

Public

Panel update: 2014 customer survey

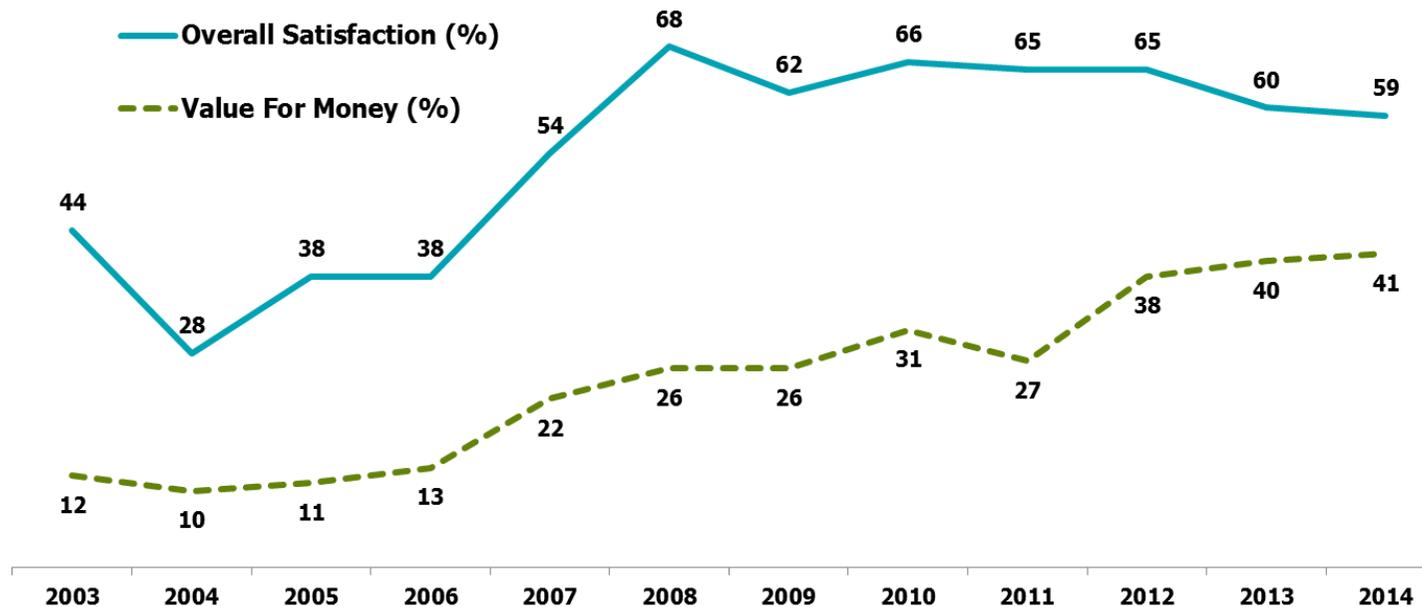
2 July 2015
Victoria Moxham

ELEXON

Recap

- We presented the results of the 2014 customer survey in December
- Highlights:
 - We maintained our high overall customer satisfaction level
 - 59% of respondents scored ELEXON's service at 8 or more out of 10

SCORE 8+ (Out of 10)
1 = Not At All Satisfied/ 10 = Extremely Satisfied
1 = Poor/ 10 = Excellent Value For Money



Areas for improvement

- Participants were less positive about some key areas:
 - Performance Assurance
 - service from OSMs
- We also identified a number of areas to improve overall communication with stakeholders including:
 - update the website
 - exploit new media more
 - more-concise documentation
 - expand training opportunities

Actions we've taken in response to the 2014 survey (1)

- Performance Assurance Framework (PAF) changes
 - We have signed a three year contract with ElectraLink to provide us with data to help us gain greater insight into the accuracy of key settlement processes being performed by BSC Parties. The new data will help us to deliver the Performance Assurance Approach in a more targeted manner (and will also be used by the BSC Auditor to help identify problem areas). This change is not a direct result of feedback from the customer survey, but should help to address the comment in the survey that the PAF 'lacks teeth'.
 - We have implemented changes resulting from the lessons learnt exercise following DA681 which have helped to address the comment in the survey that the Disputes process should be speeded up.
 - There was a comment that Technical Assurance checks clashed with audit site visits. The team now checks that there are no clashes between TA and BSC Audit site visits before dates are agreed and finalised.

Actions we've taken in response to the 2014 survey (2)

- OSM service
 - Last year's survey was less favorable about the OSM service than in previous years. We believe that this was in part due to the high level of turnover within the team and moves within the business of some of our most senior OSMs. We've increased our focus on OSM training and also increased Executive level presence at OSM meetings.
- New search function on the ELEXON website
 - In response to customer feedback, especially from last year's customer survey, the ELEXON website is undergoing a comprehensive development project. From intuitive navigation to quality content to new search functionality the ELEXON website user experience is set to improve.

Actions we've taken in response to the 2014 survey (3)

- Written communications
 - We've provided training to all staff who regularly write committee papers on how to produce high quality papers.

- Training videos
 - As part of improving our customer service, we are currently producing new training videos to be published on our website soon. This will not replace our training function, but will simply provide another way of delivering information to our customers on some of our most requested topics and technical processes, such as Credit and Market Domain Data (MDD).

- Meeting management
 - We've introduced a 'Chairman's Charter' to increase the focus on chairing skills and to help ensure a consistent standard of chairing across all committee meetings.

