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Date: 31 October 2016

Dear colleague

Code administrators' performance survey questionnaire

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.

Alongside our Final Proposals, we consulted separately on some specific issues relating to code administration reporting metrics and performance surveys.³ On 9 June we published a letter setting out the next steps, including that we would begin the process to appoint the party to undertake the survey.⁴

Following a competitive tender process we commissioned Future Thinking,⁵ an independent research agency, to undertake the survey. Future Thinking has developed the survey questionnaire, supported by Ofgem. This has included Future Thinking carrying out a small number of telephone interviews with relevant parties.

The resulting draft survey questionnaire is included as an appendix to this letter.

Should you have any comments on the draft survey questionnaire, please send them to industrycodes@ofgem.gov.uk by Friday 11 November. Please note, we are not asking you to complete the survey in response to this letter, this is an opportunity for you to consider the scope and content of the survey.

We normally publish all responses on our website. However, if you do not wish your response to be made public then please clearly mark it not for publication.

Following receipt of any responses to this consultation Future Thinking, supported by Ofgem, will finalise the survey questionnaire and then undertake the survey.

We hope that if you are contacted by Future Thinking 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 Ofgem 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

¹ <https://www.ofgem.gov.uk/publications-and-updates/code-governance-review-phase-3-final-proposals>

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

³ https://www.ofgem.gov.uk/system/files/docs/2016/03/code_governance_review_phase_3_final_proposals_consultation_on_surveys_and_metrics.pdf

⁴ https://www.ofgem.gov.uk/system/files/docs/2016/06/code_governance_review_phase_3_-_final_proposals_-_next_steps_on_surveys_and_metrics.pdf

⁵ On 9 September we published a letter inviting participation in the survey and announcing that we had commissioned Future Thinking.

https://www.ofgem.gov.uk/system/files/docs/2016/09/ofgem_2016_code_administrator_survey_invitation.pdf

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: 020 7843 2171 or email Joy.Mhonda@futurethinking.com).

Yours sincerely

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