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10 November 2016

Dear Vivian

National Grid response to the Code administrators' performance survey questionnaire

Thank you for the opportunity to respond to Ofgem's consultation on the Code administrators' performance survey questionnaire, we are generally supportive of the questionnaire but would suggest a few changes to improve the respondent experience and the quality of data collected. This response is provided on behalf of National Grid Electricity Transmission plc (NGET). NGET is responsible for administering the electricity Connection and Use of System Code (CUSC), the Grid Code and the System Operator – Transmission Owner Code (STC).

The amount of detail within the questionnaire may lead to the survey taking quite a long time, which based on feedback we have received has proved to be a challenge for industry participants and might put some respondents off from participating in future cycles. Also for respondents to plan their time it would be helpful to clarify how long the survey is envisaged to take.

We would also suggest you have both an online and telephone version of the survey. If this is a telephone interview, then we would anticipate that a number of the 'I's' should be replaced with 'you'.

Below we have identified some specific points in regards to the content and wording of questions.

The introduction seems to be quite lengthy and a lot of detail. This might be covered in an e-mail/letter introducing the survey prior to the interview.

Within the introduction it is highlighted that the interview is 'completely confidential', but individual scores will normally be included in part of a combined published satisfaction figure and some respondents may want the scores or comments to be visible to the Code Administrator community, so that they can ensure appropriate action is completed in line with the feedback. It would be informative for the respondents if it was clarified within the introductory section, where the information would be shared.

Other comments on specific questions are listed below:

- Q1 and Q2 (in the introduction) are very similar and could seem repetitive. Question 2 could just be asked to shorten the survey.
- Q7 (in the general questions) has a number of options. We think it might be difficult to answer over the phone due to the amount of detail in the question. We would suggest shortening the length of response options.
- Q11 and Q12 could be combined into one question, possibly just utilising question 11, as they seemed to overlap each other?

- The text in Q15 seems a bit too general in terms of 'interpret the information'. Could we suggest other alternative text options –'understand the Code drafting', 'understand the workgroup reports' or 'understand how modifications apply to my business'.
- We would ask that a caveat be added to Q25, clarifying that National Grid holds two roles in the development of a modification (the Code Administrator and a separate Workgroup member) and that the response is only a reflection of the Code Administrator role. We consider this distinction an important one for respondents to understand and without the caveat there is a significant risk of an inaccurate response.
- Could you include a question around why people don't attend workgroup meetings (similar to Q27)? I think that this would be helpful feedback for a Code Administrator.
- A number of times the word 'ranging' can be removed from the questionnaire.

Also we have identified some proposed cosmetic changes in the attached PDF file.

If you wish to discuss this further, or have any queries regarding this response, please contact John Martin on 01926 656672. This response is not confidential and may be published.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'LS', followed by a long horizontal line extending to the right.

Louise Schmitz
Governance, Charging and Revenue Manager