



Code administrator Performance Survey Technical Report

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future
thinking

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Background and Objectives

Ofgem's 2016 Code Governance Review Final Proposals (Phase 3 (CGR3) concluded that a standardised cross-code study which could monitor and assess the performance of code administrators (CAs) was required.

The eleven codes that have committed to operating their governance function in accordance with the Code Administration Code of Practice (CACoP) are administered by six organisations as summarised in Table 1.

Table 1: Codes & code administrators

Code	Code Administrator
Balancing and Settlement Code (BSC)	Elexon
Connection and Use of System Code (CUSC)	National Grid Electricity Transmission plc
Distribution Code (DCode)	Energy Network Association
Distribution Connection Use of System Agreement (DCUSA)	Electralink Ltd
Grid Code	National Grid Electricity Transmission plc
iGT Uniform Network Code (IGT UNC)	Gemserv
Master Registration Agreement (MRA)	Gemserv
Smart Energy Code (SEC)	Gemserv
Supply Point Administrator Agreement (SPAA)	Electralink Ltd
System Operator – Transmission Owner Code (STC)	National Grid Electricity Transmission plc
Uniform Network Code (UNC)	Joint Office of Gas Transporters

The overarching objective of the research was to develop a survey which could evaluate the service provided by CAs in accordance with the principles of the CACoP. The study was not intended to take account of the relative funding of the code administrators, or whether they offer value for money.

The research aimed to:

- a) Identify how organisations interact with the codes and CAs exploring their awareness of CA responsibilities, personal confidence in dealing with the codes and what level of service they expect to receive
- b) Measure overall performance across key metrics including satisfaction with services overall, support provision, communications and the modifications process
- c) Assess specific aspects of service provision including quality of emails received, websites, meetings and the accession process

The new cross-code survey intended to develop an approach across the diverse set of codes to assess how CAs are carrying out their roles by conducting research with organisations they assist. This ensured that research data was collected in a consistent way for every code on the nature of the service, its efficacy and levels of satisfaction, as well as any particular issues with delivery.

Approach

A mixed mode programme of research was conducted consisting of:

Stage 1 - scoping phase of 15 depth interviews with organisations

Stage 2 – 204 quantitative surveys with organisations

Stage 3 – follow-up depth interviews with 22 organisations

All interviews, both qualitative and quantitative, were inclusive of all 11 codes and represented the views of a range of organisations by size, type of organisation and length of time in the energy market.

Stage 1 – Scoping phase

A qualitative scoping phase was undertaken to understand the context to the experience of organisations dealing with codes and CAs. This stage was designed to support the final survey design ensuring all key aspects of experience were included and that the language and tone was appropriate.

Table 2 shows the breakdown of interviews by size of business. The majority were party to multiple codes.

Table 2

No. of employees in company	No. of interviews
1-49	6
50-249	4
250+	5
TOTAL	15

All interviews were conducted via telephone lasting between 40 minutes and 1 hour using a discussion guide developed with input from Ofgem (provided at Appendix A).

FIELDWORK DATES

The scoping depth interviews were conducted between 06 and 21 October 2016 by senior moderators within the research team.

ANALYSIS

We undertook full analysis of all insight from the qualitative scoping phase and delivered a debrief to Ofgem to help to inform the design and development of the subsequent survey.

Stage 2 – Survey

SAMPLING

Future Thinking worked with CAs directly to obtain an eligible sample of contacts for organisations party to relevant codes. In some instances, this meant there were multiple contacts for individual organisations within one sample and/or that contacts appeared across samples from different CAs.

Sample was received in Excel and cleaned to remove any duplicated contacts within and across the different codes. Any sample identified as CA or Ofgem staff was also removed at this stage.

Given the finite number of organisations party to each code, a census survey was undertaken whereby all sample (once cleaned and de-duplicated) was approached to participate.

SURVEY APPROACH

The survey was initially expected to be predominantly telephone based however data are stored by CAs in different ways and in some cases only email addresses were available for the survey. This meant that for the survey to represent the views of organisations as robustly as possible, a multi-mode study was required comprising a telephone and online approach.

While the survey was identical in design for both the online and telephone stages, a design effect due to the difference in methodology was identified at the data processing stage. As with many multi-mode approaches, those responding to the telephone survey displayed more positive views than those online for key attitudinal questions.

Examination of online results shows that lower satisfaction ratings are due to a higher proportion giving a neutral response rather than a display of dissatisfaction.

Given the limited sample of organisations party to codes, to maintain the robustness of study, the data has been combined. This allows larger numbers by which to analyse individual codes and ensures that a broad set of organisations are included. Exclusion of organisations for which online contact only details were available may have resulted in other design effects on the data.

The resulting design effect does not impact the overall messages and conclusions arising from the research.

QUESTIONNAIRE

A questionnaire was developed by Future Thinking in close consultation with Ofgem. Prior to finalising the questionnaire, a draft was made available on the Ofgem website to enable interested parties to provide comment. The same survey was utilised for both the telephone and online approaches, accommodating delivery differences where relevant.

It was understood that many organisations interact with more than one code and it was considered too onerous for them to answer the survey for every relevant code with which they are involved. Once all relevant codes were identified with a respondent, they were asked specific code-related questions for a maximum of two codes only.

These two codes were selected through a hierarchy process to ensure optimum coverage of all codes (dependent on initial sample available). This means some respondents may have been asked about codes they interact with even if they were not in the sample file provided by the corresponding CA.

The questionnaires were scripted and fully quality checked by the Future Thinking team prior to launch.

A copy of both the telephone and online surveys are included as Appendix B.

RESPONSE

Once sample was cleaned, it was loaded to either our computer-assisted telephone interviewing (CATI) or online platform for interviewing. 204 interviews were completed across the project between 22 November 2016 and 24 January 2017. Table 3 shows the breakdown and response rate for the survey.

Table 3

Method	Cleaned sample loaded	Interviews completed
Telephone	782	163
Online	840	41
Total	1,622	204

If party to multiple codes, respondents were invited to complete the survey in relation to up to two of these and therefore the total number of code responses was 373 as shown in Table 4.

Table 4

Code	Interviews completed
BSC	57
CUSC	38
DCode	13
DCUSA	29
Grid Code	27
IGT UNC	34
MRA	61
SEC	34
SPAA	30
STC	11
UNC	39
Total	373

A fuller sample profile of all respondents is included as Appendix C.

ANALYSIS

All data was fully checked and validated by Future Thinking. Data are unweighted with no adjustment for any under or over representation of particular groups.

Data tables were developed providing both topline results at an aggregate level as well as analysis by key variables of interest.

Stage 3 – Follow-up phase

The survey provides a rich data source and particular areas of interest were further probed through a final qualitative stage of 22 interviews with organisations. All those participating had agreed to take part in further research as part of their survey.

The table below shows the breakdown of interviews by size of business. Again, the majority were party to multiple codes.

Table 5

No. of employees in company	No. of interviews
1-49	9
50-249	4
250+	9
TOTAL	22

All interviews were conducted via telephone lasting between 40 minutes and 1 hour using a discussion guide developed with input from Ofgem (provided at Appendix D)

FIELDWORK DATES

The scoping depth interviews were conducted between 27 January and 13 February 2017 by senior moderators within the research team.

ANALYSIS

We undertook full analysis of all insight from the qualitative scoping phase using the findings to fully interpret the survey results.

Interpretation of Data

In accessing and studying the report, it should be remembered at all times that a sample, and not the entire population of organisations party to the codes has taken part in the research. Consequently, all results are subject to sampling tolerances, which means that not all differences are significant. A guide to statistical reliability is provided in Appendix E.

Where percentages do not sum up to 100, this may be due to statistical rounding, the exclusion of 'don't know/not stated' response categories, or multiple answers. Throughout the reports, an asterisk (*) denotes a base size of 16-30 respondents and two asterisks (**), a base size of 15 or less. Caution should be exercised when interpreting results with these small base sizes.

In the reports, reference is made to 'net' figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a 'net' figure, this represents the combined figure of the top or bottom 2 measures on a 5 point rating scale.

Appendix A

Scoping Phase Discussion Guide

INTRODUCTION

Hello, my name is <<moderator name>> from Future Thinking an independent market research agency. We are conducting this research on behalf of Ofgem. Thank you for agreeing to take part in this discussion about the Code(s) that your organisation is party to.

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 be used to inform the design of a survey with a much larger cross section of organisations like yourself. The survey will be used by Ofgem and other stakeholders to set standards across the board.

I would like to reassure that the interview will be conducted in line with the Market Research Society code of conduct and we will not attribute the views you share with us to your Code Administrator or to Ofgem unless you specifically request us to do so.

MODERATOR NOTE: GET CONSENT TO RECORD

Warm up

First of all, can you tell me a little bit about yourself?

- PROBE
- Role within the organisation
- Type of organisation? (size, sector, area of specialism)
- Is this your main role? Tell me a little about how you interact with the Code(s)? How much time do you spend dealing with code issues?

Codes

- Can you tell me a little bit about the codes your organisation is party to or involved with?
 - PROMPT IF NEEDED:
 - How many?
 - Which ones?
 - Which organisation(s) administrate(s) the code(s) you are party to?
 - How long have you been party to (or if not "party to", then "involved with") the code(s)?
- And how is responsibility for codes shared across your organisation? (MODERATOR NOTE: eg. does the respondent manage all codes for their organisation or are multiple people involved)

Role of Code Administrator

- Tell me a little bit about your relationship with your code administrator(s)
 - Thinking more generally, how do you view the role of the Code Administrator/s?
 - And do these expectations match the service you receive? Why?
- What do you think their role should be?
- Does your code administrator interact with other code administrators? If so, how well do you consider this is done?
- What challenges do you think the code administrators face in general?

Consistency of service within codes, between codes and between Code Administrators

ASK IF PARTY TO ONLY ONE CODE

Thinking now about the code you are party to, do you get a consistent level of service when you interact with the Code Administrator?

- Why do you say that?
- How does this impact on you?

ASK IF PARTY TO MULTIPLE CODES

Thinking now about [INSERT CODE HERE]. Is the service from the Code Administrator consistent in relation to that code? (MODERATOR NOTE: For example, is the service from Gemserv in relation to the SEC consistent).

- Why do you say that?
- How does this impact on you?

IF PARTY TO MULTIPLE CODES ADMINISTERED BY THE SAME CODE ADMINISTRATOR

MODERATOR NOTE: Respondent may only have dealings with one code, even if their organisation is party to multiple codes. If so, they may struggle to answer these questions, and if they are struggling move on to “**IF DEALS WITH DIFFERENT CODE ADMINISTRATORS FOR DIFFERENT CODES**” section.

- Now, think about where your organisation is party to/involved with multiple codes administered by the same Code Administrator. Do your expectations of the Code Administrator's role vary across different codes? (MODERATOR NOTE: For example, would you expect Gemserv to have a different role with regards to the SEC, compared with their role with respect to the MRA)
 - Why do you say that?
- Would you say the service you receive from the Code Administrator is consistent across codes or varies by code?
 - Why do you say that?
 - If varies - How does it vary?
 - IF CONSISTENT – Is it right the service is consistent? Why/Why not?
- How easy or difficult is it to deal with the same administrator about different codes?
 - What are the negatives?
 - What are the positives?
- Is there anything you would change?
 - Why?

IF DEALS WITH DIFFERENT CODE ADMINISTRATORS FOR DIFFERENT CODES

MODERATOR NOTE: Respondent may only have dealings with one administrator, even if their organisation has dealings with multiple administrators. If so, they may struggle to answer these questions, and if they are struggling, move on to "Information" section.

- Would you say the service you receive from the Code Administrators is consistent across administrators or varies across administrators?
 - How does it vary?
 - IF CONSISTENT – Is it right the service is consistent? Why/Why not?

Information (PRIORITY)

- What information sources do you use to keep yourself up to date with the code(s) your organisation is party to?

PROMPT FOR ALL SOURCES

IF SOURCES **DON'T INCLUDE** "CODE ADMINISTRATOR" ASK

- And why don't you use the Code Administrator as an information source?

IF SOURCES **INCLUDE** "CODE ADMINISTRATOR" ASK

- How do you access the information from the code administrator?
- Is the information on the codes easily available?
 - Why do you say that?
 - What could be done to make it easier for you to access information?
- Is it easy to navigate through the information? Why/why not?
 - How useful is the information?
 - Why do you say that?
- Is information made available in sufficient time and is it up to date?
 - MODERATOR NOTE: Eg. Information about meetings is provided on the website in enough time to be absorbed by party; information about code modifications are up to date.
- Is it easy to understand the information? Is it written clearly?
- What do you think works well about the code administrator's websites / less well?
 - Why?

Communication Channels (PRIORITY)

- Now, thinking about when you actively communicate with your Code Administrator, (as opposed to, for example, looking at their website). How do you communicate with your code administrator(s) [MODERATOR NOTE: For example:, meetings, calling helpdesk, email, skype etc]?
 - What works well for you?
 - Why do you say that?
 - What communication channel are you most likely to use?
- And how often do you communicate?
- When did you/they last make contact? What was the topic of discussion?

- IF HELPDESK NOT MENTIONED Does your code administrator have a helpdesk?
 - IF YES What do you tend to use it for, if at all? How useful do you find it?
 - IF NOT USED- Why have you not used it?
 - How responsive do you find the Code Administrators to be?

PROBE FOR DIFFERENCES BY SPECIFIC ENQUIRY OR MODIFICATION PROCESS

- Responding to queries, if you are requesting help
- Why do you say that?
- Do you think that the way their approach to communications in general needs any improvement, to better suit your needs? How/Why not?
- How well do you think they generally plan their stakeholder communications?
 - Are these stakeholder communications timely and well managed?

Meetings (PRIORITY)

MODERATOR NOTE: EXAMPLES INCLUDE: modification workgroups, pre-modification workgroups, panel meetings, pre-panel meetings, code sub-groups (e.g. charging forums), seminars, training days, AGMs or 121 education sessions

- Do you attend any meetings organised by your code administrator?
- IF NO- Why is this?

IF YES

- What type of meetings do you attend?
- In what capacity do you attend? (For example as a panel/working group/sub-committee member)
 - Which [panel/working group/sub-committee(s)] do you belong to?
- What do you/your organisation get out of the meetings? Do you find them useful? Why do you say that?
- What materials do you receive in advance of meetings?
 - Do you receive these in sufficient time?
 - Are the materials of sufficient quality to meet your needs?
 - PROMPT if needed
 - Level of detail/accuracy
 - Clarity/ease of understanding
- Do you attend any meetings via teleconference?
 - IF YES - How effective do you find these meetings compared to attending in person?
- Thinking about meetings in general, are there ways that you think they could be improved to better meet your needs?
 - PROMPT IF NEEDED:
 - Meeting agenda/administration
 - Organisation
 - Stakeholder attendance
 - Outcomes

Support (acceding and code navigation) (PRIORITY)

- Thinking about day to day compliance with the code(s), how does your code administrator(s) support you to help you navigate the codes you are party to?
MODERATOR NOTE: *This section looks at compliance rather than the modification process, which is covered later in the interview.*
- (More generally), can you give me examples of how they have helped you/supported you in navigating the codes? And examples of when you needed further support and did not receive it?
 - What kind of support would you have required?
 - What did you do to fill this information gap?
- IF PARTY HAS ACCEDED TO ANY CODE IN THE LAST 12 MONTHS: Can you give me examples of how the Code Administrator helped/supported you in becoming party to/becoming involved with the code(s)?

Raising Modifications

- Have you raised any modifications to the codes you are party to?
IF NO - Why not?

IF YES

- Which ones?
 - What was the nature of the modification?
 - How much input did you have?
- How easy or difficult did you find the process of raising a modification?
- What support did you receive from the code administrator/s?
 - Was this the right level/not? (Why)
 - Did you receive support when you needed it? If NOT Why not?
 - How was this support delivered? (PROMPT FOR MEETINGS, EMAIL, ETC)
 - Which method works best for you?
- When you had questions or queries about the modification how responsive was the code administrator?
 - Why do you say that?
 - Roughly how long did it take for them to get back to you?
- What else could the code administrators have done to support you with the modification?
- Do you think the Code administrator remained impartial throughout your modification proposal process? Why do you say that?

Modifications generally

ASK ALL

- Now, thinking about modifications in general, whether raised by you or not...
- How proactive is your code administrator in keeping you informed on modifications that are raised?
 - Why do you say that?
 - How do they make you aware of modifications raised?

Please think about the last modification raised by someone else that was important to your organisation, and that has now been completed (implemented, withdrawn or not approved).

- What support or information did you receive from the code administrator to help you to understand what the modification meant for your organisation?
 - Was this enough?
- Do you think there are things that the code administrator could have done to support you with this modification?
- When you had questions or queries about this modification how responsive was the code administrator?
 - Why do you say that?
 - Roughly how long did it take for them to get back to you?
- Do you feel the code administrator maintained impartiality throughout this modification process? Why do you say that?
- Were there any delays with the modification?
 - What were the reasons for the delay?
 - Could the Code Administrator have acted differently to avoid or reduce the delays?
- Do you have any experience of modification proposals that affect more than one code?
 - IF YES – What is your experience of cross code co-ordination? Did you find them to be effective? Have you experienced any problems? Why?

Improving the service received

- Thinking about what we've talked about, what would you want from the ideal Code Administrator? Do you think that improvements are needed to meet this? What would these be?
- PROMPT IF NEEDED:
 - Thinking more generally, do you think there are areas that the code administrator demonstrates good practice?
 - Which ones?
 - And are there areas that are weak?
 - Which ones?
 - What can they do to improve?
 - Is there anything else that could be put in place to make it easier for you to deal with the code(s) you are party to or involved with?
 - Is there anything the code administrators could put in place to make processes more efficient
 - What?
- Thinking more generally, how satisfied with the service you receive from your code administrator?
 - Why do you say that?

Thank you very much for taking the time to talk to us and contributing to this important survey. I am now going to ask you a few more questions around the interview.

Follow up questions:

1. How easy did you find it going through the interview?
2. Regarding the role and performance of the Code Administrators, is there anything that you feel is important that was not addressed in the interview?

FOR THOSE WITH MULTIPLE CODES

3. Were you able to easily differentiate between the **codes** when giving views about the different codes you deal with?
4. **IF NO** - What would have made it easier for to differentiate?
5. Were you able to easily differentiate between the **Code Administrators** when giving views about the different codes you deal with?
6. **IF NO** - What would have made it easier for to differentiate?
7. If you were asked to rate different aspects of the Code Administrators performance how easy or difficult would you find it?

THANK AND CLOSE

Appendix B

Telephone Survey Questionnaire

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.

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)

[INTERVIEWER NOTE: If the respondent mentions that someone else in the company has done the survey, reassure them that we are still interested in their views about the Code Administrators and would like them to take part in the survey]

IF RESPONDENT ASKS FOR MORE CONTEXT ABOUT THE RESEARCH: 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. Ofgem now wishes to conduct a single survey across all codes to understand your experiences of dealing with your code administrator(s).

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. READ OUT**

	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. READ OUT**

BRING IN ONLY THOSE CODES SHOWN IN SAMPLE

	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

IF RESPONDENT SAYS THEY ARE A CODE ADMINISTRATOR, THANK AND CLOSE

ALL RESPONDENTS FOR CODES WHERE "HAVE INTERACTION"

QS3. How involved are you personally with the code/each of the codes? **Please select one option only for each row. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

BRING IN ONLY THOSE CODES SELECTED AT QS1/QS2

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

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

IF UNC – UNIFORM NETWORK CODE - CODED 1-3 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 (CODE 1) 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 or interact with? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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 or interact with? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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 ONE CODE SELECTED AT QS3 (CODE 1-3):

I'm now going to ask you some questions specifically about [INSERT CODE FROM QS3] and your interactions with the code administrator [INSERT CA].

IF TWO CODES SELECTED AT QS3 (CODE 1-3):

I'm now going to ask you some questions about the [INSERT CODES FROM QS3 (CODE 1-3)] and your interactions with the respective code administrators [INSERT CA1 AND CA2].

DO NOT INCLUDE UNC IF XOSERVE ONLY IS CODED AT QS4

IF 3+ CODES SELECTED AT QS3(CODE 1-3) SYSTEM TO APPLY HIERARCHY PRIORITISATION – READ OUT:

So we do not ask you questions about all the codes you are involved with, the survey has randomly selected that you complete questions in relation to the <insert two randomly selected codes> and your interactions with the respective code administrators [INSERT CA1 AND CA2].. 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 AND CODE 3 AT QS4

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 (ASK FOR FIRST CODE IF 2 SELECTED)

Q5. How long has your organisation had interaction with <code> code?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q6. And, how long have you personally been interacting with the <code> code including your experience in any previous roles or organisations?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q5b. How long has your organisation had interaction with the <code> code?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q6b. And, how long have you personally been interacting with the <code> code including your experience in any previous roles or organisations?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR BOTH CODES IF 2 SELECTED)

Q7. Which, if any, of the following best describes your current role in relation to the <code/codes>? **Please select all options that apply, READ OUT**

	1 st Code	2 nd Code
I have a strategic overview of the code	1	1
I am responsible for managing my organisation's involvement with the code	2	2
I get involved when there are specific issues relating to my area of work [eg modification proposals]	3	3
Other –SPECIFY	4	4
DO NOT READ OUT Code Administrator	5	5

CLOSE IF CODE 5 AT Q7 FOR ALL CODES

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q8. Has your organisation become party to or begun the process to become party to the <code > in the last five years? **Please select one option only**

	1st Code
Yes	1
No	2
Don't know	3

ASK IF BECOME PARTY TO CODE IN THE LAST FIVE YEARS (CODE 1 AT Q8)

Q9. And still thinking about your current role, how easy or difficult did you find the process of becoming party to the <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY.**

	1 st Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
I wasn't involved with the process of becoming party to the code	6

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q8b. Has your organisation become party to or begun the process to become party to the <code> in the last five years?
Please select one option only

	2 nd Code
Yes	1
No	2
Don't know	3

ASK IF BECOME PARTY TO CODE IN THE LAST FIVE YEARS 9 (CODE 1 AT Q8B)

Q9b. And still thinking about your current role, how easy or difficult did you find the process of becoming party to the <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY.**

	2 nd Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
I wasn't involved with the process of becoming party to the code	6

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 the code administrator in relation to <this/these> codes, overall how satisfied are you with the service provided to your organisation? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

(ASK ON SAME SCREEN FOR BOTH CODES IF 2 SELECTED: BRING IN RELEVANT CODE ADMINISTRATOR NAME UNDER CODE HEADING)

	1st Code Code Administrator	2nd Code Code Administrator
Very satisfied	1	1
Fairly satisfied	2	2
Neither satisfied nor dissatisfied	3	3
Fairly dissatisfied	4	4
Very dissatisfied	5	5

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q11. How does your Code Administrator proactively support you in your interactions with the <code >? **Please select all options that apply. READ OUT**

	1st Code Code Administrator
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

ASK IF CODED 1-7 AT Q11

Q11a. How satisfied or dissatisfied are you with the provision of support from the code administrator in your interactions with the <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY.**

	1st Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q12. And how do you proactively seek information or support from your code administrator in relation to the <code>?? **Please select all options that apply. READ OUT**

	1st Code
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 helpdesk	6
Reading the documents received from the code administrator	7
Other- SPECIFY	8
I do not proactively seek information from the code administrator	9

ASK IF CODED 1-8 AT Q12

Q13. And when you request support from the code administrator in relation to the <code> how satisfied or dissatisfied are you with the support you receive? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	1st Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q11b. How does your Code Administrator proactively support you in your interactions with the <code>? **Please select all options that apply. READ OUT**

	2nd Code Code Administrator
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

ASK IF CODED 1-7 AT Q11b

Q11c. How satisfied or dissatisfied are you with the provision of support from the code administrator in your interactions with the <code>?? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY.**

	2nd Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q12b. And how do you proactively seek information or support from your code administrator in relation to the <code>?? **Please select all options that apply. READ OUT**

	2 nd Code
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 helpdesk	6
Reading the documents received from the code administrator	7
Other- SPECIFY	8
I do not proactively seek information from the code administrator	9

ASK IF CODED 1-8 AT Q12b

Q13b. And when you request support from the code administrator in relation to the <code> how satisfied or dissatisfied are you with the support you receive? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	2 nd Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

INFORMATION AND COMMS - GENERAL

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q14. How well do you feel your code administrator keeps you informed about the <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q15. Overall how easy or difficult is it for you to interpret the information from the code administrator in relation to <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q16. How frequently do you receive information regarding **any** aspects of the <code> from your code administrator? **Please select one option only. DO NOT READ OUT**

	1st Code
Daily	1
Up to 3-4 times per week	2
Up to twice a week	3
Up to once a week	4
Up to once a fortnight	5
Up to once a month	6
Up to once every three months	7
Up to 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 (CODE 1-9 AT Q16)

Q17. And what do you think about this frequency of information in respect of the <code> **Please select one option only. READ OUT**

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

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q18. Thinking generally, about the information that your code administrator provides, how relevant is the information to you in dealing with the <code> **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q14b. How well do you feel your code administrator keeps you informed about the <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q15b. Overall how easy or difficult is it for you to interpret the information from the code administrator in relation to <code>? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

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

ALL RESPONDENTS - (ASK FOR SECOND CODE IF 2 SELECTED)

Q16b. How frequently do you receive information regarding **any** aspects of the <code> from your code administrator? **Please select one option only. DO NOT READ OUT**

	2 nd Code
Daily	1
Up to 3-4 times per week	2
Up to twice a week	3
Up to once a week	4
Up to once a fortnight	5
Up to once a month	6
Up to once every three months	7
Up to 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 (CODE 1-9 AT Q16b)

Q17b. And what do you think about this frequency of information in respect of the <code> **Please select one option only. READ OUT**

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

ALL RESPONDENTS - (ASK FOR SECOND CODE IF 2 SELECTED)

Q18b. Thinking generally, about the information that your code administrator provides, how relevant is the information to you in dealing with the <code> **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	2 nd Code
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 (CODE 1 AT Q11/11b OR CODE 4 AT Q12/12b)

SHOW Q19 FOR 1ST CODE AND THEN FOR 2ND CODE, SHOWING HEADING FOR CODE NAME

Q19. To what extent do you agree or disagree with the following in relation to the `<code/codes>` **Please select one option only. DO NOT READ OUT BUT PROMPT WITH STRONGLY/TEND TO IF NECESSARY**

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 make it clear when action needs to be taken
 - b) I receive emails in a timely manner
 - c) The emails I receive keep me sufficiently informed of any changes or modifications to the [INSERT CODE]
 - d) The emails I receive are easy to understand
 - e) It's not clear if the emails in respect of [INSERT CODE] are relevant to my organisation
-

WEBSITE

ANSWER IF USES CODE ADMINISTRATOR'S WEBSITE (CODE 3 AT Q11/11b OR CODE 3 AT Q12/12b)

SHOW Q20 FOR 1ST CODE AND THEN FOR 2ND CODE, SHOWING HEADING FOR CODE NAME

Q20. To what extent do you agree or disagree with the following in relation to the <code >. **Please select one option only. DO NOT READ OUT BUT PROMPT WITH STRONGLY/TEND TO IF NECESSARY**

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

STATEMENTS:

- The information provided on the website is up to date
 - I am able to easily find information on the website
 - The information provided on the website makes it clear when action needs to be taken
 - I am informed when updates are published on the website
 - The website keeps me sufficiently informed of any changes or modifications to the [INSERT CODE]
 - The information on the website is easy to understand
 - It's not clear if the information provided on the website is relevant for my organisation
 - It is easy to access the website
-

MEETINGS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q21. Have you attended a meeting or workshop about the <code> in the last 12 months? **Please select all options that apply**

	1st Code
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 TELECONFERENCE OR VIA WEBINAR (CODES 1-3 AT Q21)

Q22. To what extent do you agree or disagree with the following in respect of the <code >: **Please select one option only. DO NOT READ OUT BUT PROMPT WITH STRONGLY/TEND TO IF NECESSARY**

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) Meeting facilities are fit for purpose
 - d) Teleconference facilities are fit for purpose
 - e) The meeting chair acts impartially
 - f) It is clear who is speaking via teleconference
 - g) It is easy for me to actively participate in the discussion
-

ALL RESPONDENTS - (ASK FOR SECOND CODE IF 2 SELECTED)

Q21b. Have you attended a meeting or workshop about the <code> in the last 12 months? **Please select all options that apply**

	2 nd Code
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 TELECONFERENCE OR VIA WEBINAR (CODES 1-3 AT Q21b)

Q22b. To what extent do you agree or disagree with the following in respect of the <code>: **Please select one option only. DO NOT READ OUT BUT PROMPT WITH STRONGLY/TEND TO IF NECESSARY**

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) Meeting facilities are fit for purpose
 - d) Teleconference facilities are fit for purpose
 - e) The meeting chair acts impartially
 - f) It is clear who is speaking via teleconference
 - g) It is easy for me to actively participate in the discussion
-

MODIFICATIONS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q23. Have you been responsible for raising any modifications in respect of the <code> within the last 12 months, including where the modification was not approved? **Please select one option only**

	1st Code
Yes – have raised one modification in last 12 months	1
Yes – have raised more than one modification in last 12 months	2
Have not raised any modifications in last 12 months	3
Don't know	4

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23)

Q24. And how easy or difficult was the process of raising a modification in respect of the <code> **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	1st Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23)

Q25. How satisfied were you with the help the code administrator gave in the development of your modification proposal? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	1st Code
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q23b. Have you been responsible for raising any modifications in respect of the <code> within the last 12 months? **Please select one option only**

	2 nd Code
Yes – have raised one modification in last 12 months	1
Yes – have raised more than one modification in last 12 months	2
Have not raised any modifications in last 12 months	3
Don't know	4

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23b)

Q24b. And how easy or difficult was the process of raising a modification in respect of the <code> **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	2 nd Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23b)

Q25b. How satisfied were you with the help the code administrator gave in the development of your modification proposal? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

	2 nd Code
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

IF HAVE NOT RAISED MODIFICATIONS FOR THE CODES SHOWN AT Q23a/b AND MORE THAN ONE CODE SELECTED AT QS1/QS2

Q26. And have you raised any modifications for the other codes you interact with, including where the modification was not approved? **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. Which of the following may be reasons you have not raised any modifications over the last year? **Please select all options that apply**

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. How satisfied were you with the support the code administrator gave you in helping you to understand what modifications raised by others mean for your organisation? **Please select one option only. DO NOT READ OUT BUT PROMPT WITH VERY/FAIRLY IF NECESSARY**

(ASK ON SAME SCREEN FOR BOTH CODES IF 2 SELECTED)

	1st Code	2nd Code
Very satisfied	1	1
Fairly satisfied	2	2
Neither satisfied nor dissatisfied	3	3
Fairly dissatisfied	4	4
Very dissatisfied	5	5

ALLOW DON'T KNOW

OVERALL EXPERIENCE

ALL RESPONDENTS

Q29. If you could make one improvement to the service provided by the code administrator in relation to the <code/codes> what would it be?

(ASK ON SAME SCREEN FOR BOTH CODES IF 2 SELECTED)

[INSERT CODE]

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

THANK AND CLOSE

GIVE DETAILS OF FUTURE THINKING PROJECT MANAGERS IF ANY QUERIES

INFORM THAT THE RESEARCH FINDINGS WILL BE MADE AVAILABLE ON THE OFGEM WEBSITE by Q2 2017 AND THE REPORT WILL BE SENT TO RESPONDENTS AND INDUSTRY BODIES

Online Survey Questionnaire

INTRODUCTION

Future Thinking, an independent market research agency, have been commissioned by Ofgem to conduct research about the industry code administrators that your organisation has an interaction with.

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 assure you that Future Thinking adhere to strict market research codes of conduct.

Someone else in your company may have already completed this survey. However, we are still interested in your views about the Code Administrators and would like you to take part in the survey

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. Ofgem now wishes to conduct a single survey across all codes to understand your experiences of dealing with your code administrator(s).

ASK ALL – SINGLE CODE

QS5. Do you work for any of the following organisations listed below? **Please select one option only**

Electralink Ltd	1	THANK AND CLOSE
Elexon	2	THANK AND CLOSE
Energy Network Association	3	THANK AND CLOSE
Gemserv	4	THANK AND CLOSE
Joint Office of Gas Transporters	5	THANK AND CLOSE
National Grid	6	CONTINUE
I do not work for any of the organisations listed	7	GO TO QS1

ASK IF CODED 6 AT QS5

QS6. Do you work for National Grid in their role as a code administrator for the CUSC, Grid Code or the STC?

Yes	1	THANK AND CLOSE
No	2	GO TO QS1

CLOSING SCRIPT FOR CODES 1-5 AT QS5 OR CODE 1 AT QS6

We apologise for contacting you. The survey is being conducted with industry customers (and not code administrators), if you have any queries please contact ofgemsurvey@futurethinking.com

IF RESPONDENT CODES 2 AT QS6 PLEASE DO NOT SHOW ROW I, J, K AT QS1

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.**

BRING IN ONLY THOSE CODES SHOWN IN SAMPLE

	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 AT QS2 CLOSE

ALL RESPONDENTS FOR CODES WHERE "HAVE INTERACTION" AT QS2

QS3. How involved are you personally with the code/each of the codes?
option only for each row.

Please select one

BRING IN ONLY THOSE CODES SELECTED AT QS1/QS2

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

IF NOT AT ALL INVOLVED OR DON'T KNOW TO ALL CODES DISPLAYED AT QS3, CLOSE

IF UNC CODED 1-3 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 (CODE 1) CODED IN QS4 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 or 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 or 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 ONE CODE SELECTED AT QS3 (CODES 1-3):

You will now be asked some questions specifically about [INSERT CODE FROM QS1/QS2] and your interaction with the code administrator [INSERT CA].

IF TWO CODES SELECTED AT QS3 (CODES 1-3):

You will now be asked some questions about the [INSERT CODES FROM QS3] and your interaction with the respective code administrators [INSERT CA1 AND CA2].

DO NOT INCLUDE UNC IF XOSERVE ONLY IS CODED AT QS4

IF 3+ CODES SELECTED AT QS3 (CODES 1-3) SYSTEM TO APPLY HIERARCHY PRIORITISATION - DISPLAY:

So we do not ask you questions about all the codes you are involved with, the survey has randomly selected that you complete questions in relation to the *<insert two randomly selected codes>* and your interaction with the respective code administrators [INSERT CA1 AND CA2]. These may not be the codes with which you are most involved but we need to make sure we gather feedback about a range of codes overall.

IF UNC RANDOMLY AND CODE 3 AT QS4

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 (ASK FOR FIRST CODE IF 2 SELECTED)

Q5. How long has your organisation had interaction with *<code>* code?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q6. And, how long have you personally been interacting with the *<code>* code including your experience in any previous roles or organisations?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q5b. How long has your organisation had interaction with the <code> code?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q6b. And, how long have you personally been interacting with the <code> code including your experience in any previous roles or organisations?

[INSERT CODE]

ENTER NUMBER OF YEARS/MONTHS

ALL RESPONDENTS (ASK FOR BOTH CODES IF 2 SELECTED)

Q7. Which, if any, of the following best describes your current role in relation to the <code/codes>? **Please select all options that apply**

	1ST Code Code administrator	2ND Code Code administrator
I have a strategic overview of the code	1	1
I am responsible for managing my organisation's involvement with the code	2	2
I get involved when there are specific issues relating to my area of work [eg modification proposals]	3	3
I am a code administrator	5	5
Other –SPECIFY	4	4

CLOSE IF CODE 5 AT Q7 FOR ALL CODES

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

DO NOT ASK QUESTION IF =Grid Code OR DCode SELECTED AT PRIORITISATION

Q8. Has your organisation become party to or begun the process to become party to the <code> in the last five years?

Please select one option only

	1st Code
Yes	1
No	2
Don't know	3

ASK IF BECOME PARTY TO CODE IN THE LAST FIVE YEARS (CODE 1 AT Q8)

Q9. And still thinking about your current role, how easy or difficult did you find the process of becoming party to the <code>? **Please select one option only.**

	1 st Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
I wasn't involved with the process of becoming party to the code	6

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

DO NOT ASK QUESTION IF CODE 1=Grid Code OR DCode SELECTED AT PRIORITISATION

Q8b. Has your organisation become party to or begun the process to become party to the <code> in the last five years?

Please select one option only

	2 nd Code
Yes	1
No	2
Don't know	3

ASK IF BECOME PARTY TO CODE IN THE LAST FIVE YEARS 9 (CODE 1 AT Q8B)

Q9b. And still thinking about your current role, how easy or difficult did you find the process of becoming party to the <code>? **Please select one option only.**

	2 nd Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
I wasn't involved with the process of becoming party to the code	6

You will now be asked some questions about your code administrator.

ALL RESPONDENTS

Q10. Thinking about all aspects of your dealings with the code administrator in relation to <this/these> codes, overall how satisfied are you with the service provided to your organisation? **Please select one option only.**

(ASK ON SAME SCREEN FOR BOTH CODES IF 2 SELECTED: BRING IN RELEVANT CODE ADMINISTRATOR NAME UNDER CODE HEADING)

	1st Code Code Administrator	2nd Code Code Administrator
Very satisfied	1	1
Fairly satisfied	2	2
Neither satisfied nor dissatisfied	3	3
Fairly dissatisfied	4	4
Very dissatisfied	5	5

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q11. How does your **Code Administrator** proactively support you in your interactions with the <code>? **Please select all options that apply.**

	1st Code Code Administrator
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

ASK IF CODED 1-7 AT Q11

Q11a. How satisfied or dissatisfied are you with the provision of support from the code administrator in your interactions with the <code>? **Please select one option only.**

	1st Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

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

	1st Code
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 helpdesk	6
Reading the documents received from the code administrator	7
Other- SPECIFY	8
I do not proactively seek information from the code administrator	9

ASK IF CODED 1-8 AT Q12

Q13. And when you request support from the code administrator in relation to the <code> how satisfied or dissatisfied are you with the support you receive? **Please select one option only.**

	1st Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q11b. How does your **Code Administrator** proactively support you in your interactions with the <code>? **Please select all options that apply**

	2nd Code Code Administrator
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

ASK IF CODED 1-7 AT Q11b

Q11c. How satisfied or dissatisfied are you with the provision of support from the code administrator in your interactions with the <code>? **Please select one option only.**

	2nd Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q12b. And how do **you** proactively seek information or support from your code administrator in relation to the <code>? **Please select all options that apply.**

	2 nd Code
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 helpdesk	6
Reading the documents received from the code administrator	7
Other- SPECIFY	8
I do not proactively seek information from the code administrator	9

ASK IF CODED 1-8 AT Q12b

Q13b. And when you request support from the code administrator in relation to the <code> how satisfied or dissatisfied are you with the support you receive? **Please select one option only.**

	2 nd Code Code Administrator
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

INFORMATION AND COMMUNICATIONS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q14. How well do you feel your code administrator keeps you informed about the <code>? **Please select one option only.**

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

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q15. Overall how easy or difficult is it for you to interpret the information from the code administrator in relation to <code>? **Please select one option only.**

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

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

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

	1st Code
Daily	1
Up to 3-4 times per week	2
Up to twice a week	3
Up to once a week	4
Up to once a fortnight	5
Up to once a month	6
Up to once every three months	7
Up to 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 (CODE 1-9 AT Q16)

Q17. And what do you think about this frequency of information in respect of the <code>
Please select one option only.

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

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

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

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

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q14b. How well do you feel your code administrator keeps you informed about the <code>? **Please select one option only.**

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

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q15b. Overall how easy or difficult is it for you to interpret the information from the code administrator in relation to <code>?? **Please select one option only.**

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

ALL RESPONDENTS - (ASK FOR SECOND CODE IF 2 SELECTED)

Q16b. How frequently do you receive information regarding **any** aspects of the <code> from your code administrator? **Please select one option only.**

	2 nd Code
Daily	1
Up to 3-4 times per week	2
Up to twice a week	3
Up to once a week	4
Up to once a fortnight	5
Up to once a month	6
Up to once every three months	7
Up to 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 (CODE 1-9 AT Q16b)

Q17b. And what do you think about this frequency of information in respect of the <code> **Please select one option only.**

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

ALL RESPONDENTS - (ASK FOR SECOND CODE IF 2 SELECTED)

Q18b. Thinking generally, about the information that your code administrator provides, how relevant is the information to you in dealing with the <code>? **Please select one option only.**

	2 nd Code
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 (CODE 1 AT Q11/11b OR CODE 4 AT Q12/12b)

SHOW Q19 FOR 1ST CODE AND THEN FOR 2ND CODE, SHOWING HEADING FOR CODE NAME

Q19. To what extent do you agree or disagree with the following in relation to the <code/codes> **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 make it clear when action needs to be taken
 - b) I receive emails in a timely manner
 - c) The emails I receive keep me sufficiently informed of any changes or modifications to the [INSERT CODE]
 - d) The emails I receive are easy to understand
 - e) It's not clear if the emails in respect of [INSERT CODE] are relevant to my organisation
-

WEBSITE

ANSWER IF USES CODE ADMINISTRATOR'S WEBSITE (CODE 3 AT Q11/11b OR CODE 3 AT Q12/12b)

SHOW Q20 FOR 1ST CODE AND THEN FOR 2ND CODE, SHOWING HEADING FOR CODE NAME

Q20. To what extent do you agree or disagree with the following in relation to the <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
-

MEETINGS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q21. Have you attended a meeting or workshop about the <code> in the last 12 months? **Please select all options that apply**

	1st Code
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 TELECONFERENCE OR VIA WEBINAR (CODES 1-3 AT Q21)

Q22. To what extent do you agree or disagree with the following in respect of the <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) Meeting facilities are fit for purpose
 - d) Teleconference facilities are fit for purpose
 - e) The meeting chair acts impartially
 - f) It is clear who is speaking via teleconference
 - g) It is easy for me to actively participate in the discussion
-

ALL RESPONDENTS - (ASK FOR SECOND CODE IF 2 SELECTED)

Q21b. Have you attended a meeting or workshop about the <code> in the last 12 months? **Please select all options that apply**

	2 nd Code
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 TELECONFERENCE OR VIA WEBINAR (CODES 1-3 AT Q21b)

Q22b. To what extent do you agree or disagree with the following in respect of the <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) Meeting facilities are fit for purpose
 - d) Teleconference facilities are fit for purpose
 - e) The meeting chair acts impartially
 - f) It is clear who is speaking via teleconference
 - g) It is easy for me to actively participate in the discussion
-

MODIFICATIONS

ALL RESPONDENTS (ASK FOR FIRST CODE IF 2 SELECTED)

Q23. Have you been responsible for raising any modifications in respect of the <code> within the last 12 months, including where the modification was not approved? **Please select one option only**

	1st Code
Yes – have raised one modification in last 12 months	1
Yes – have raised more than one modification in last 12 months	2
Have not raised any modifications in last 12 months	3
Don't know	4

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23)

Q24. And how easy or difficult was the process of raising a modification in respect of the <code>? **Please select one option only.**

	1st Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23)

Q25. How satisfied were you with the help the code administrator gave in the development of your modification proposal? **Please select one option only.**

	1st Code
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

ALL RESPONDENTS (ASK FOR SECOND CODE IF 2 SELECTED)

Q23b. Have you been responsible for raising any modifications in respect of the <code> within the last 12 months, including where the modification was not approved? **Please select one option only**

	2 nd Code
Yes – have raised one modification in last 12 months	1
Yes – have raised more than one modification in last 12 months	2
Have not raised any modifications in last 12 months	3
Don't know	4

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23b)

Q24b. And how easy or difficult was the process of raising a modification in respect of the <code>? **Please select one option only.**

	2 nd Code
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5

ANSWER IF RAISED MODIFICATIONS (CODE 1 OR 2 AT Q23b)

Q25b. How satisfied were you with the help the code administrator gave in the development of your modification proposal? **Please select one option only.**

	2 nd Code
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

IF HAVE NOT RAISED MODIFICATIONS FOR THE CODES SHOWN AT Q23a/b AND MORE THAN TWO CODES SELECTED AT QS1/QS2

Q26. And have you raised any modifications for the other codes you interact with, including where the modification was not approved? **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 (CODE 3 AT Q23A AND B (if asked) AND IF CODE 2 AT Q26 (if asked)

Q27. Which, if any, of the following are reasons why you have not raised any modifications over the last year? **Please select all options that apply**

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. How satisfied were you with the support the code administrator gave you in helping you to understand what modifications raised by others mean for your organisation? **Please select one option only.**

(ASK ON SAME SCREEN FOR BOTH CODES IF 2 SELECTED)

	1st Code Code administrator	2nd Code Code administrator
Very satisfied	1	1
Fairly satisfied	2	2
Neither satisfied nor dissatisfied	3	3
Fairly dissatisfied	4	4
Very dissatisfied	5	5

ALLOW DON'T KNOW

OVERALL EXPERIENCE

ALL RESPONDENTS

Q29. If you could make one improvement to the service provided by the code administrator in relation to the <code/codes> what would it be?

(ASK ON SAME SCREEN FOR BOTH CODES IF 2 SELECTED)

[INSERT CODE]

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

ALL RESPONDENTS

Q34. And finally, Ofgem wish to conduct further research to explore some of the issues outlined in this questionnaire. The research would be conducted between January and February 2017 by Future Thinking. Would you be willing to participate in further qualitative research?

	TICK ONE ONLY	
Yes	1	
No	2	

THANK AND CLOSE

INFORM THAT THE RESEARCH FINDINGS WILL BE MADE AVAILABLE ON THE OFGEM WEBSITE by Q2 2017 AND THE REPORT WILL BE SENT TO RESPONDENTS AND INDUSTRY BODIES

Appendix C

Sample Profile

The following table shows the breakdown of respondents to the survey. Where percentages do not sum up to 100, this may be due to computer rounding, the exclusion of 'don't know/not stated' response categories, or multiple answers being given to the same question.

Variable	No of Interviews completed	% of interviews completed
TOTAL	204	100%
ORGANISATION FUNCTION		
Supplier/shipper	109	53%
Generator	49	24%
Network owner/operator	43	21
Agent	18	9%
Representative organisation	8	4%
Other	8	4%
Consumer	7	3%
Consultant	7	3%
Third Party intermediary	4	2
YEARS IN ENERGY MARKET FOR ORGANISATION		
0-1	10	5%
2-3	10	5%
4-5	7	3%
6-9	20	10%
10+	156	76%
NO. OF EMPLOYEES IN ORGANISATION		
0-9	15	7%
10-19	15	7%
20-49	26	13%
50-249	34	17%
250-999	30	15%
1,000-4,999	35	17%
5,000+	43	21%

Appendix D

Follow-up Interviews Discussion Guide

INTRODUCTION

Hello, my name is <<moderator name>> from Future Thinking, an independent market research agency. We are conducting this research on behalf of Ofgem. Thank you for agreeing to take part in this follow-up discussion about the survey you recently took part in about the Code(s) your organisation is party to.

Ofgem wish to gain a more detailed understanding of how Code Administrators can achieve best practice in the service they deliver. We would like to talk not just around the codes you answered about in the survey, but all codes you have involvement with.

The findings of this research will be used to inform Ofgem about what particular aspects of service are most important and where there are examples of good practice and room for improvement in the service provided by Code Administrators. .

I would like to reassure that the interview will be conducted in line with the Market Research Society code of conduct and we will not attribute the views you share with us to your Code Administrator or to Ofgem unless you specifically request us to do so.

MODERATOR NOTE: GET CONSENT TO RECORD

WARM UP

- First of all, can you tell me a little bit about yourself?

PROBE

- Role within the organisation
- What does this involve on a day to day basis
- Type of organisation (confirm size, sector & length of time in the energy market)

Codes

- Can you tell me about the code(s) you were asked about in the survey?

PROMPT IF [These were....]

- You said you were <<Very/Fairly/Occasionally involved INSERT RESPONSE FROM S3>>, can you tell me a little bit more about your involvement?

MODERATOR: PROMPT FOR ALL OTHER CODES THAT THEY DID NOT FOCUS ON IN THE SURVEY

Individual and organisation

Personal involvement with code

- PROMPT: Recap on level of involvement with code(s) using QS3 if necessary
- Does the level of involvement you have with the code affect:
 - Your ability to fully understand and engage with the various aspects of the codes?
 - IF YES- Can you tell me a bit about the areas that you find difficult to understand? Why do you say this?
- [If low involvement] Is there anything the CA could do better to improve its service to people who, like you, have less involvement with the code?

PROMPT ACROSS ALL CODES

Effect of company experience/history

Do you think your company's experience in the market impacts on the way you deal with code administrators and how they work with you?¹ MODERATOR NOTE: By experience we mean the number of years your company has been operating in the market and the number of years it has been party to codes.

IF HAS IMPACT

- How does it impact on you? How does the CA help you? What could it do to support more?

PROMPT FOR ANYTHING ELSE

OVERALL SATISFACTION

General

- What parts of the code administrators' service are most important in allowing you to do your role?
 - Does this vary across codes? If so, why?
- What parts of the code administrators' service are relatively less important?
 - Does this vary across codes? If so, why?
- [IF deals with more than one code] Do you require different service from code administrators for different codes?
 - If so, why?
 - Do you think the differences between codes have an effect on the service that code administrators provide?
 - PROMPT: For example, differences between codes may include their different complexities
- Do any of the services provided by code administrators stand out as being particularly good?
 - [IF YES] What makes them stand out?
 - What can other code administrators do to emulate <<INSERT CODE>>?
- Think about your 'ideal' CA for a moment. What kind of service would they provide? (MODERATOR NOTE: If needed, refer to services that were identified as particularly important above).
 - And how would this benefit you/your organisation
- What do think the barriers are to providing such a service?
- In the survey you said you were <satisfied/neutral/dissatisfied> with the service provided by your code administrators?
 - Can you tell me why you gave this rating? What do your CAs do to make you think about the service this way?

I'd like to ask about some specific areas (if not at length above).

¹ [Q32, Q33, also refer to responses at Q1 & Q2]

UNDERSTANDING MODIFICATIONS

[REFER TO Q28]

- Generally speaking, what are your thoughts on the modification process for the codes you accede to?
 - What are the challenges?
 - What support do you get from CAs to help you with understanding modifications?
 - Do CAs need to improve the level of support they give you in the modifications process and their impact?
 - How could they improve the level of support they provide?

PROMPT FOR EACH CODE

- How important is CA support in helping you to understand modifications raised by others?
 - To what extent does it affect your overall opinion of the level of service you receive from a code administrator?
- Are there any CAs that offer services that are particularly helpful at supporting you through modifications? Why are these services in particular so helpful?

ACCESSION PROCESS

- Generally speaking, what is your opinion on the accession process for the codes you are party to?
- Can you tell me a little about your organisation's experience during the accession?
 - What support did you receive from the CA?
 - Was this the right level of support or not? Why?
 - IF RIGHT LEVEL: Why was this support beneficial? What did the support entail?
 - What challenges did you face?
- What key things could the CAs have done to make the process easier

WEBSITES

- Generally speaking, what is your opinion of the Code administrator websites? (MODERATOR NOTE: Discuss CA websites that the respondent uses, not just those they were surveyed about)
 - What do you use the CA website for?
 - Are there any barriers to use?
 - How reliant are you on the website?
 - What aspects of the website stand out as being good? Why these?
 - Which aspects stand out as not so good? Why do you say that?
- What are your perceptions on the content of the website?
 - How relevant is it?
 - Are there any gaps in information
- How important are the websites in enabling you to meet your obligations to the codes?
 - To what extent does your experience of a code's website affect your opinion of the respective code administrator?
- Are there any codes with websites that you feel are in need of improvement?
- Are there any codes that you feel have particularly good websites?
 - What makes the website more effective?
 - What are they doing differently?

- How can other code administrators learn?

IMPROVING THE SERVICE RECEIVED OVERALL

- From the CAs you deal with, can you identify the 3 things that stand out in the service you receive?
- And what three things can CAs do to deliver a better service for your organisation?
- Are there any areas we have not discussed where you feel code administrators could improve their service to you?
 - What could they do to address this?
- To finish, are there any other comments you have on the service provided to you by code administrators?

Thank you very much for taking the time to talk to us and contributing to this important survey. Ofgem intends to publish the research findings in April and will inform industry as to the publication.

THANK AND CLOSE

Appendix E

Statistical Reliability

The respondents to this survey are only samples of the total 'populations' of organisations party to the eleven codes. This means that we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the 'true' values). We can, however, predict the variation between the sample results and the 'true' values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range. The table below illustrates the predicted range for different sample sizes and percentage results at the '95% confidence interval'.

Overall statistical reliability			
Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
204 (respondents overall)	4.1	6.3	6.9
373 (code responses)	3.0	4.7	5.1

For example, with a sample of 204 responses where 30% give a particular answer, the chances are 19 in 20 that the 'true' value (which would have been obtained if the whole population had been interviewed) will fall within the range of plus or minus 6.3 percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be 'real', or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one – i.e. if it is 'statistically significant', we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume the '95% confidence interval', the differences between the two sample results must be greater than the values given in the table below:

Overall statistical reliability within sub-groups			
Size of sub-sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
50 vs 50	12	18	20
50 vs 100	10	16	17
50 vs 200	9	14	16
50 vs 300	9	14	15
100 vs 100	8	13	14
100 vs 200	7	11	12
100 vs 300	7	10	11
200 vs 200	6	9	10

Within the associated report, any statistically significant differences evident when comparing sub-groups of a particular variable are indicated. A red box identifies a significantly lower result and a green box for the comparable sub-group shows a significantly higher result.

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