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for energy consumers

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Date: 11 October 2019

Dear colleague

Publication of code administrators' performance survey

Today we have published the findings of the third cross-code survey on code administrators' performance.

The main objectives of the survey¹ were to:

- identify best practice in how the code administrators are carrying out their role; and
- collect research data on the nature of the service, its efficacy and levels of satisfaction, as well as the nature of any particular issues.

This letter sets out the background to the survey and our expectations on next steps.

Background

On 31 March 2016, we published our Code Governance Review (Phase 3) (CGR3) Final Proposals,² including our decision that Ofgem should commission³ an independent third

¹ Note that both the codes themselves and the code administrators have varying characteristics including in terms of their remit, size and budget. The objective of the survey is not to compare performance across the codes and the code administrators.

² <https://www.ofgem.gov.uk/publications-and-updates/code-governance-review-phase-3-final-proposals>

³ Ofgem would commission the independent third party, and in accordance with the current arrangements under the codes, the code administrators would pay for the survey.

party to undertake a cross-code survey on code administrators' performance.⁴ Following a competitive tender process we commissioned Future Thinking, an independent research agency, to undertake the survey. The results from the first survey were published to our website on 20 April 2017.⁵

Following a further competitive tender process we again commissioned Future Thinking to undertake further surveys. The second survey was published on 8 October 2018⁶. Future Thinking has now undertaken the latest survey, during which there were over 200 participants.⁷ We are grateful to those of you who were contacted by Future Thinking, and were willing to share your views by participating in the survey. We have today published the results of the survey on our website.

Next steps

Following the publication of the results of the survey, we encourage all interested parties to review the findings and to ensure the areas of best practice are shared and implemented by the code administrators. We also encourage the code administrators to consider individually how they may be able to implement recommendations and, where appropriate, to consider as a group how recommendations could be implemented.

We note that in November 2018 jointly with BEIS we launched a fundamental review into the codes that govern our energy system. On 22 July, we jointly published a consultation on reforming the energy industry codes. The consultation closed on 16 September 2019, and we are currently reviewing responses.

Yours sincerely

Lesley Nugent
Deputy Director, Licensing Frameworks

⁴ Alongside our Final Proposals, we consulted separately on some specific issues relating to code administration reporting metrics and performance surveys.
https://www.ofgem.gov.uk/system/files/docs/2016/03/code_governance_review_phase_3_final_proposals_consultation_on_surveys_and_metrics.pdf

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
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 <https://www.ofgem.gov.uk/publications-and-updates/code-administrators-performance-survey-findings>

⁶ <https://www.ofgem.gov.uk/publications-and-updates/code-administrators-performance-survey-findings-2018>

⁷ The fieldwork for the survey took place during the period May to August 2019.