

# Code Administrators' Performance Survey 2021

## CUSC, Grid Code and STC Results

Part of our role as Electricity System Operator is to administer changes to the Connection and Use of System Code (CUSC), the Grid Code and the System Operator Transmission Owner Code (STC). We are constantly listening to feedback to make improvements to our service.

We are very proud to see such a positive increase in satisfaction across all three of our Codes since the survey was last held in 2019. The biggest increase in satisfaction was seen on CUSC with an increase of +26 percentage points (+11 for Grid Code and +19 for STC).

In this summary we share some of the key survey findings on where we are doing well, as well as where we need to improve and our next steps. See the full findings of the CACoP survey for all Code Administrators on [Ofgem's website](#).

## What is the CACoP Survey?

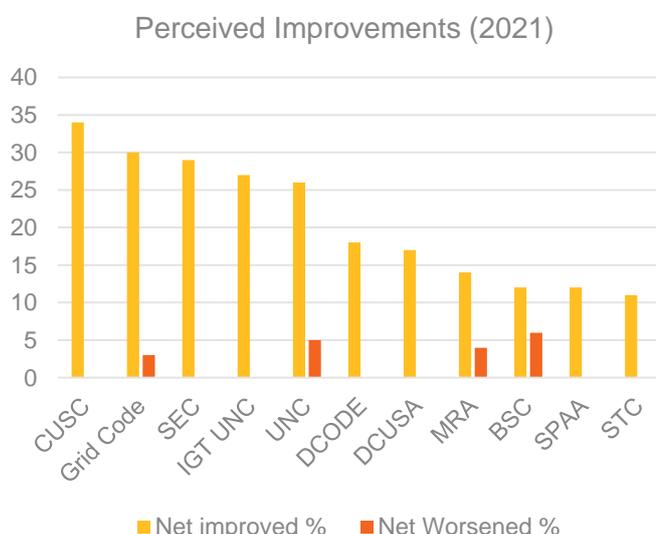
As part of its 2016 Code Governance Review Final Proposals, it was concluded that Ofgem should commission a standardised cross-code study to monitor and assess the performance of Code Administrators. The survey helps to provide an understanding of industry trends and performance from all the code administrators, across the eleven energy industry codes.

In 2020 and 2021 we addressed feedback by refining it into key deliverables to focus our improvement activity. We have been communicating progress on these deliverables regularly to our stakeholders. As a reminder, our [Deliverables Summary for 2021](#) sets out these areas.

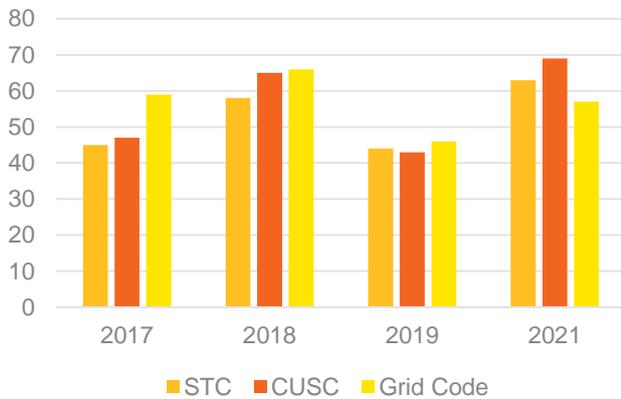
## What did the survey tell us?

We are delighted to see that the perceived improvement in our service has dramatically increased since the survey was last conducted in 2019. CUSC and Grid Code were the codes with the most perceived improvements.

Although STC had the lowest perceived improvement, we have achieved the highest ratings yet across the other areas for STC since the research began in 2017. We believe this might be that people were already satisfied with the service provided for STC, but will continue to work on improvements across all of our codes to ensure consistency



Overall Satisfaction

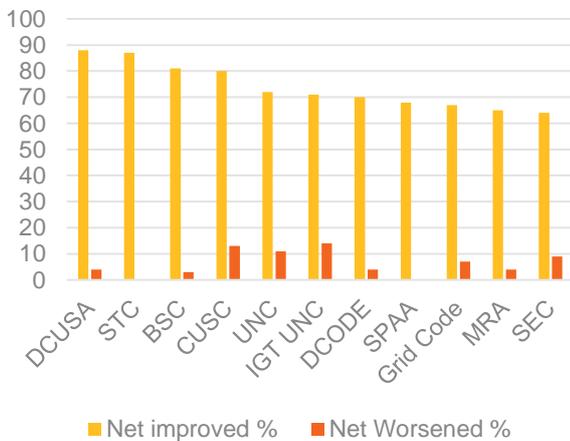


Out of the four wide measures of satisfaction, all of our scores have improved since the 2019 Survey, apart from in one area on STC as mentioned above. A considerable increase in Overall Satisfaction can be seen between 2019 and 2021.

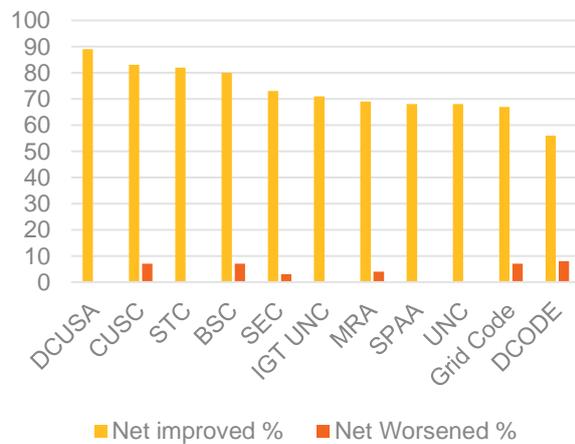
Provision of support

We are now one of the top performing Code Administrators in providing support to stakeholders for STC and CUSC. We can see that there is some improvement to be made on Grid Code in this area.

Satisfaction with provision of support (2021)



Satisfaction with provision of support when requested (2021)



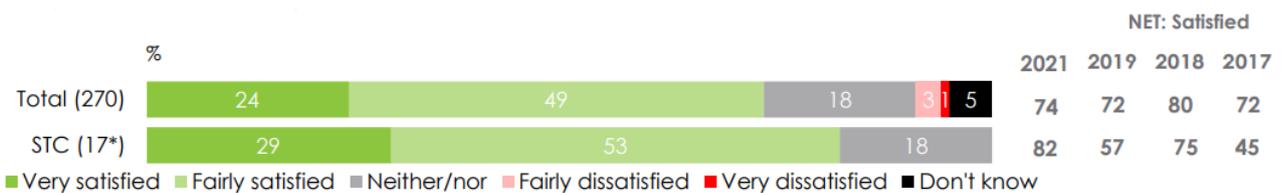
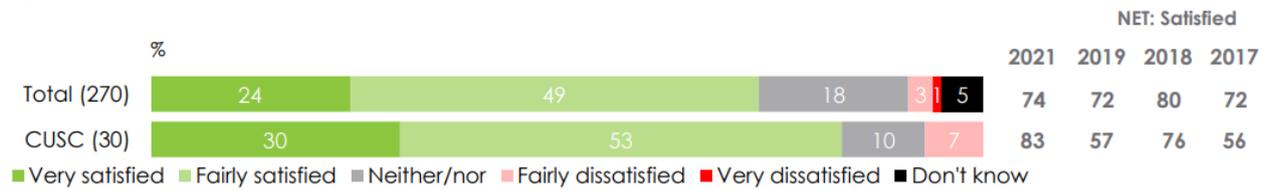
We are particularly proud to see an increase in this area, as the feedback received in 2019, was that we could do more with our role as a critical friend to support modification proposers. We have created a robust process to engage with modification proposers at an early stage and help to guide them through the process. We also offer "Introduction to Code Change" external webinars. These are aimed at new and smaller parties, to help them understand the code change process and how they can get involved.

Introduction to Code change webinar feedback: ***"Some of my colleagues do a lot of codes work whereas it is not a central feature of my particular work. So I really valued the overview and learning from the webinar. And wanted to say thanks very much. Great session."***

Feedback from our 2020 independent survey: ***“The level of support, responsiveness and professionalism is always high.”***

### Satisfaction with provision of support when requested

There has been a notable increase in satisfaction in this area; +26 percentage points for CUSC and +25 for STC.



### What are we doing to improve?

We recognise that although the survey shows an improvement in our performance compared to 2019, we are still not one of the best performing Code Administrators. While each Code Administrator is set up differently and we know they cannot be compared like for like, the results of the survey show us where we can strive for continued improvement.

Perceptions of information provision was our lowest scoring area in the survey. This shows that we need to make improvements in keeping people informed about our codes and make our information easier to interpret. For CUSC and Grid Code we are underperforming in this area when compared to the other codes. We are aware that we need to make improvements in this area, and we are conducting regular training sessions with the team on how to effectively summarise complex information and write user-friendly reports.

We will ensure that all communications relating to our codes are easy to understand and that we are able to support when the subject matter might be complex. We also need to make improvements to our website - this scored particularly low in relation to the Grid Code page, where the ease of finding information was a concern.

We are committed to making these improvements and thank those who contributed to the survey for their feedback. This feedback helps us to work towards our Code Manager ambition and enables us to make changes to set ourselves up best ahead of Energy Code Reform.

We will share the CACoP Survey feedback with our Panels in January and ask for any additional feedback from them. We are then going to be holding an ESO-wide survey in March where we will ask stakeholders their thoughts on the ESO’s service as well as in specific areas they engage with. We will build this feedback into our next Deliverables Plan for 2022-23 which we will share in the coming months.