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Direct Dial: 0141 331 6007
Email: Lesley.nugent@ofgem.gov.uk
Date: 27 June 2019

Dear colleague,

Invitation to participate in code administrators' performance survey

On 31 March 2016, we published our Code Governance Review (Phase 3) (CGR3) Final Proposals,¹ including our decision that Ofgem should commission² an independent third party to undertake a cross-code survey on code administrators' performance.

Given the success of the first survey, the results of which were published in April 2017, we decided to run the survey for at least three further years, on an annual basis.

Following a competitive tender process we commissioned Future Thinking, an independent research agency, to undertake the surveys. Last year Future Thinking conducted the first of this series of three surveys. Future Thinking recently commenced this year's survey. In partnership with Watermelon (who are customer experience and insight specialists), Future Thinking have started contacting code administrators' customers to take part.

We would like to thank those that have already taken part in this year's survey.

If you have not yet taken part, we hope that if you are contacted by Future Thinking, at any stage of the project, that you will be willing to share your views and participate in the survey. Your involvement should not need a significant amount of your time and is important to help ensure that the industry receives feedback around the performance of the code administrators. Future Thinking will ensure that interviews are scheduled at a time that is convenient to you over the coming weeks. All interviews will be completely anonymous, neither Ofgem nor the code administrators will be made aware of who participates in the survey, unless you specifically identify that you would like your comments to be shared with us directly.

If you have any questions about the research, please contact Joy Mhonda at Future Thinking (tel: 07876 864 436 email Joy.Mhonda@futurethinking.com) or Alex Venn (tel: 07841 211 509 email Alex.Venn@futurethinking.com).

We hope that you will be able to take this opportunity to tell us your thoughts; we greatly value your views in respect of the performance of the code administrators.

Yours sincerely,

Lesley Nugent
Deputy Director, Licensing Frameworks

¹ Code Governance Review (Phase 3) Final Proposals. Available at: <https://www.ofgem.gov.uk/publications-and-updates/code-governance-review-phase-3-final-proposals>

² Ofgem will commission the independent third party, and in accordance with the current arrangements under the codes, the code administrators will pay for the survey.