

RMDS

**2014
Customer Satisfaction Survey**

Analysis

2014 Customer Satisfaction Survey - Analysis

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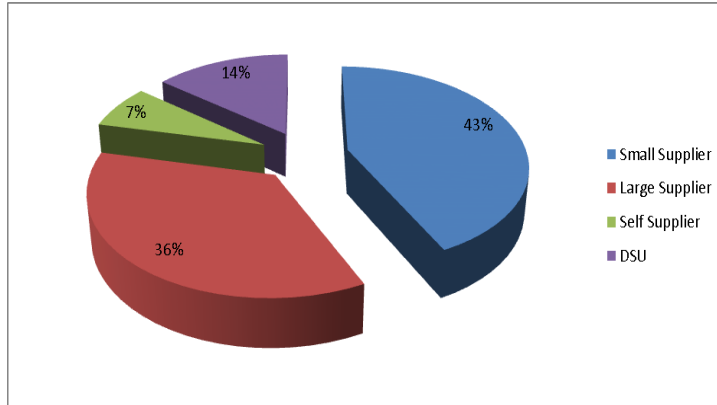
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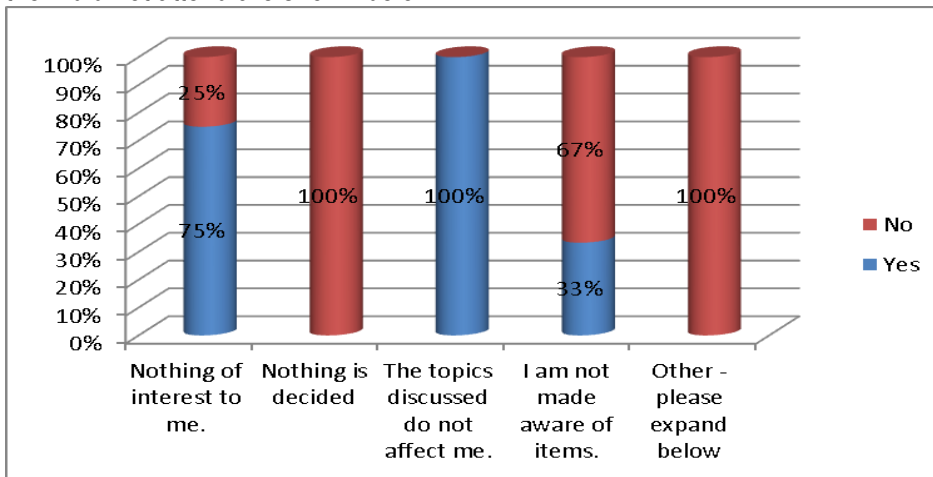
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RMDS Services

- There was an increase of 63% in the response rate from Market Participants (MPs) over 2013. The breakdown of respondents is as follows:-



- For 2014 we set ourselves a target to improve the quality and speed of response and can report our score went from 33% in 2013 for Very Good to 62% in 2014 for Very Good – this is an improvement of 88%.
- Our score for the various secretariat functions we perform were still either Good or Very Good.
- All respondents rated us as either Very Good or Good in the way the IGG Forum meetings, preparation and follow up was conducted by RMDS.
- In 2014 there was a doubling of our Very Good score for keeping the Market informed of changes and announcements. There was a 57% improvement in our Very Good Score to 69% when MPs scored their dealings with RMDS generally.
- For the 2014 survey we asked MPs if they didn't attend the IGG meeting, why didn't they? Out of all those who responded only 4 MPs indicated that they did not attend. The reasons why the 4 did not attend are shown below.



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It is worth noting that 1 Small supplier commented that after their participation in ISEM and NSMP Workshops they realised that their contribution is valued.

- 92% of respondents confirmed that the 1 week notification period is adequate for reviewing documents in advance of the Forum meeting. There is no change in this score over last year.
- The change of the Forum sequence timings was welcomed by 92% of respondents.
- All respondents scored the new Market Outage process either Very Good (23%) or Good (77%).
- When specifically asked a number of questions in relation to our Assurance Service Provider all MPs scored our Service Provider either Good or Very Good.

We did not get a response from any MP in relation to the Re-qualification Assurance process.

- MPs gave us their feedback to the detailed explanation of the DR/MCR process given at the IGG Meeting on 10/09/2014
 - 17% still had concerns and questions about the process.
 - 25% remain unhappy with the pace of the DR/MCR Process.
- Respondents rated RMDS either Very Good or Good in terms of the expertise at recent Market Initiatives e.g. LTCA, CoS Workshops, Debt Flagging and SMART Metering.
- One third of respondents advised that they did not have a clear understanding of what constitutes the “Market Design”. This comprised of a Large Supplier, a Small Supplier and two DSUs.

The Large Supplier who provided their identity details commented: -

“Would be useful to create an overview and maybe guideline document particularly for new staff getting involved in this area, given the overall scale of information available”.

- The RMDS website scored highly for ease of navigation, content and speed of updating. There was concern in relation to the search functionality of the website.

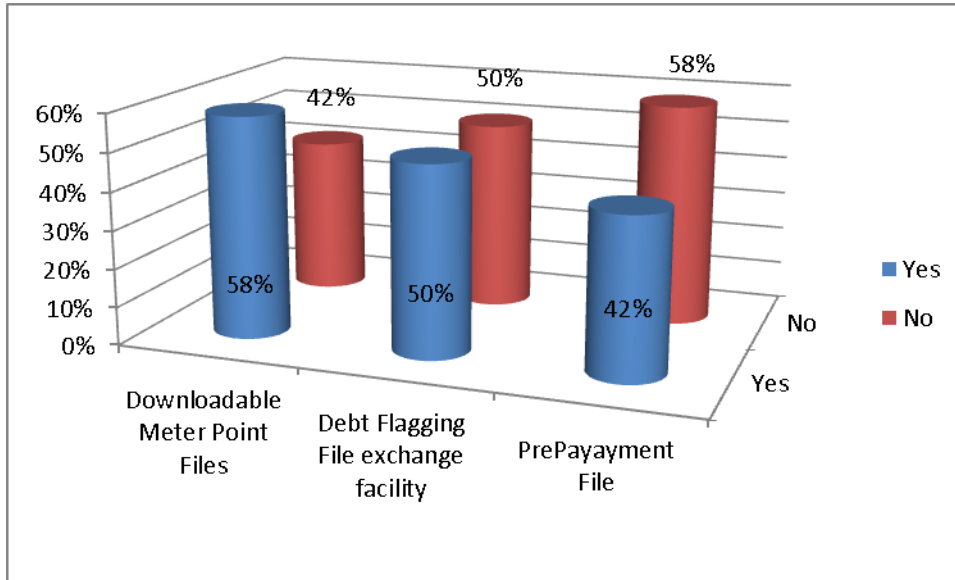
The Search function will return results from the titles and the bodies of posts and pages, and from media titles, all text, file names, and captions. Also, note that the search results will display posts with the matching term in the post title in reverse-chronological order. Then, it will display posts with the matching term in the post body in reverse-chronological order. So for example, if RMDS have just published a post about “Debt Flagging,” and RMDS also have an older post titled “Debt Flagging,” searching for ‘Debt Flagging’ will display that older post at the top of the list.

It will **not** find a word or phrase within a document on our website which is the same way as Google performs for example.

- Two thirds of respondents were not in favour of a separate ReMCoDS website. Two Small, 1 Large and 1 Self Supplier (a third of respondents) were in favour.

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- All respondents rated the SFTS either Very Good or Good.
One un-identified Large Supplier rated the Extranet Poor.
- 67% of respondents don't use the Eligible Customer File on the Extranet.
Of the respondents Two Large Suppliers, a Small Supplier and a DSU are using this file.
- The graph below from the survey represents the usage by respondents of the three files available to download on from the SFTS.



- There was not a lot of user feedback provided in the survey but one item can be addressed and that is a request to have more scoring options for respondents to select from in future surveys.

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Reporting on Actions for 2014

Market Assurance

- In 2013 For Co-ordination and communication of Market Assurance Activities RMDS received scoring of Very poor In relation to PIR surveys and the highest score we got elsewhere was Good with no Very Good score. This is an area of concern especially as we did not get any elaboration of the reasons for this in the comments section.

ACTION. MP's were asked to expand on this by contacting RMDS on why they felt this was Very Poor so we can address it.

RESULT. In the 2014 survey there was no Poor or Very poor Scoring

Market Design

- The timings around the progressing of a DR elicited the comment that it is very slow with a desire for firmer timescales. There was also recognition that the implementing of DRs implementation is delayed due to the backlog as a result of TIBCO issues.

ACTION. Explain the process being a 2 stage process and the different streams a DR can go into.

RESULT. A detailed presentation at the IGG on 10th September 2014 addressed the process and timings associated with raising a DR/MCR. 75% of respondents surveyed were happy that this presentation addressed the issues involved.

RMDS Website and Services

- 12.5% disliked the New facility to be able to search the entire website as well as the Automatic indexing of the website.

ACTION –Figure out how we get feedback on why?

RESULT – In the 2014 Survey feedback was that it is still difficult to find document on our website.

The search feature on the website will find every page, post or document that contains the search criteria if the page/post/document is named with it. It will also find the search criteria if it appears as text on a page or post.

It will **not** find a word or phrase within a document on our website which is the same way as Google performs.

- One respondent wanted a quick way to see all DRs and MCRs that were On Hold or withdrawn.

ACTION. Complete this by End Q4 2014

RESULT - This was effected in Q3 2014

