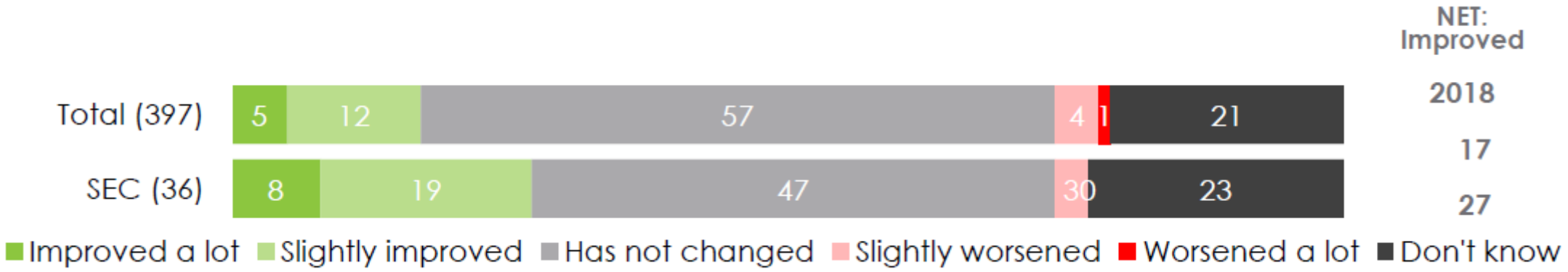
Ofgem Cross Code Survey Results

Service Enhancement Plan

Gemserv

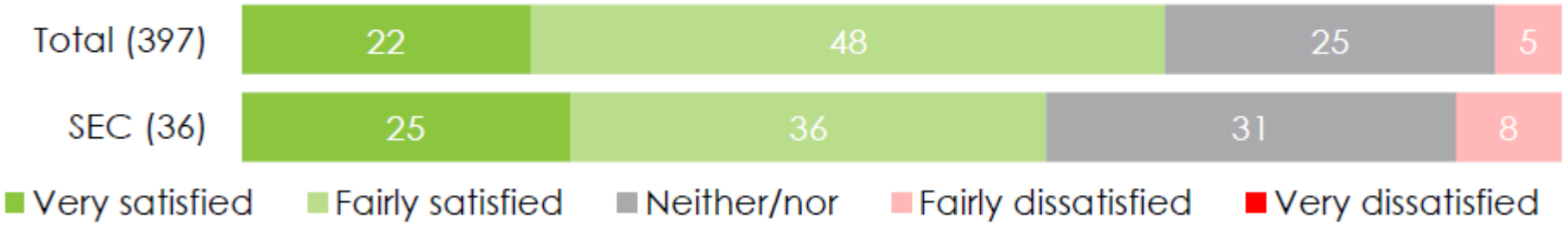
Survey Background

- 36 participants answered questions on the SEC
- Overall Gemserv is performing well in relation to the SEC
  - A quarter of Gemserv customers indicate that the SEC service has improved over the last year
    - Service provision has seen some positive directional improvements from 2017, for both information actively offered to organisations and that requested
  - There is scope to improve some aspects of the service:
    - Ease of interpreting information for organisation is highlighted as problematic by some
    - There are aspects of the website that are highlighted as in need of improvement
- **Perceived Improvement**



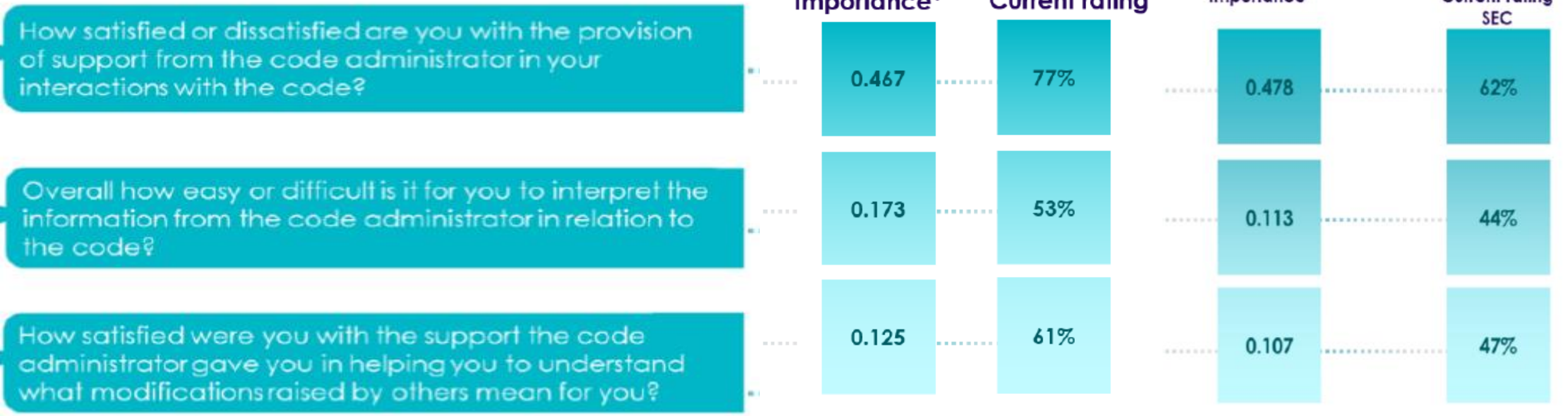
Survey Findings

Overall Satisfaction



NET: Agree	2018	2017
Total (397)	70	70
SEC (36)	61	71

Drivers



Detailed Feedback - We listen, we learn, we improve

In light of feedback received via the Cross Code Survey and other sources, SECAS is pursuing a number of Service Enhancements centred around the following themes:

1. Communications
2. Website
3. Responsiveness
4. Meeting Management
5. Change Modification Process

Communications

- Review/ update templates to ensure that papers and documents tell a story and provide a summary as an introduction
- Ensure that the relevance of documentation is always clear to ensure that those "out of loop" understand the importance or content
- Investigate option of having an Interested Industry Parties contact list to allow non-SEC parties to remain up-to-date with the SEC developments
- Investigate new entrant guidance content through internal review and external feedback and introduce improvements if required
- Improve quality review process to ensure accuracy of documentation

Website

- Review website structure, layout and content to improve navigation
- Update website to include a section on current hot topics

Responsiveness

- Improve response times to emails and queries
  - emails to be responded to within 24 hours
  - full response within 3 Working Days

- Increase proactivity and follow through on commitments
  - actions to be completed within 2 months of raising and with traceable action within 1 month
  - actions only remain open for more than 2 months if action on an external SP

- Review culture and staffing to ensure fit with ‘code management’ over ‘administration’

Meeting Management

- Review set up of meetings to ascertain if parties prefer face to face or teleconferences
- Review start time of meetings to accommodate travel plans of travelling attendees or make remote participation more manageable
- Review additional offsite meeting room providers to provide preferential rates for meeting rooms
- Manage overlapping meetings better
- Ensure Parties are provided with the required 5 days notice

Change Modifications

- Improve Critical Friend role
- Review process to ensure that it is
  - proportionate to the proposed change
  - allows for adequate impact assessment early on
  - flexible and efficient
- Streamline the Mod Report template
- Simplify language and reduce jargon in the mods process

Change Modifications – implemented actions

- Changes to mod reports clearly marked up in Word (not PDF) for ease of review and comment
- Any non standard applications (e.g. Visio) to be shared in PDF
- All comments being acknowledged either in report or directly with originator
- Agenda and post meeting summaries published on website (calendar section)
- Timelines updated for all mods on website