Npower's response to Ofgem's Consultation on the 2016's Code Administrators' Performance Draft Survey

Good morning

We have reviewed your letter and the Code Administrators' Performance survey questionnaire that you issued on 31st October.

Generally, we think the survey covers all relevant questions to consider in assessing the code administrator's performance. However, we do have a few additional points we would like to raise that we think the survey should consider.

1. There should be a question that covers whether a code administrator responds to queries (email/telephone) in a reasonable time period? This may be covered off in Q13 or be posed as an additional question.

2. Whilst there are questions about the respondents knowledge of code, we believe it would be beneficial to have a question about how knowledgeable the respondents find the code administrator, as it is helpful when a code administrator representative has good working knowledge of the code and related processes that they are supporting.

Besides the above, we have no further comments to make. We look forward to responding to the actual survey when issued and feedback our comments.

If you have any queries, please do not hesitate to contact me directly.

Kind regards

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