

**RMDS**

**2012**

**Customer Satisfaction Survey**

**Results**

***RMDS***

**Retail Market Design Service**

# 2012 Customer Satisfaction Survey Results

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# 2012 Customer Satisfaction Survey Results

## Introduction

This document contains the results of the 2012 RMDS survey.

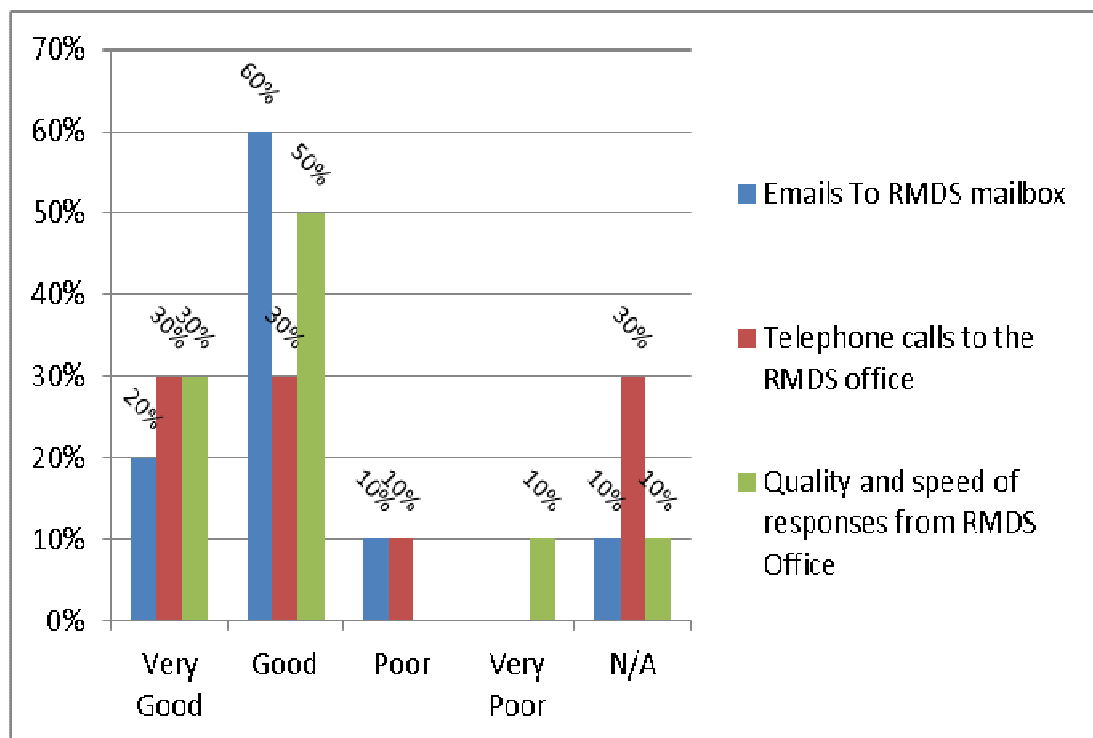
The survey period was from 25/4/2013 to 24/5/2013 giving market participants four weeks to complete the survey.

For 2013 the survey was again carried out using the online survey tool [www.surveymonkey.com](http://www.surveymonkey.com).

In all 12 market participants were surveyed and there were 10 responses delivering a 83% response rate up from 63% in 2012 (for 2011). Not all respondents answered every question.

## Question 1

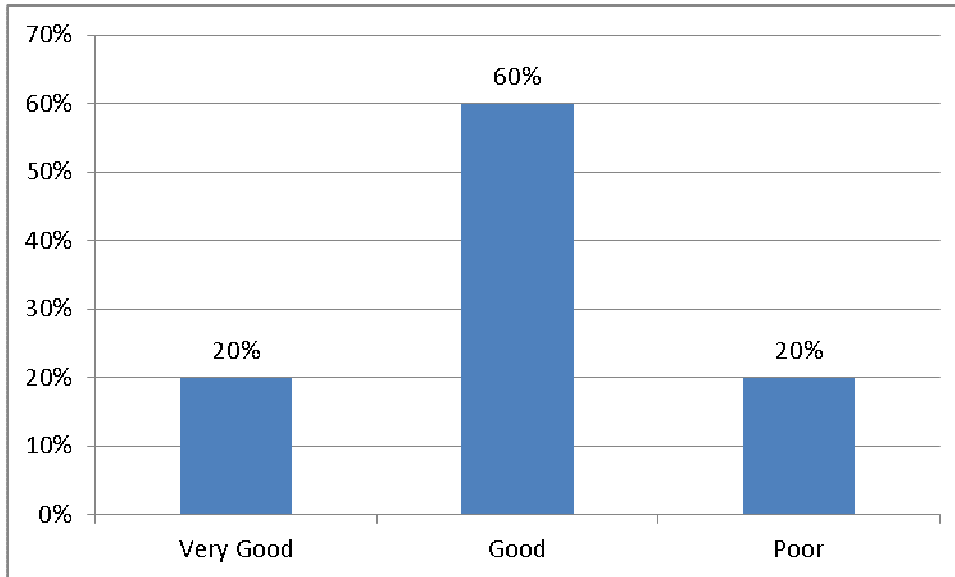
Please rate the service you get from the following:-



# 2012 Customer Satisfaction Survey Results

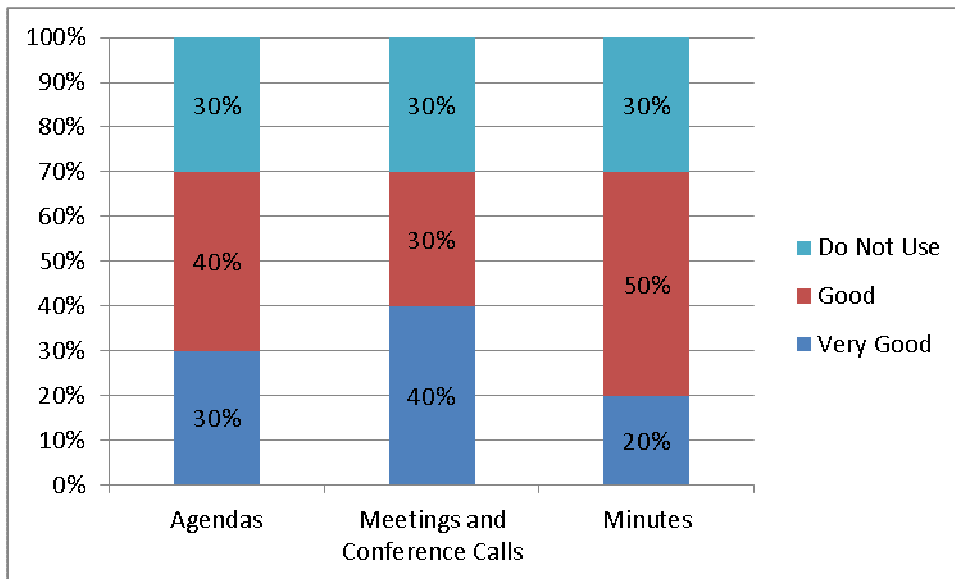
## Question 2

How would you rate the quality of information and advice given by the RMDS team?



## Question 3

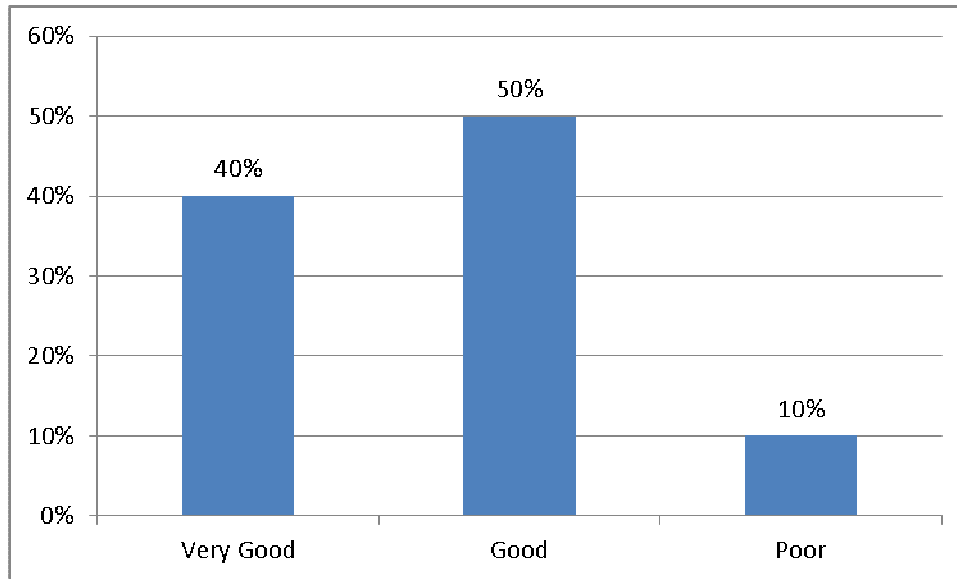
How satisfied are you with the Secretariat Functions provided by RMDS in terms of:-



# 2012 Customer Satisfaction Survey Results

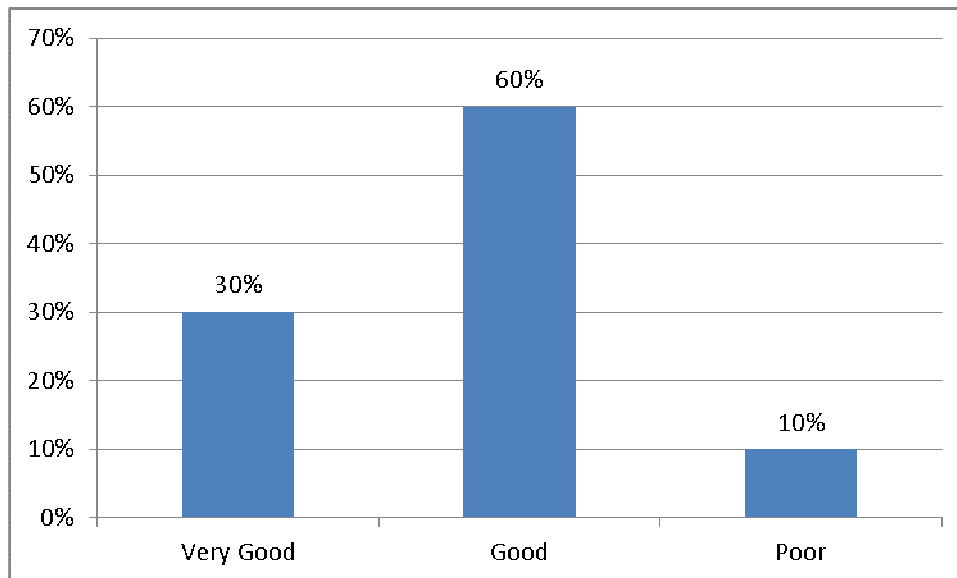
## Question 4

How would you rate the RMDS Service in terms of keeping you informed of changes and announcements?



## Question 5

How would you rate your dealings with the RMDS team generally?



# 2012 Customer Satisfaction Survey Results

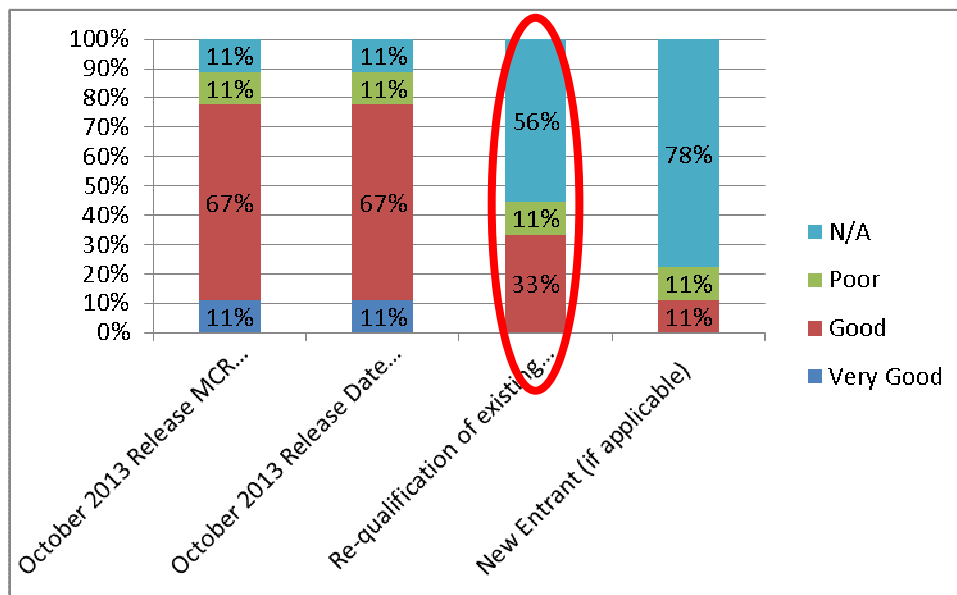
## Question 6

Have you any other comments you would like to advise us on with regard to the services provided by RMDS? (Please note that if you provide details that identify you this will remove the ability to keep your previous answers anonymous)?

**Comments not for public viewing.**

## Question 7

How would you rate RMDS co-ordination of Market Assurance Processes/Activities in relation to:-

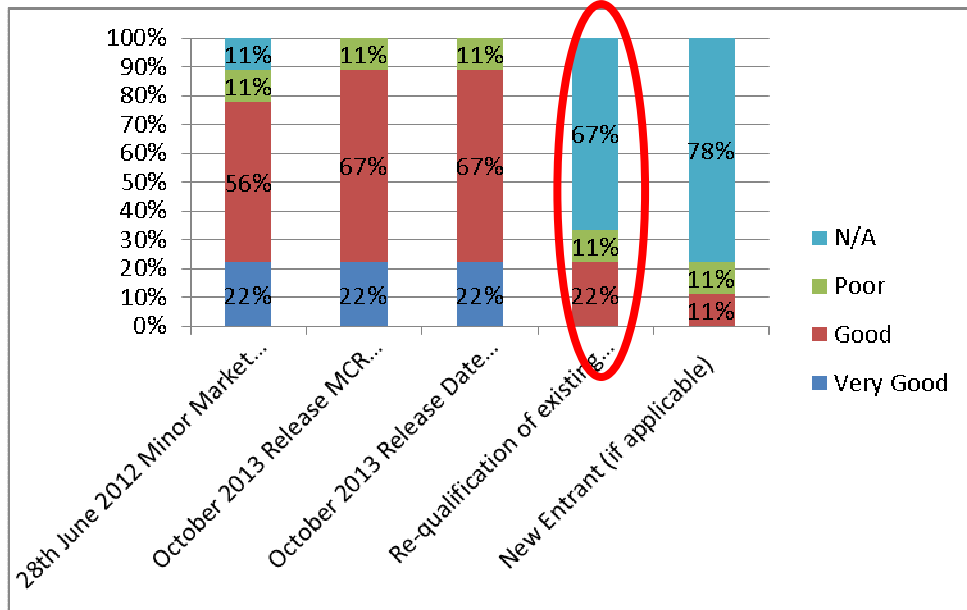


Note: here were only 2 re-qualifications during the survey period but there were 4 answers and RMDS is unable to determine the responses from the two MP's that re-qualified.

# 2012 Customer Satisfaction Survey Results

## Question 8

How would you rate the communication between yourself and RMDS during the following Market Assurance Activities:-



Note: here were only 2 re-qualifications during the survey period but there were 4 answers and RMDS is unable to determine the responses from the two MP's that re-qualified.

## Question 9

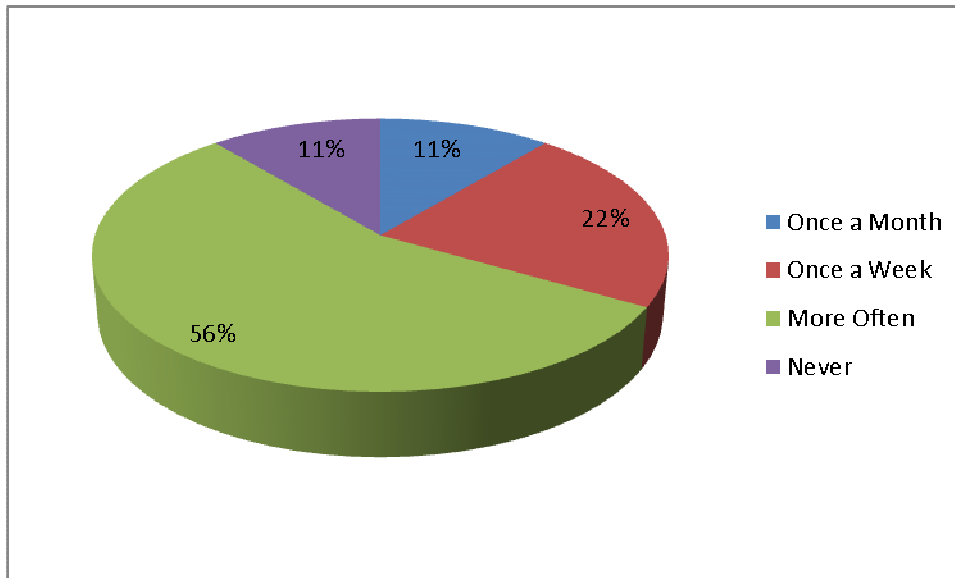
Have you any further comments in relation to how the RMDS performs in relation to Market Assurance? (Please note that if you provide details that identify you this will remove the ability to keep your previous answers anonymous):-

**Comments not for public viewing.**

# 2012 Customer Satisfaction Survey Results

## Question 10

How often do you use the RMDS Website [www.rmdservice.com](http://www.rmdservice.com)?

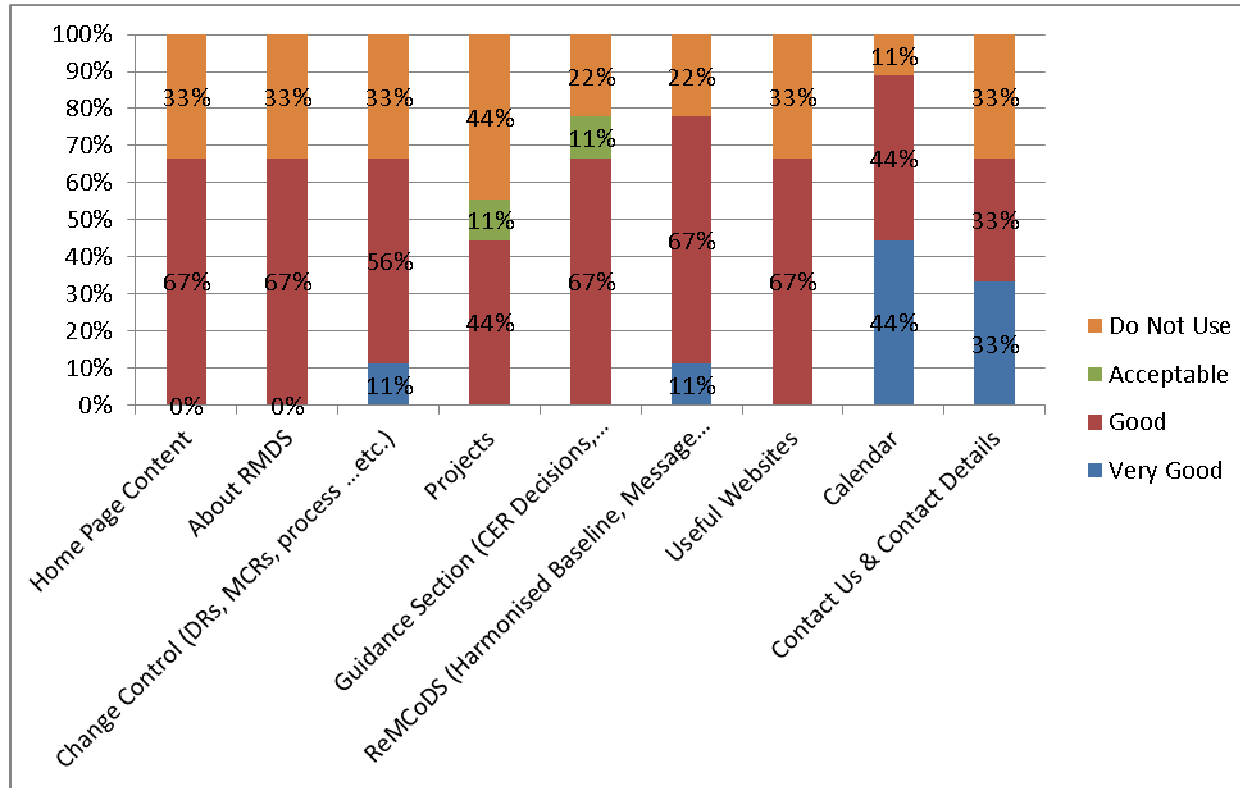




# 2012 Customer Satisfaction Survey Results

## Question 11

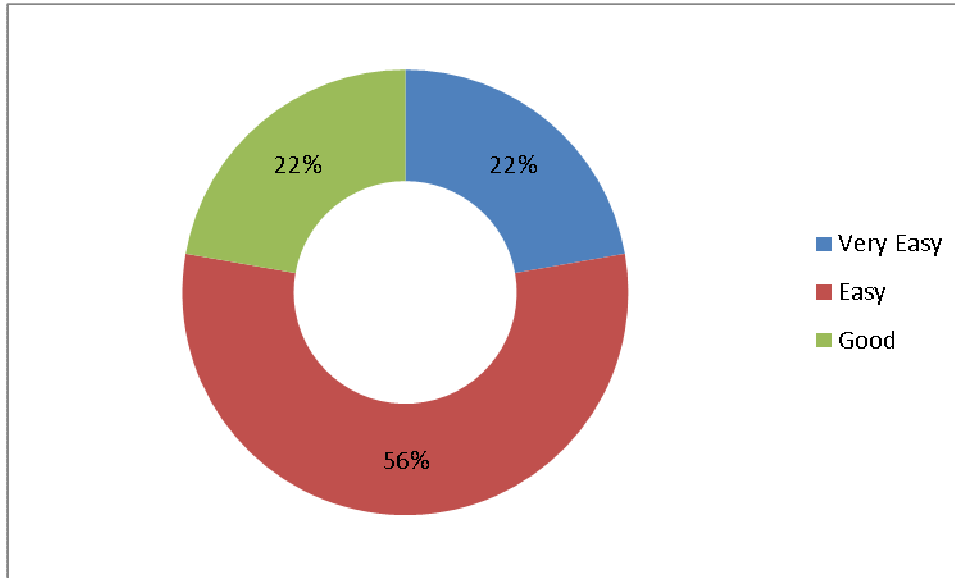
Please rate the following sections of the RMDS Website:-



# 2012 Customer Satisfaction Survey Results

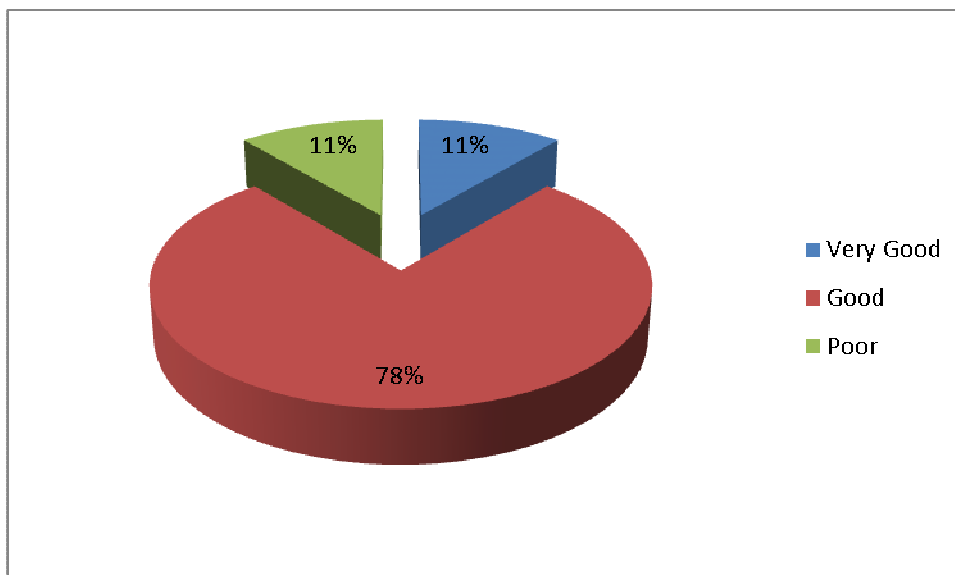
## Question 12

How would you rate the ease of navigation?



## Question 13

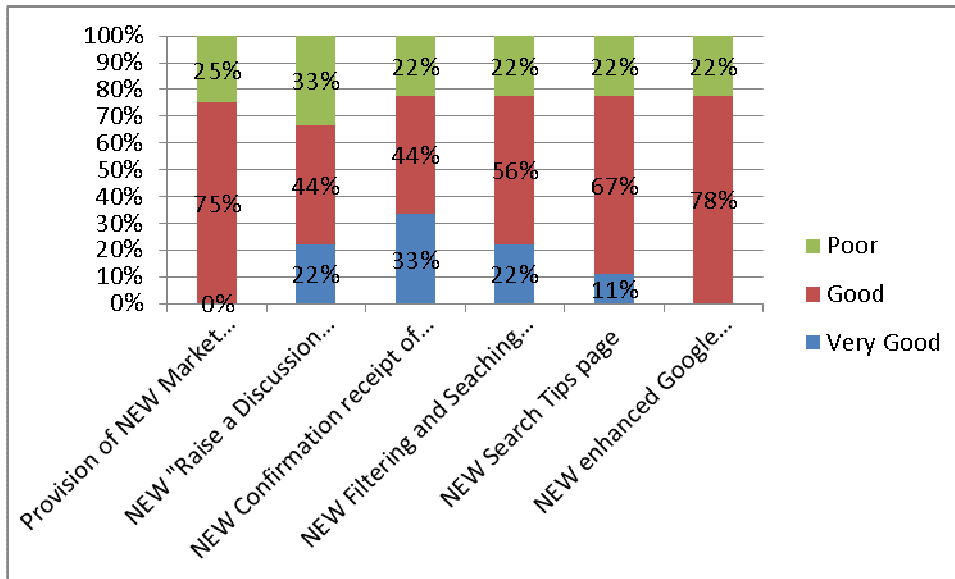
How would you rate the RMDS website content?



# 2012 Customer Satisfaction Survey Results

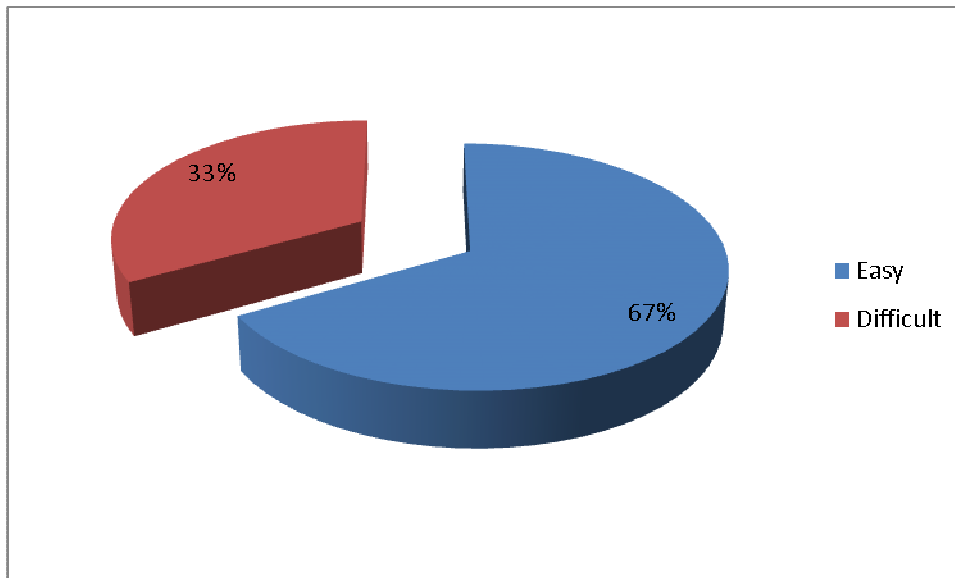
## Question 14

Please rate the following sections of the RMDS Website



## Question 15

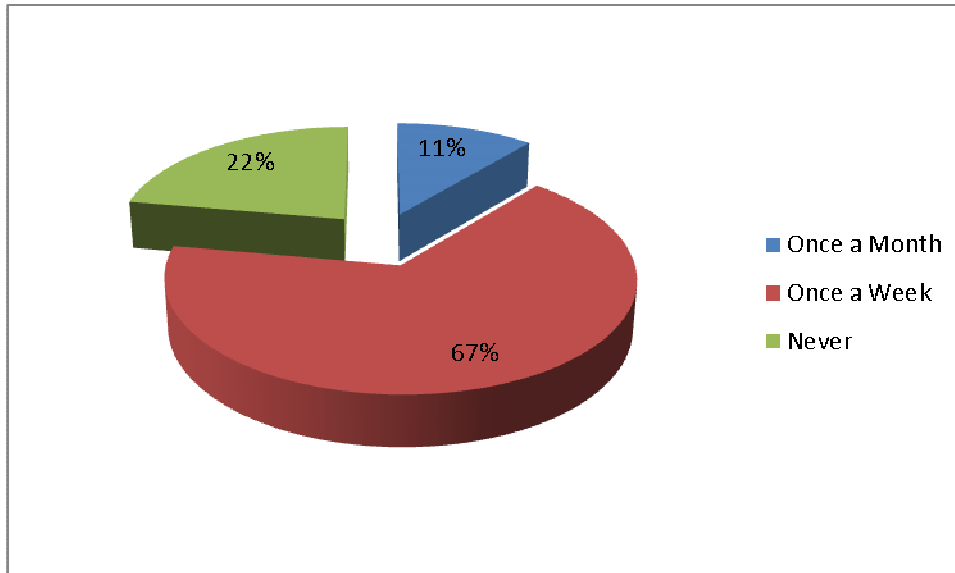
Specifically in relation to ARIS (Market Design v10.0), how do you find the navigation?



# 2012 Customer Satisfaction Survey Results

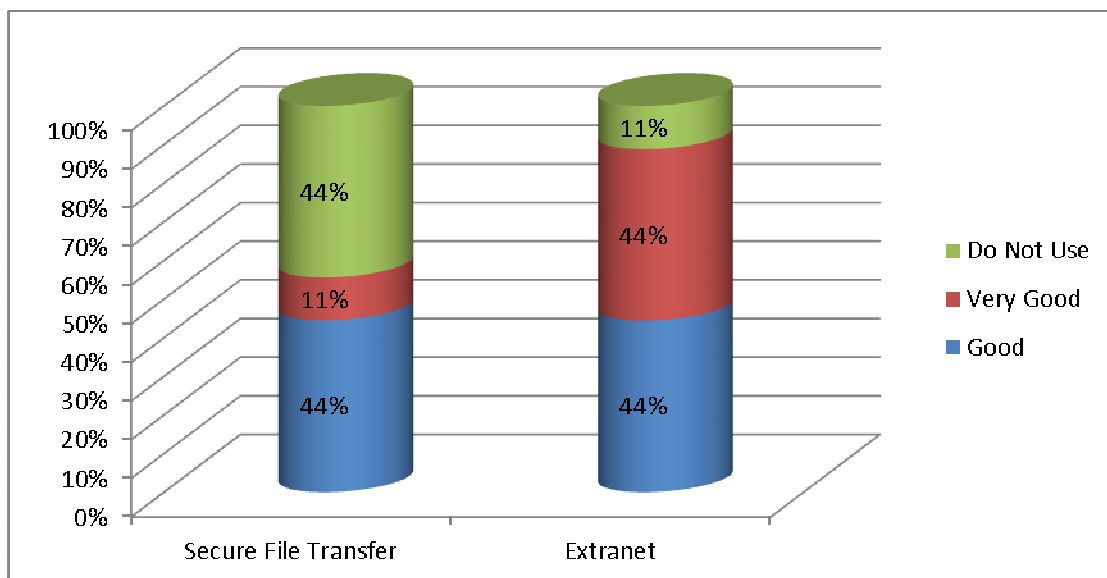
## Question 16

*Again in relation to ARIS (Market Design v10.0), how often do you use this Web based application?*



## Question 17

*How do you rate the following ESB Networks Services?*



## 2012 Customer Satisfaction Survey Results

### Question 18

Have you any further comments on the RMDS website and Services? (Please note that if you provide details that identify you this will remove the ability to keep your previous answers anonymous)?

**Comments not for public viewing.**

### Question 19

Do you have any other comments, suggestions or feedback you would like to pass on to the RMDS Team?

**Comments not for public viewing.**

September 2013

**RMDS** Retail Market Design Service