Third Party Intermediary	3
Supplier / Shipper	4
Consumer	5
Representative organisation (eg trade or consumer body)	6
Agent (eg metering, data collection etc)	7
Other - SPECIFY	8

ALL RESPONDENTS

Q32. How long has your organisation been involved in the energy market? *Please select one option only*

0-1 years	1
2-3 years	2
4-5 years	3
6-9 years	4
10 years or more	5
Don't know	6

ALL RESPONDENTS

Q33. How many employees are there in your organisation? *Please select one option only*

0-9	1
10-19	2
20-49	3
50-249	4
250-999	5
1,000 – 4,999	6
5,000+	7
Don't know	8