Code Administrator Survey 2020

Executive Summary

In 2020 we made considerable improvements to our service as Code Administrator, to address what our stakeholders told us they expected from us. We're pleased to report a step change in overall satisfaction of 25 percentage points compared to 2019.

Ofgem's annual survey provides insight into the performance of the Code Administrators for the Electricity and Gas industry codes. 2020 was hit with the COVID-19 pandemic just as the survey would have normally taken place, and so Ofgem was concerned that industry resource was too constrained to carry out an effective cross-code survey and decided not to go ahead with the survey.
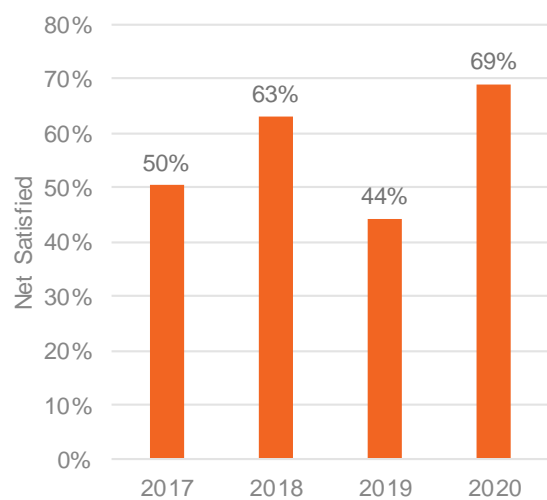
However, given our commitment to continuous improvement we ran our own survey towards the end of 2020 when for most, working from home had become more of a normality. We felt it was important to understand if stakeholders were benefitting from the changes we'd made as a result of their feedback in 2019. Given these unprecedented times, we felt it was even more important to ensure that stakeholders felt our service was becoming more simplified and easier to navigate. We employed an external survey provider to carry out independent surveys on our performance, to ensure a similar process to that of the previous CACoP surveys.
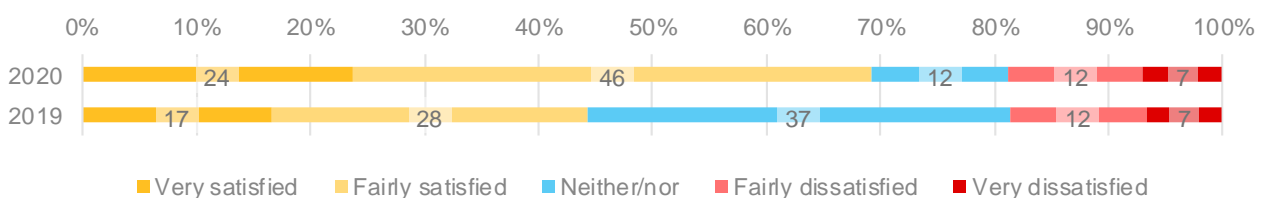
Overall Satisfaction

We are pleased that our overall satisfaction score has increased, at the same time as delivering a high volume of Workgroup meetings and improvements while working virtually.

- 69% of stakeholders surveyed in 2020 were satisfied with our service. This is an increase of 25 percentage points on the previous year.
- Areas that showed considerable improvement were on our website, communications and reports. 66% of respondents in 2020 agreed that our service had improved.
- The 2017, 2018 and 2019 figures are taken from Ofgem's CACoP Survey. 2020 is taken from our ESO Code Administrator survey.
- 59 people responded to our 2020 survey. In the 2019 CACoP survey, the number of respondents that answered about the Grid Code, CUSC and STC respectively were 37, 35 and 16.

How satisfied are you with the service you have received?

Satisfaction with ESO Code Administration Service

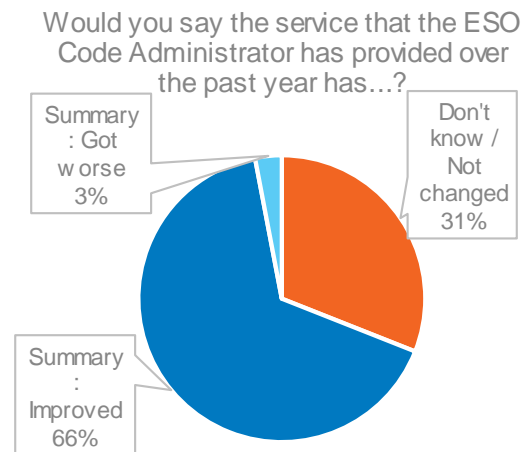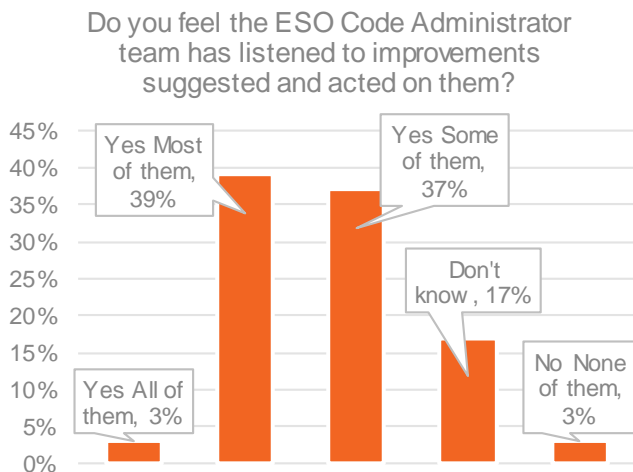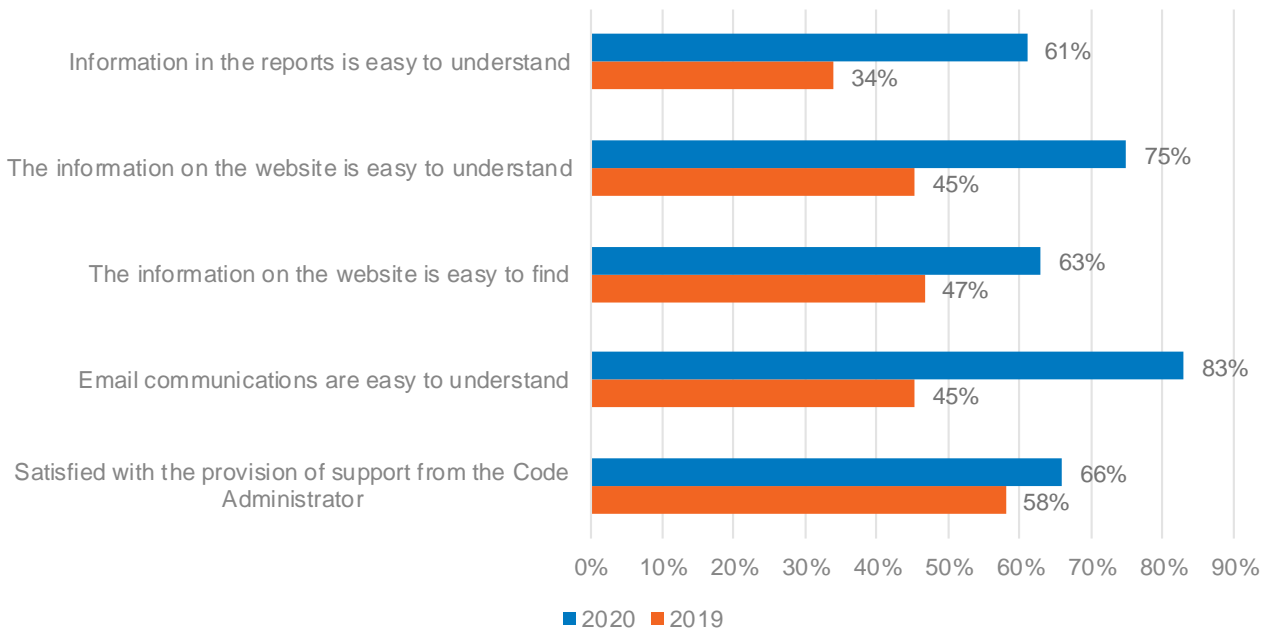|	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
2020	24	46	12	12	7
2019	17	28	37	12	7

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How did we change?

We took the feedback from the 2019 survey, as well as our own data, to put together an internal improvement plan and create Forward Plan deliverables that would not only remedy some of the main industry frustrations but stretch us to think about what else would benefit stakeholders. The below table summarises the key feedback themes from 2019, how we addressed them and what our stakeholders say now.

Key feedback themes 2019:	We addressed it by:	What our stakeholders say now:
Our reports were difficult to read	Consulted with panels & other stakeholders, took on board CACoP survey feedback and created a new look template or our reports and modification proposals. Positive feedback received. Ongoing consultation and refinement with stakeholders to ensure it meets expectations.	• *There was a lot of repetition in the previous documents and they genuinely tried to bring those reports together. The information has been structured well.* • *Better laid out and better templates. Clearer to understand what is going on.* • *Clarity and trying to make complicated things as simple as possible to digest.* • *Good background info on mods that allows those not familiar with the topic to understand it in a concise and efficient way.* • *Written more clearly and more simple.* • *They are shorter and more concise, which is a lot easier to read and understand.*
Our website was out of date, hard to navigate	We invested in working with an external agency to rework our codes pages. We consolidated information, made it more transparent and user friendly. Feedback has been positive.	• *A lot better, easier to use and information contained is a lot more user friendly.* • *Easier to find things and all the codes seem to be structured. The performance of the website seems to have improved, as in it is quicker. The organisation of it is the most improved.* • *Easy to find modification tracker and navigate through live mods* • *It feels more up to date than it did. You never felt you was finding the correct document before.* • *Some of the items are easier to find whereas before you had to dig for it. It is more structured now and find things even when you don't know where to look.* • *More accessible and uses more of clear/plain English*
We could do more with our role as a critical friend	We have created a robust process to engage with modification proposers at an early stage and help to guide them through the process.	• *The individual I dealt with put a lot of effort in guiding us through the process we need to comply with. On an individual basis, we get a lot of good help.* • *The level of support, responsiveness and professionalism is always high.* • *We have a good relationship, very professional and this year national grid have been transparent and open and provided good information.* • *We have had good responses and open and honest engagements with NGESO that have resulted in positive outcomes for both parties.* • *With the codes I have been involved in, they dealt with them really well and efficiently.*

Summary of key improvement areas

Comparison of key areas 2019 - 2020 (% NET Agree)

Area	2020	2019
Information in the reports is easy to understand	61%	34%
The information on the website is easy to understand	75%	45%
The information on the website is easy to find	63%	47%
Email communications are easy to understand	83%	45%
Satisfied with the provision of support from the Code Administrator	66%	58%

■ 2020 ■ 2019

Do you feel the ESO Code Administrator team has listened to improvements suggested and acted on them?

- Yes All of them, 3%
- Yes Most of them, 39%
- Yes Some of them, 37%
- Don't know, 17%
- No None of them, 3%

Would you say the service that the ESO Code Administrator has provided over the past year has…?

- Summary: Got worse 3%
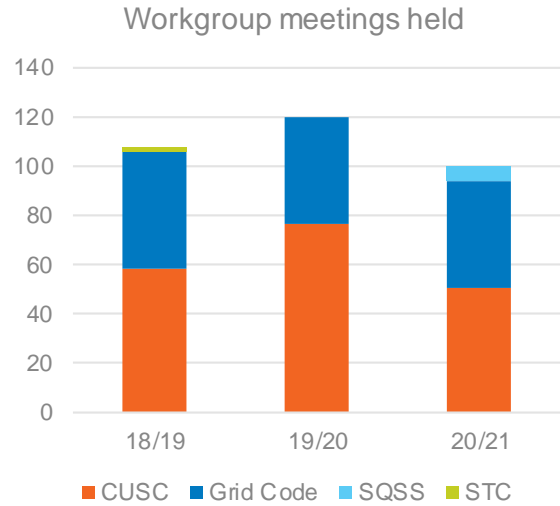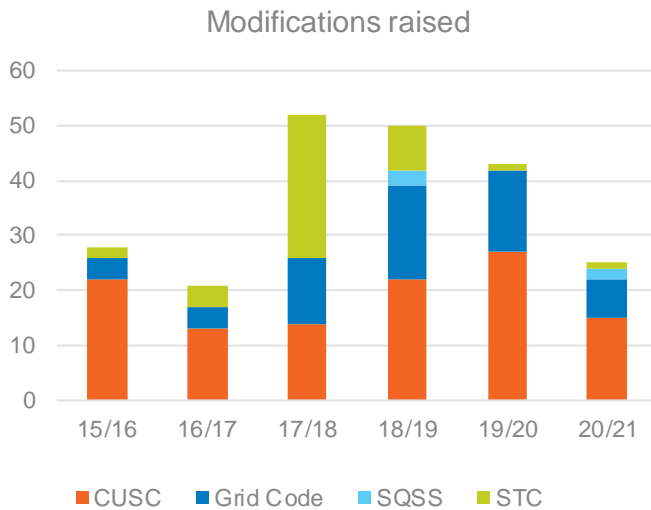- Don't know / Not changed 31%
- Summary: Improved 66%

79% of respondents felt that the Code Administrator team has listened to and acted on improvements suggested by stakeholders, whether that be some, most or all improvements. 66% say that our service has improved. This demonstrates a clear step-change in performance as a Code Administrator.

The number of modifications being raised

- There is an overall increase in the number of modifications raised since 2015.
- In 20/21 a number of significant modifications were raised, which needed Workgroups. This explains why the graphs below show the amount of Workgroups is higher than the amount of modifications raised for 2021. It could be drawn from this data that there has been a decrease in the number of modification proposals in 20/21 because only the highest priority modifications have been able to progress.
- Even with administrating a similar high volume of workgroups as 19/20, we have still achieved an increased level of satisfaction from our stakeholders in our 2020 survey.

- Our ambition is to be able to facilitate higher numbers of modifications and Workgroups in the future. Using stakeholder feedback will help ensure we are set up to achieve this.

Modifications raised

Stacked bar chart showing modifications raised by year (15/16 to 20/21), categorised by CUSC, Grid Code, SQSS, STC.

Workgroup meetings held

Stacked bar chart showing workgroup meetings held by year (18/19 to 20/21), categorised by CUSC, Grid Code, SQSS, STC.

Next steps

The feedback from our Code Administrator 2020 survey has addressed some areas in which we still need to improve. We will take the feedback and use this to build the deliverables that we will commit to deliver and report on. Feedback has been varied, however one clear theme that we are hearing is that our stakeholders feel we lack the resource in the Code Administrator team to process the volume of modifications. We are currently recruiting a further two full time employees in and will be training those employees throughout the remainder of 2021; we hope that this will address those concerns.

Since the pandemic began, we have been hosting all meetings virtually. We have learnt that most of our stakeholders would prefer to keep a mix of virtual and face-to-face meetings in a future safe working environment. Hosting meetings virtually makes better use of industry's time and resource, as well as our own. Helping to reduce the amount of travel to and from sites, contributes towards a wider ESO ambition of achieving Net Zero.

ESO have been undertaking their workgroups as virtual meetings. In a future safe working environment what would be your preference for these workgroups?

Pie chart: No preference 2%, Virtual 25%, Face-to-face 12%, Mix of virtual and face-to-face 61%.

We are proud that our stakeholders have experienced an improved service this year and look forward to incrementally improving the service for the benefit of the industry. Looking further ahead, we have set out an ambitious business plan for the RIIO2 regulatory period commencing on 1 April 2021. This includes our ambition that by 2025, our codes and code governance will be an enabler of change and that our codes become more accessible through initiatives such as digitalisation of the Grid Code. Further detail can be found in our RIIO2 business plan here.