



Making a positive difference  
for energy consumers

Email: [industrycodes@ofgem.gov.uk](mailto:industrycodes@ofgem.gov.uk)

Date: 19 May 2021

Dear Colleague,

### **Invitation to participate in code administrators' performance survey**

Following the recommendations of the Code Governance Review Phase 3 (CGR3) Final Proposals<sup>1</sup> we decided to commission<sup>2</sup> an independent third party to undertake a cross-code survey. Commencing in 2017, these surveys have generally been carried out annually, but we delayed the survey last year due to COVID. Following consultation with industry we have decided to undertake a survey again this year.

We will be using Savanta, an independent research agency to undertake the survey. Savanta were previously known as Future Thinking, who we commissioned following a competitive tender process.

Savanta will carry out a number of telephone interviews with relevant parties as well as providing the opportunity to complete the survey online. Savanta will start contacting code parties shortly.

We hope that if you are contacted, at any stage of the project, that you will be willing to share your views and participate in the survey. Your involvement should not require a significant amount of your time and is important to help ensure that industry receives feedback around the performance of the code administrators. Savanta will ensure that

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

<sup>2</sup> 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.

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 Steve King (tel: 07879 634601 or email [steve.king@savanta.com](mailto:steve.king@savanta.com)) at Savanta.

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

Yours sincerely,

David Hall  
Head of Industry Codes and Licensing