

National Grid UK Gas Distribution's response to Ofgem's Consultation on the 2016's Code Administrators' Performance Draft Survey

Morning

In response to the request for comments regarding the Code administrators' performance survey questionnaire, please see below.

Overall comment is that the questions and scope are fairly high level and broad which I assume was the intent. The specific comments below are more detail around the structure of the questions.

- Unsure as to why QS1 and QS2 are structured the way they are. QS2 may not be required if QS1 is structured with 3 choices (No interaction and not aware being different choices) rather than 2 (No interaction and not aware combined) At the moment if you answer 'not aware' to QS1 then the same questions will be asked in QS2?
- In QS3 the table does not match the description above it. 'where 0 is not at all involved'. Within the table 'not at all involved' is a 1. There also isn't a 0 or 6 for 'don't know' Is it also worth adding descriptive text to advise what 2,3 and 4 equate to? i.e 'slightly involved' etc – you do later in the survey.
- Q7, it is not immediately clear what the difference between number 2 and number 3 is
- Q9 – 'Don't know' and 'wasn't involved in accession process' are very similar – is this intentional?
- Might be slightly pedantic but for numbers 3 to 8 within Q16 it should say 'up to 2 times a week' or 'up to once every six months' rather than 'at least 2 times a week' or 'at least once every six months'. 'At least once every six months' would logically incorporate notifications 2 times a week or every week or month etc

Regards

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