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Paper Reference:	SECP_77_1402_07
Action:	For Decision

Annual Customer Satisfaction Survey

1. Purpose

The purpose of this paper is to seek SEC Panel approval to proceed with the annual Customer Satisfaction Survey, which is a requirement defined within the SECAS contract.

It is suggested that in carrying out this survey, the Board action *SECCoB76/02: SECCo Board to undertake a review of SECAS services in March 2020 to ensure that SECAS continues to provide quality services*; would be addressed.

2. Background

Schedule 6, of the Contract for Code Administration Services, outlines the requirement for SECAS to undertake an annual Customer Satisfaction Survey.

In a paper to SECCo Board in January 2019, consideration was given as to whether the Customer Satisfaction Survey was required, in light of the annual Ofgem Code Administrator's Performance Survey also being carried out. However, it was concluded that the scope of the Ofgem survey did not cover all of the contractual areas, and a decision was made to proceed with the separate annual Customer Satisfaction Survey. This situation still holds, and the recommendation is therefore to proceed with a survey purely focused on the provision of SECAS services.

3. Method

To facilitate year on year comparison, it is proposed that the same Market Research agency be used to carry out the Customer Satisfaction Survey as last year – DJS Research. The quality and presentation of their output was high, and findings both insightful and actionable.

In order to carry out the survey, SEC Parties will be contacted and requested to 'opt-in' to taking part. The Market Research agency will then contact SEC Parties by telephone to capture their feedback. Feedback will be collated, conclusions drawn, and results presented back to SEC Panel in April.

The cost to carry out the survey is £6,500.

4. Recommendations

The SEC Panel is requested to:

- **APPROVE** the decision for DJS Research to carry out the Customer Satisfaction Survey;
- **CONFIRM** that this will also address action SECCoB76/02; and
- **APPROVE** the recommendation to the Board, that the survey be carried out, for release of funds.

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SECAS Team

7 February 2020