

Distribution Code Review Panel
Meeting 59 – Thursday 10 March 2016

DCODE CACOP User Survey & Panel Member Survey

1. Introduction

Two surveys were carried out in December 2015 and January 2016 by Threepwood Consulting to assess how effectively ENA is discharging its roles and responsibilities as Code Administrator for the GB DCODE, against the principles in the Ofgem CACoP, and how effective the change management process is for DCode modification. The surveys were conducted via an online application hosted by Monkey Survey.

2. User Survey Results

2.1 User Survey Statistics

- 154 invitations sent
- 16 responses (10.4% return)
- 3 reminders
- 7 invitees opted out
- 18 invitations bounced or email no longer in use

2.2 User Survey Summary

- 100% of respondents found the survey either easy to complete or very easy to complete
- Majority of responses for each principle were very positive or satisfied
- Critical responses provide opportunity for improvement
- Some users would like all DCODE documentation free of charge. This would need some type of new funding mechanism
- No critical responses from ENA Member Companies
- Respondents found 'metrics' to be appropriate but could be communicated better
- Respondents suggest making the costs of change more visible
- Respondents largely satisfied with the time allowed for consultation (Principle 9)
- Respondents generally satisfied with information in modification pack (Principle 10)

3. Panel Member Survey Results

3.1 Panel Member Survey Statistics

- 22 invitations sent
- 7 responses (31.8% return)
- 3 reminders
- 0 invitees opted out
- 0 invitations bounced or email no longer in use

3.2 Panel Member Survey Summary

- 100% of respondents found the survey either easy to complete or very easy to complete
- Majority of responses for each principle were very positive or satisfied
- Key opportunities for improvement identified were:

- to make more use of the website to publish DCRP papers;
 - and to publish and communicate the metrics.
- No critical responses from ENA Member Companies
- Respondents were 100% satisfied with the ability to contribute to modifications (Principle 5)
- Respondents were 100% satisfied with the time available (Principle 11)
- 85% of respondents are aware of modifications that impact on multiple codes (Principle 13)

4. Conclusion

The majority of responses are very positive. There is concern from some non ENA Member Companies that DCODE listed documents have to be purchased. One respondent would like to be contacted further regarding submitted comments.

Attachments

Two power point presentations:

1. User survey results
2. Panel member survey results