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Date: 15 March 2018

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.

Last year, we conducted the first survey and published the results on our website in April.³ We have now decided to run the survey for at least the next three years, on an annual basis.

Following a competitive tender process we have commissioned Future Thinking, an independent research agency, to undertake the survey. Similar to last year, Future Thinking will carry out a number of telephone interviews with relevant parties. Future Thinking will start contacting code parties soon.

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 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 (tel: 020 7843 2171 or email Joy.Mhonda@futurethinking.com) or Rachel McGrail (tel: 07795 310 216 or email Rachel.McGrail@futurethinking.com) at Future Thinking.

Yours sincerely,

Lesley Nugent
Head of Industry Codes and Licensing

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.

³ Code Administrators' Performance Survey Findings – published 20 April 2017. Available at: <https://www.ofgem.gov.uk/publications-and-updates/code-administrators-performance-survey-findings>