

Code Administration Code of Practice Grid Code Key Performance Indicators Summary January to December 2014



KPIs Summary Jan – Dec 2014

Qualitative Measure: Critical Friend

Measure	Number	Percentage
No. and % of survey respondents who stated they were 'satisfied' or better with the assistance offered by the CA	8	100%

Notes

- National Grid's survey asks respondents to rate "The secretariat service provided for the Grid Code" on a scale of 1 to 10 where 1 is "very poor" and 10 is "excellent"
- "Satisfied" is considered to be a rating of 7 or above
- 8 respondents of which 8 gave a rating of 7 or above

Statistics obtained from Customer Survey undertaken period January – July 2015

KPIs Summary Jan – Dec 2014

Quality of Assessment

Measure	Number	Percentage
Reports 'sent back' by Authority (GC0050)	1	N/A

KPIs Summary Jan – Dec 2014

Effective Communication

Measure	Number	Percentage
Average number of respondents to Industry Consultation	6	N/A