



Promoting choice and value
for all gas and electricity customers

Ofgem Stakeholder Satisfaction Survey 2012

Summary for UNC panel

- On 15 Feb 2012 Ofgem issued its second annual stakeholder satisfaction survey. The survey aims to gauge whether we are meeting stakeholder expectations of our role in the code modification processes
- The 10 questions asked respondents to what degree they felt Ofgem's performance fulfilled expectations in various aspects of its role, such as communications and timeliness
- We received 14 responses from 10 different stakeholders in relation to 9 of the industry codes
- The 2012 results have been compared to 2011 results to judge Ofgem's performance in light of the Code Governance Review changes

- **Responses varied according to stakeholder and code, however a number of common issues were identified as potential areas for improvement:**
 - 1. Inconsistency in representation** – responses commented on the variability of the Ofgem representative in terms of knowledge, preparedness and level of input in both working groups and panel meetings
 - 2. Time taken for decisions** – the time between a panel recommendation and an Authority decision is generally considered too long, with the danger to cause uncertainty. It was also felt that the speed at which Ofgem offers feedback to working groups and panels could be improved
 - 3. Visibility of information** – comments that information on timelines are difficult to find and often out of date

Communication

1. Ofgem publishes sufficient information on modification decisions
2. Ofgem's decision letters are clear and informative
3. Ofgem representatives at modification workgroups are knowledgeable and well briefed
4. Ofgem representatives at modification workgroups are helpful and add value to discussion
5. Ofgem representatives at Code Panels are knowledgeable and well briefed
6. Ofgem representatives at Code Panels are helpful and add value to discussion

Timeliness

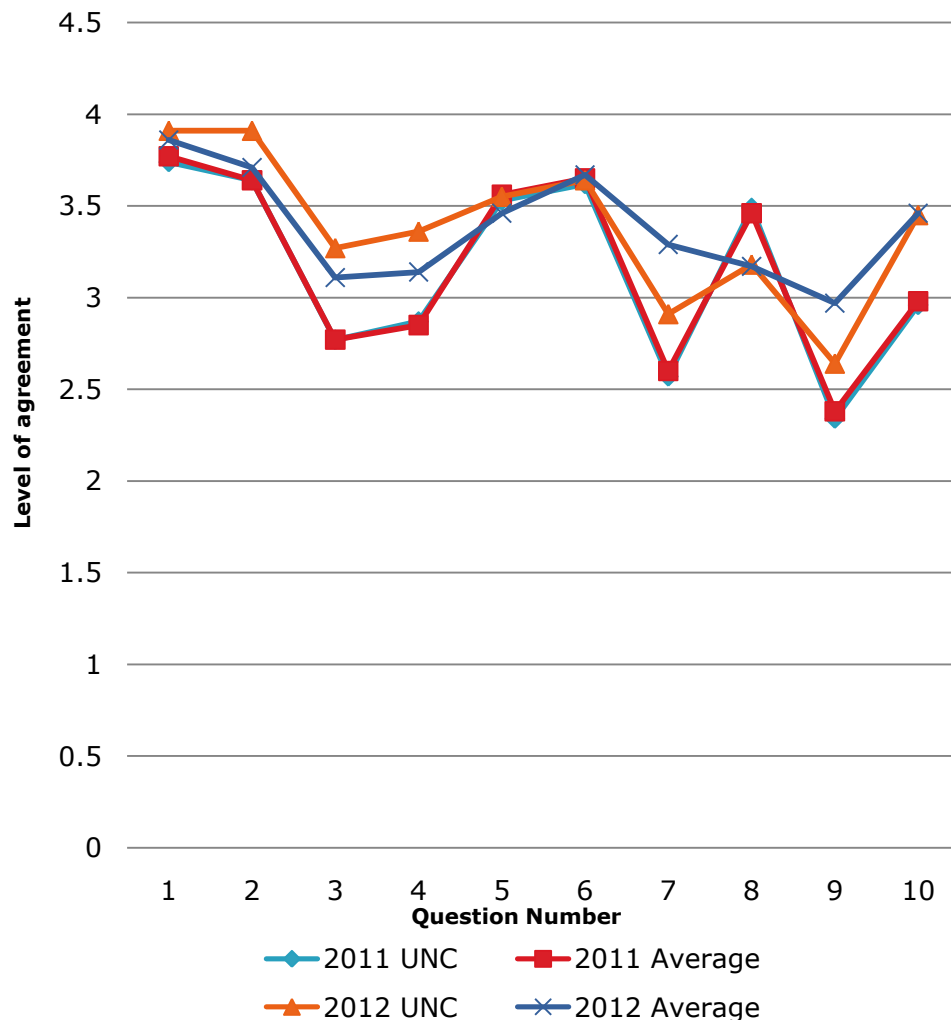
7. Stakeholders are kept well informed of when a modification decision is expected
8. The indicative modification timetable published on Ofgem's website is useful
9. The time generally taken to make a modification decision is appropriate

Overall satisfaction

10. I am satisfied overall with Ofgem's role in the modification process

The Results: UNC

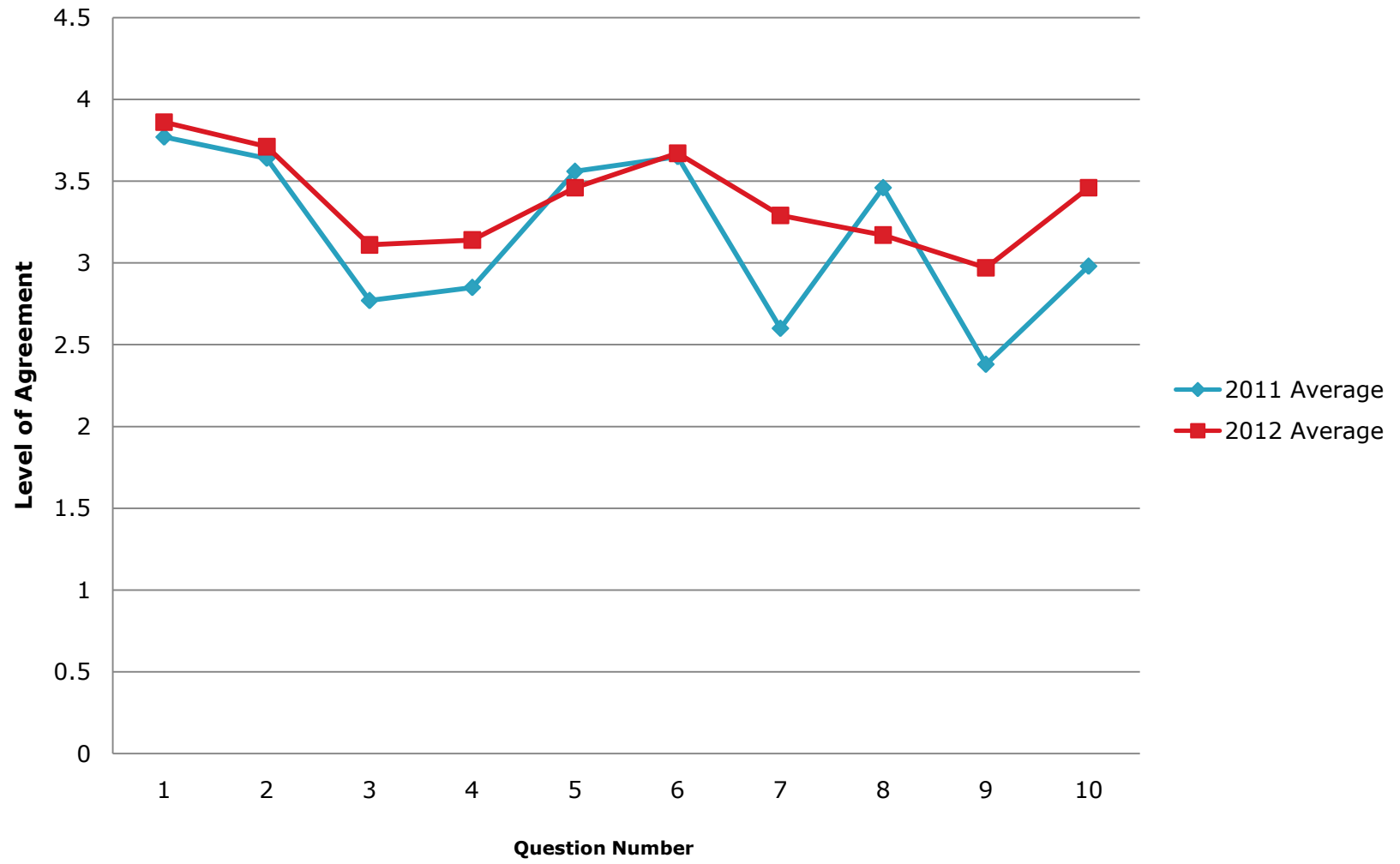
- Results for communication were above average, receiving 5 from some respondents for Ofgem's involvement in the panel
- Comments however raised issues of consistency in Ofgem representation in terms of turnover and level of input, especially at working groups
- In terms of timeliness, results were below average, reflected in comments that focused on the time taken for decisions and that timelines need to be more visible and more accurate
- All aspects showed an improvement on last year



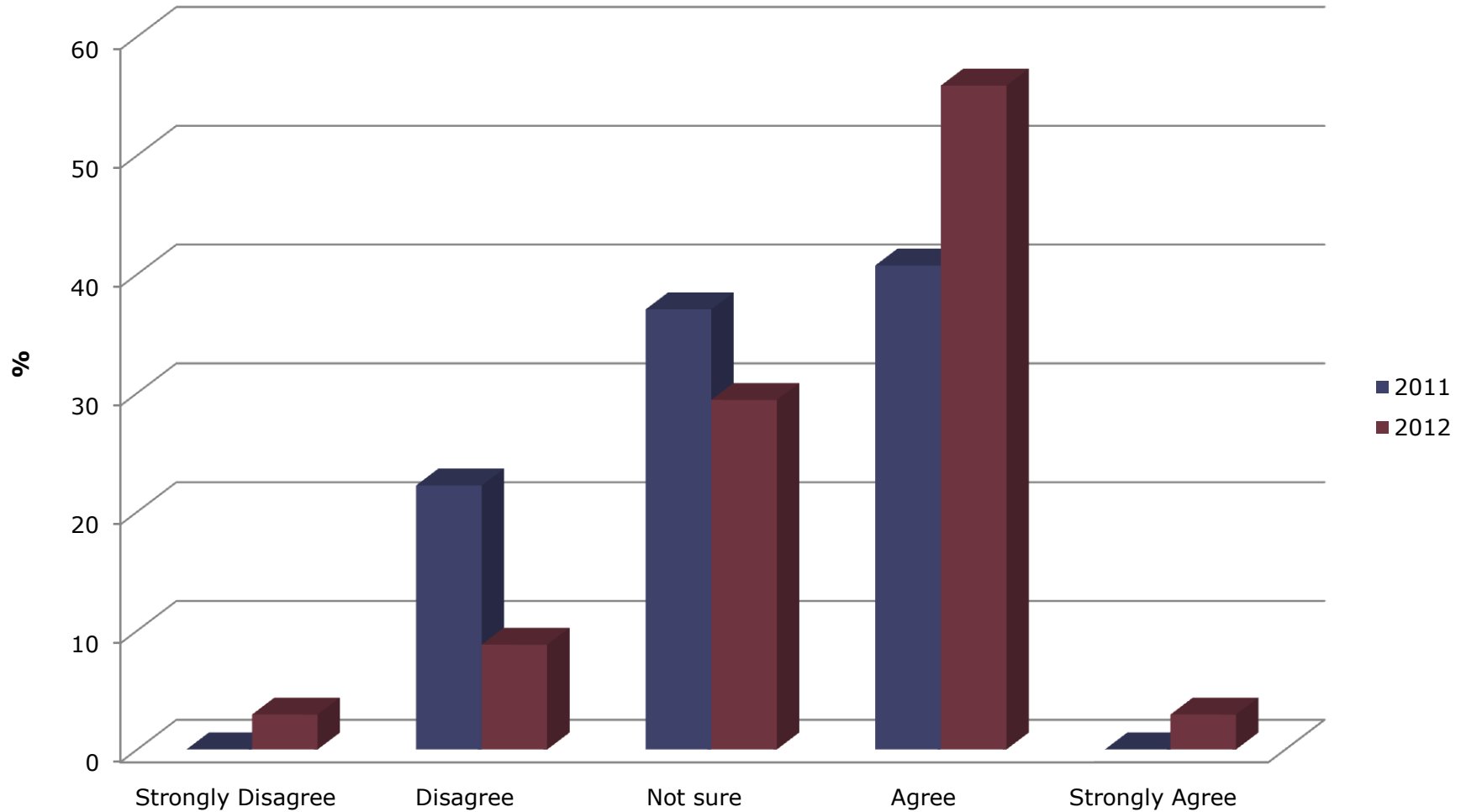


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Overall Results: Year on Year Comparison



Overall Satisfaction



The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

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