

Code Administrator Strategic Update



Code Administrator Code of Practice Survey Results

Comparison Grid Code 2017 and 2018 results

	Results 2017	Results 2018	Change
Perceived improvements			
Net improved %	-	20	Increase 20%
Net worsened %	-	6	Increase 6 %
Overall satisfaction			
Net satisfied %	59	66	Increase 7%
Net dissatisfied %	7	6	Decrease 1%
Satisfaction with the provision of support			
Net satisfied %	67	73	Increase 6%
Net dissatisfied %	8	6	Decrease 2%
Satisfaction with support received when requested			
Net satisfied %	69	77	Increase 8%
Net dissatisfied %	4	0	Decrease 4%

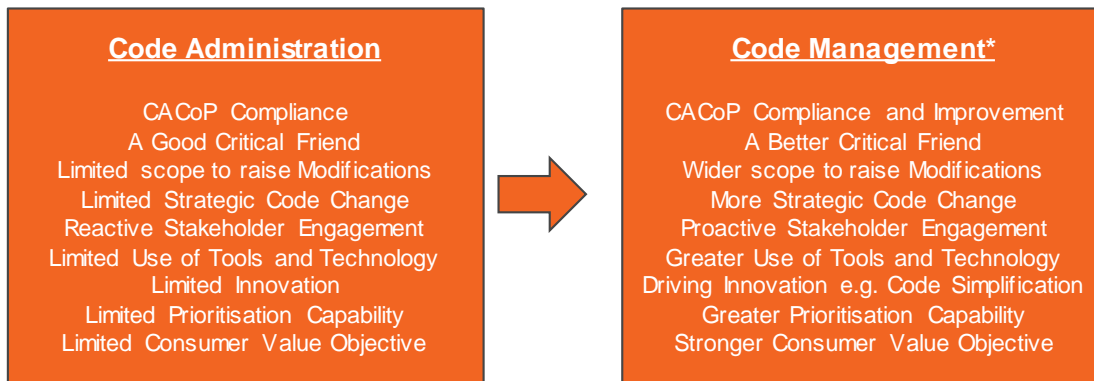
Code Administrator Code of Practice Survey Results

Comparison Grid Code 2017 and 2018 results

	Results 2017	Results 2018	Change
Kept informed about the code			
Net informed %	81	80	Decrease 1%
Net not informed %	19	14	Decrease 5%
Ease of interpreting information from the Code Administrator			
Net easy %	52	60	Increase 8%
Net difficult %	26	14	Decrease 12 %
Relevance of information			
Net relevant %	92	83	Decrease 9%
Net not relevant %	8	10	Increase 2%
Understanding modifications			
Net satisfied %	44	54	Increase 10%
Net dissatisfied %	19	6	Decrease 13%

What does our service transition look like?

- Our 'Customer Journey' Project will enhance the current service we provide in RIIO-T1.
- We believe there is an opportunity to further increase performance and unlock consumer value through Code Management – however the role of a Code Manager remains unclear at this point in time.
- We would welcome your views on our indicative views for the role of a Code Manager in RIIO-2.



Questions

1. Does this define the high level principles of a code manager?
2. Who do you think is best placed to undertake this role?

Funding model options for a Code Manager?

Funding Mechanism



- Margin based funding
- Incentive based outcomes

Funding duration



- Fixed Funding for the duration of the price control i.e. 5 years
- Annual funding process

Funding Process



- Industry Stakeholder Consultation on outputs / deliverables
- Panel / Ofgem Approval process?
- Panel role in allocating resources / budget

Questions

1. For each of the above areas what are your views?
2. Are there any other important principles we need to capture?