OFGEM'S CODE ADMINISTRATOR PERFORMANCE SURVEY

MEETING NAME	BSC Panel Meeting

Date of meeting	8 November 2018
Paper number	284/08
Owner/author	Mark Bygraves
Purpose of paper	Information
Classification	Public
Summary	This paper details the BSC results and those compared to other Code Administrators' results in relation to Ofgem's second Code Administrator's Performance Survey.

1.   Background

1.1   On 8 October 2018, Ofgem published its second cross-code administrators' performance survey.

1.2   The main objectives according to Ofgem 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.

1.3   The survey, involving all 11 Code Administrators, was conducted on behalf of Ofgem by an independent research company earlier this year. The survey focused on Code Administration and the service provided by Code Administrators and comprised online, telephone and in depth interviews.

1.4   The first study was carried out in 2017. This year's survey was repeated to monitor performance and identify any developments and improvements.

2.   ELEXON Performance Survey Results 2018

2.1   The full set of BSC results and the separate report showing the results of the different Code Administrators are attached to this paper (Attachments A and B).

2.2   ELEXON's net satisfaction rating increased in Ofgem's second cross-code administrators' performance survey, with 86% of those being surveyed satisfied with the BSC and ELEXON as a whole. This means we top Ofgem's Code Administrators' Performance survey for a second year running, leading to the assessor's conclusion that 'Overall, ELEXON is regarded highly' and our customers saying '…ELEXON is very good'.

2.3   However, there is always room for improvement. ELEXON will review the results and identify areas where we can continue to enhance the service we provide.

2.4   In further detail:

●   ELEXON came top in several specific questions including overall satisfaction (86% net satisfied), a near perfect score (97%) for the provision of support that we give, and 95% of participants felt satisfied with how we keep them informed about the BSC. This shows that ELEXON is highly regarded and seen as helpful, trusted, independent, reliable market experts setting the standard. ELEXON always has and always will focus its efforts on its customers.

●   The overall satisfaction score is driven by three KPIs. The satisfaction scores for these three key drivers increased by 12, 12 and 3 percentage points as shown below:

ELEXON

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How did we do?

> We improved on **all key indicators** in 2018, with 'provision of support'
> **close to 100%**

Satisfaction with ELEXON service
Source: Ofgem
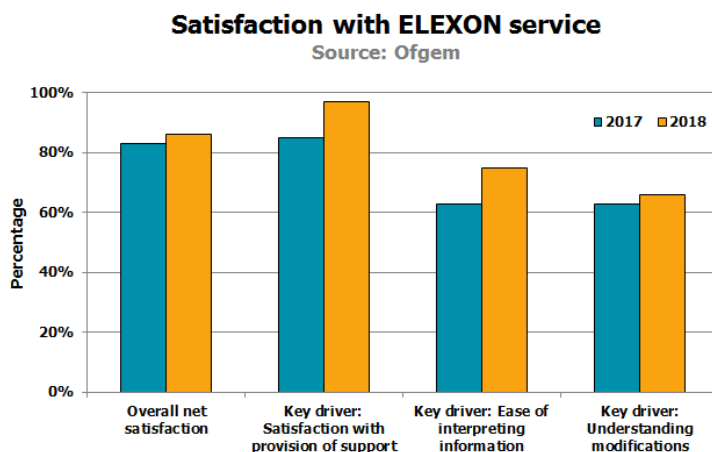
- More generally, those with more experience of codes and in organisations with 250+ employees are more likely to find interpreting information easier.

- This year, satisfaction ratings increased for smaller organisations and those in the energy market for 5 years or less, which is encouraging news as their satisfaction levels were lower in our customer survey last year.

- Satisfaction scores increased in **6 questions** with biggest increase of **16%** (satisfaction with support received when requested).

- Satisfaction scores decreased in **8 questions** with biggest decline of **10%** (easy to participate in discussion). But **5 questions** were related to the website and teleconference facilities, which were updated after the survey.

- **2 questions,** where the satisfaction scores declined, still had scores in the **90s.**

2.5   One area that needs some improvement is around helping our customers understand the BSC Modification process (even though the satisfaction score did increase – up 3 percentage points to 66%). Despite this being still 10% higher than the average, we are aware that work is required in how we communicate with Parties and this is an industry wide issue that all Codes are reviewing.

2.6   Another comment was made about the added complexity of the portal. Respondents were not saying it is wrong, just that it is difficult to navigate. This is an issue for some (it has been mentioned in our customer survey a number of times) which is why we will be looking at the user experience as we move focus from our website to the portal in the coming months.

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3. ELEXON's performance compared to other Code Administrators

3.1   Below shows the 2018 and 2017 scores for overall satisfaction of the Code Administrators:

Overall net satisfaction for all codes

Overall net satisfaction
Source: Ofgem
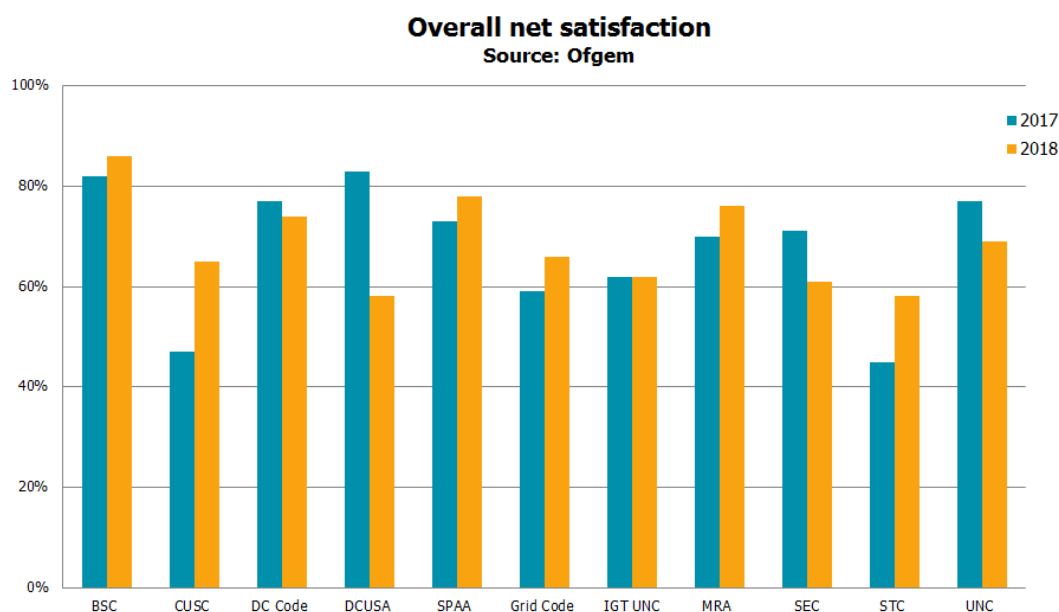
All-staff Briefing: 31 October 2018

3.2   There were a number of key themes that ran through the results – they were mainly around ease of use on websites, receiving information and teleconference and meeting facilities. We will be looking at these further although as stated earlier, since the survey, we have updated our teleconference and webinar facilities and made some improvements to our website.

3.3   There were a number of comments on the introduction of Account Managers at some codes and the need for more one-to-one engagement and we know that they have been using our Operational Support Manager (OSMs) service as a template for best in class.

4. Conclusion

4.1   We will study the results in more detail and whilst we are extremely pleased to top the survey for the second year running, we are not complacent and recognise there is always room for improvement. Clearly communication relating to the Modification process and the Portal are areas we will focus on.,

4.2   Ofgem have resisted calling out good or best behaviour and in our view have therefore missed an opportunity to investigate what might be driving those better behaviours. For example:

●   Is it our not for profit model which enables us to focus on and respond to customer requests?

●   Is it our end to end model of Code Administration, code and system operations, and policy support (which enables our experts to apply themselves to administration, change, operations and supporting the regulator and government in developing policy) that ensures we have expertise to address our customers' needs?

● Is it our transparent services and costs which cement us as trusted independent reliable market experts?

This is a real opportunity to analyse what our customers value and want from their code administrators. The risk is that in a busy world Code Panels have little time, and possibly Code Administrators have little incentive, to really investigate what and how alternative code administrators are delivering.

5. Recommendations

5.1 We invite you to:

a) **NOTE** the results of Ofgem's Code Administrator Customer Satisfaction Survey and that we will be analysing those results further in order to identify and take forward actions to further improve our service.

Attachments

Attachment A – The full set of BSC results

Attachment B – The full report of the different Code Administrators' results

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