What are your current challenges in navigating the codes?

no consistence – different templates slightly, WG meetings

difficult to find WG progression – one source of information

difficult finding latest progression of WGs

Recognising where changes in one area would impact on others (within and across Codes)

Codes not in plain english – terminology

Websites differing across Code Administrators, some have easier to navigate websites with information available. Others do not. Inconsistency across the Codes

Difference in quality

What 'Code Administration' means seems to differ across Codes – having it clearer what each administrator is responsible for

Too many different areas to navigate. Scattered information. Not always consistent.

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What are your current challenges in navigating the codes?

Different terminology for the same thing across different Codes

Information not being up to date

lots of different types of website

terminology and acronyms are difficult

Accessibility – volume of information across all the Codes. How to manage the volume? Can it be more consistent?

Gas and electricity have very different structures – not a straightforward link

Differing nomenclature

search facilities very dramatically

Not always obvious if change is domestic or non-domestic

37

What are your current challenges in navigating the codes?

difficult to find presentation material from Workgroups

Each website is structured differently – if you're used to one, difficult to find same info on another

Accessibility of Codes, size of Codes

huge complexity and volume of information can be difficult to decipher

Different websites are updated at different times – no consistency

huge swath of information to wade thorough

consolidation of Codes would work. but consistency would be better

More plain English summaries – modifications are very complex. It's helpful to have plain English summaries to share with those who don't understand the complexities

potentially have 11 facsimilels of information of website, glossary, documents etc.

What are your current challenges in navigating the codes?

Complexity with 'on the shelf changes on hold' for SCR needing to be managed/maintained

Modifications can be lengthy - there should be some way to reduce it

central CACoP website would be useful

Need for early identification of cross-code issues

Each code is written in different ways

Consistency across codes in regard to alternative solutions

central governance and direction could drive consistency but acknowledge legislative issues

would be willing to pay for central co-ordination dependant on cost for premium service

link to glossaries in Mod reports could be useful

37

What are your current challenges in navigating the codes?

legal text could be more consistent if lawyers are used consistently

37

How useful are the current products we publish?

newwsletter – not easy to ffind on webistes

Better for the CMR and Horizon Scan to be fully developed and live, otherwise just adding to the confusion

Central register once found (needs to be better advertised)

Very useful but needs to be complete (CMR)

seeing forward workplan would be useful

Horizon scanning very useful

Got to be up-to-date, accurate and complete to get the comfort

Useful – but how do we find it? Do all CAs upload the documents at the same time?

balance of 'push' vs 'pull' in terms of accessing information

52

How useful are the current products we publish?

once it is known about, word of mouth will help to allow access

is 3 times a year the best frequency?

The CMR as the one source of all change

It would be useful for all Code Administrators to have individual newsletters – if this already exists – ease to locate them

Some products easier to find than others across codes

newsletter is a good way of interacting with customers that don;t otherwise engage

recognise the balance of regular engagement vs. having something to say

Need a process map for each mod process – differ across codes. Also makes a single list more complex, having to cater for different processes.

Brexit was good. Consistent message and easy to understand. It's easier to read one communication than eleven!

52

How useful are the current products we publish?

4 times a year would be a better balance than 3 times a year

Useful when mods are published before they go to panel

Release information could be easier to find and consistent

CRM - can you make it so it can be filtered on impacted party and release date

Knowing which party types are affected by which codes – not very clear

horizon scan – would be useful to know if there are planned changes coming

H/scan really useful for smaller parties

Central repository of defined terms

central product adds value, particulalry as some companies staff are shrinking and there are multiple pulls for smaller companies

52

How useful are the current products we publish?

Central website would be useful, contain central information sources in one place in one format.

Not CACoPs role to offer thoughts on prioritisation – what's important

potentially use the newsletter to support horizon scanning

The CACoP survey is very useful. We welcome the opportunity to provide feedback

Comms on when things are published to enable monthly planning

questioning whether REC may be involved in the Energy Code Review

Does the Ofgem daily briefings feed into the Horizon Scan?

BEIS could find horizon scan useful

Ofgem could use horizon scan to engage with CACoP and vise versa

52

How useful are the current products we publish?

There is lack of consistency for voting. For example small market participants can be out voted by big organisations where the voting is weighted

Info needs to be easy to digest – short articles in newsletters

Automated systems to alert interested party's of consultations etc

Critical friend varies across Codes. The experts, where available, are invaluable. The Code Manager role is fantastic. This would be great across the Codes – expertise and knowledge

regular updates of CMR and H/scan need to be balanced against resource

Ask customers which websites/newsletters/etc they like/don't like and use those to draft guidelines for CAs

products will be useful if they know where to find them

CMR needs to reflect all changes, not just cross code

Consideration on what being asked is relevant in RFIs and consultations.

52

How useful are the current products we publish?

Able to subscribe to the CACoP newsletter and to get all info we need via that

remove subjectivity of CMR – include everything

Inconsistency on help desks between Codes from fairly ineffectual to very good

Central repository of all consultation dates across all codes

It would be wonderful to have a consolidated news letter merging all the admin's individual publications into one document – rearranged to bring common topics together.

potentially use CACoP as the critical friend for cross-code working

Engage with the wider industry rather than just the professional meeting goers.

52

What could we do to provide a better service to industry?

Consistency

single source of truth

stop inventing new acronyms

difference in acronyms between codes

CACoP as single point of contact for new entrants

1 website with all the mods with filters

Code administrators are the experts – look to their guidance on changes and what to focus on

Better engagement

Consistency with voting. Some mods require a voting form, some don't

59

What could we do to provide a better service to industry?

critical friend consistency across codes

Criteria for joining a working group inconsistent

Difference in consultation approach – gas vs electricity – either an explantation why or the same approach

Terms of reference for the scope of CACoP to be broadened to allow more cross Code working

Providing expert support and guidance to parties, but recognising the need to remain impartial

Code managers across all the code administrators

brexit is a good example of cross code working

consistency of cross-code joint working

Better summaries of each change to identify which ones Parties may be interested in/impacted by

59

What could we do to provide a better service to industry?

How to streamline the process/ reduce the resource burden on the modification process

Need to be clearer how a party type is impacted by a change – can be difficult to identify

consistency across all Codes in every respect Templates, abbreviations, etc.

ensure consistency of approach before cross-code mods are raised

Quick easy way to provide feedback on working group activities

consistency of Workgroup processes

educate Workgroup members about how cross-coide working should work so they can hold Codes to account

Consistency with the workgroups – clear, set agendas. Well chaired meetings

Clear invites to understand why the meeting is going ahead, the purpose, what is the anticipated outcome from the meeting

59

What could we do to provide a better service to industry?

Engage with the industry rather than just the professional meeting goers.

consistencies of alternanatives – liek ability to restrict

Good chairing

Joint training days

conultations length

Named analyst and contact on all modifications

If industry is asking CAs to do more, they need to be prepared to provide more funding for the extra resource needed

consultations need to be 2 week minimum bt can be extended if required by the Panel

consulting twice on the same mod has little value – smacks of procrastination

59

What could we do to provide a better service to industry?

Consecutive meetings to reduce travel and costs

Extend principles under CACoP to related groups like Exoserve – all key industry agreements

Avoid clashes – example of last Thursday where there were 3 events by 3 CAs

seeing consultation responces pro-active engagement from Code Manager – difficult for Code Admins

Availability of papers before and after the meeting

Framework for engagement

'CACoP army'

Greater cross Code working

individuals in Code Admins can make the differnec on how well Codes are percieved

59

What could we do to provide a better service to industry?

More joint working groups with single consultation responses

Gas is easirer to navigate as there's only two (three!) codes to navigate

having seperate Code Admins and service providers can be confusing and time commencing

Selling CACoP services more widely – comms for today didn't effectively sell the aims of the day

a single processs to rasie a technical change in Gas would be very useful

Instigate monitoring to ensure code admins are compliant with CaCoP

View BEIS consultation process. They think about themes and don't provide legal text. Is it right to have the CACoP principle about legal text? What can be learnt from the BEIS process which is a lot easier?

Standardised quoracy arrangements for meetings

Independent review of the Codes to align them or justify why they differ

59

What could we do to provide a better service to industry?

Promote the central products more – potential to be lost in the noise

indsutry is becoming busier and resource reducing. price Cap is causing redundancy. having less points of contact for a change/managemetn would be easier

How to push past different funding and governance arrangements so everyone actually works together

joint working groups would be helpful, particulalry for SCRs

Ofgem shoudl eb pulling togehter all changes across faster switching – CACoP could help with this!

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Thank you for your views