

2014 Customer Satisfaction Survey - ReMCoDS

April 2015

8

Total Responses

- First ever ReMCoDS survey for the Co-ordinated Market
- Survey Period from 13th February to 13th March 2015
- The valid response rate was 22.2%
- No NI Only supplier response.

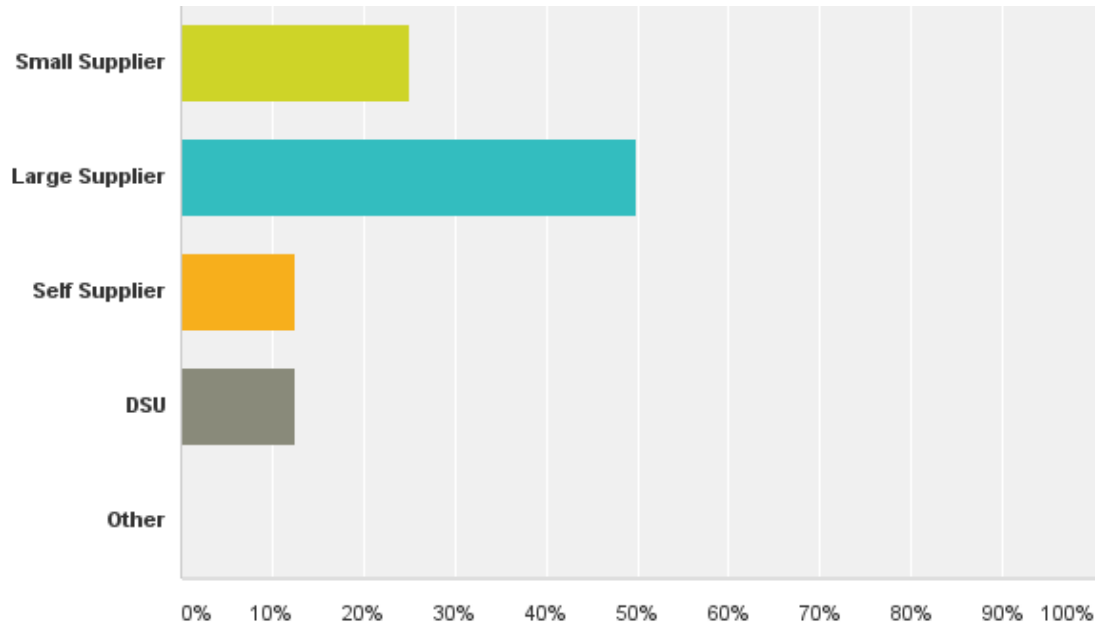
Survey Synopsis

- 100% were generally satisfied with the Co-ordinated Market Operation (Q4)
- 100% were satisfied with the new sequence of the Forum Meetings and the time to prepare for them (Q16,18&19)
- 100% were satisfied with the Outage Management and Communication of both Planned and Unplanned Co-ordinated Market Outages. (Q13&14).
- All respondents rated ReMCoDS role and involvement in recent workshops as Very Good or Good (Q11)
- All respondents scored:- 1) the service from ReMCoDS (Q6); 2) the quality of information and advice given (Q7) 3) dealings with ReMCoDS in general (Q10) and 4) being kept informed of Market Issues (Q9) as either Very Good or Good
- Respondents rated the content of the Co-ordinated webpages Very Good or Good (Q25), 87.5% found it easy to find documents (Q26) with 87.5% finding navigation Very Easy or Easy (Q24)

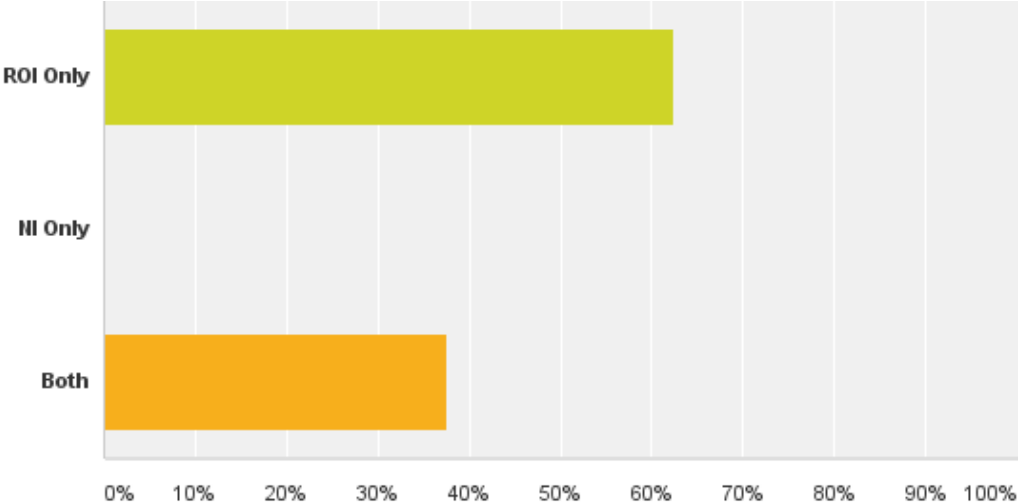
Survey Synopsis

- 12.5% / 1 respondent was unclear as to the role of ReMCoDS (Q3)
- 87.5% of respondents rated the Forum Minutes and Action Items either Good or Very Good (Q8)
- 3 respondents advised that the Change Procedure was not clear to them with 5 respondents advising that the DR they submitted was not progressed as fast as they would like (Q22)
- 87.5% of respondents rated the Outage page on the RMDS website a useful resource (Q12)
- 37.5% of respondents never visit the Co-ordinated Market section of the RMDS website. 25% are in favour of a separate ReMCoDS website. (Q23&Q27).
- 2 respondents indicated that the issues discussed at the Working Group meeting didn't affect them (Q17)
- More survey response options was requested

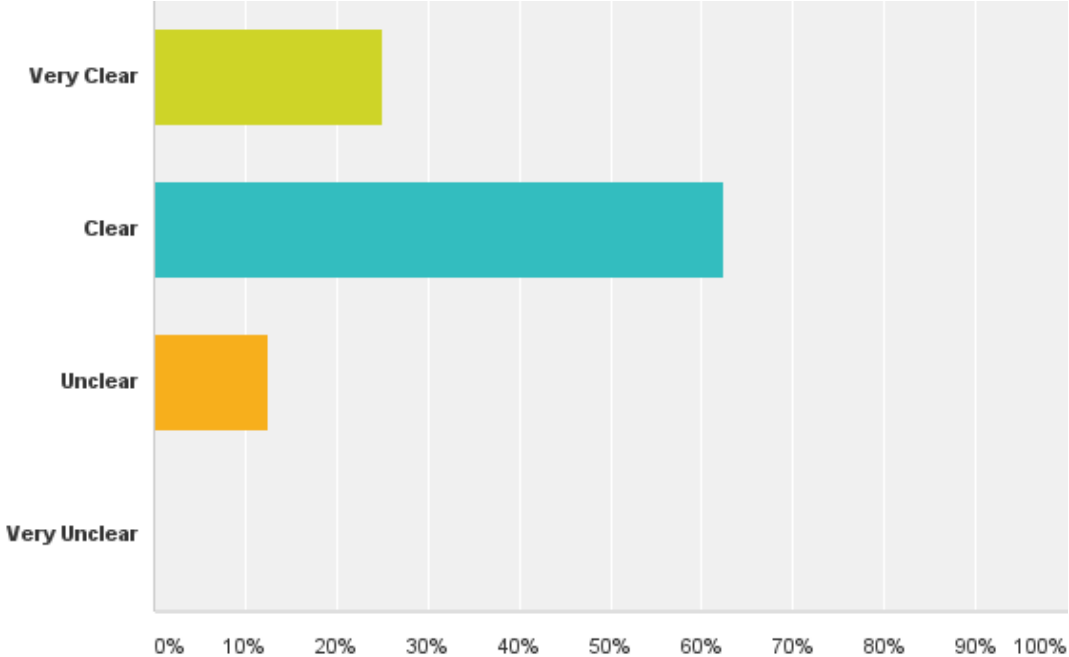
Q1: What type of Supplier are you?



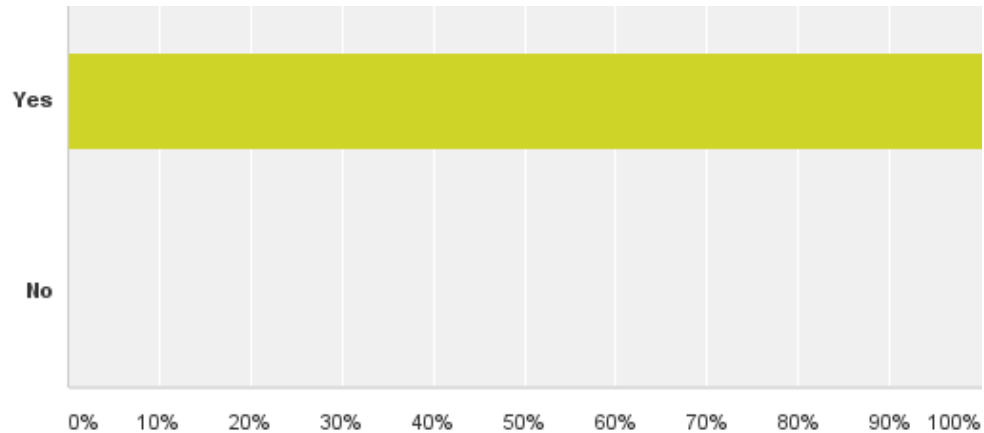
Q2: What Jurisdictional Markets do you operate in?



Q3: Is the role of ReMCoDS clear to you?



Q4: Are you generally satisfied with the operation of the Co-ordinated Market?



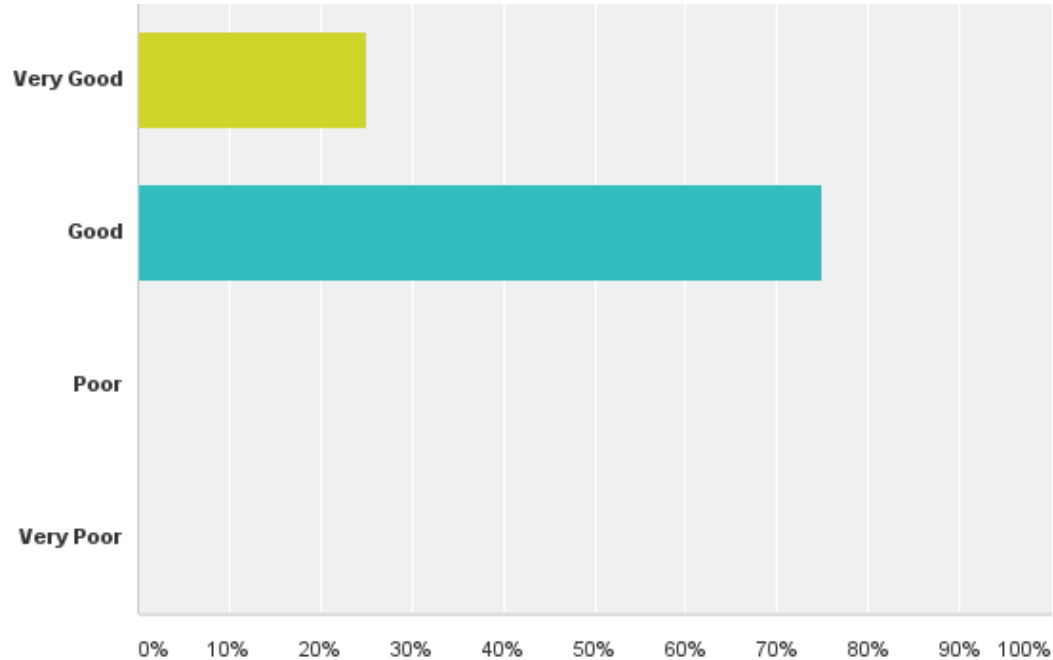
Q5: Are there other activities you feel the Co-ordinated Design Service could assist or be involved in? Please feel free to respond in the text box below?

No Responses

Q6: Please rate the service you get from the following:-

	Very Good	Good	Poor	Very Poor	N/A	Total
Emails To ReMCoDS mailbox	25.00% 2	75.00% 6	0.00% 0	0.00% 0	0.00% 0	8
Telephone calls to the ReMCoDS office	25.00% 2	75.00% 6	0.00% 0	0.00% 0	0.00% 0	8
Quality and speed of responses from ReMCoDS Office	12.50% 1	87.50% 7	0.00% 0	0.00% 0	0.00% 0	8

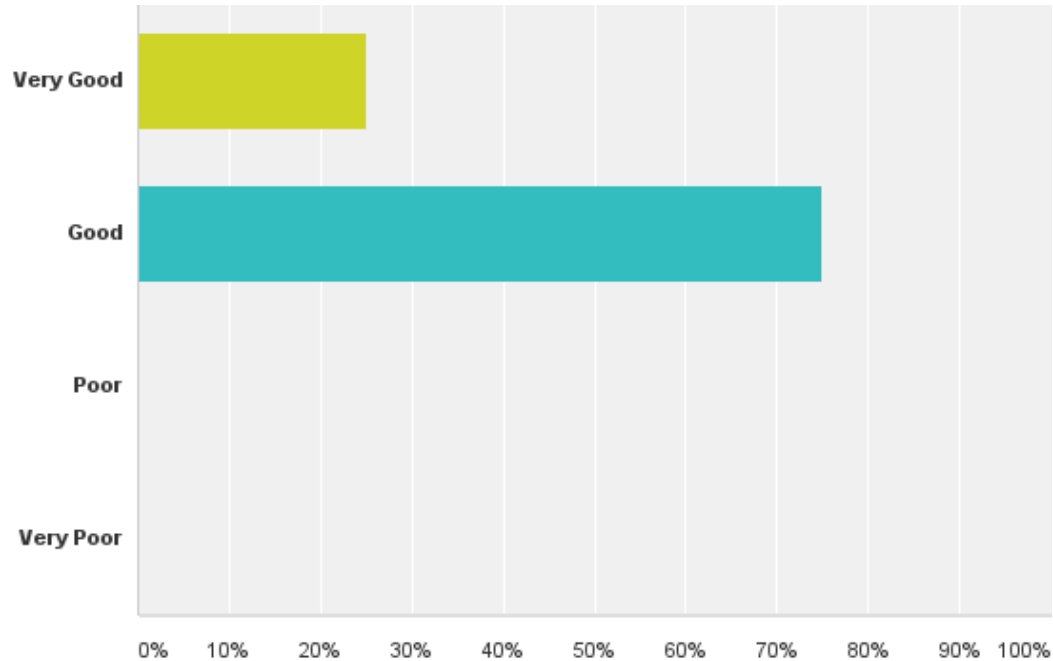
Q7: How would you rate the quality of information and advice given by the ReMCoDS team?



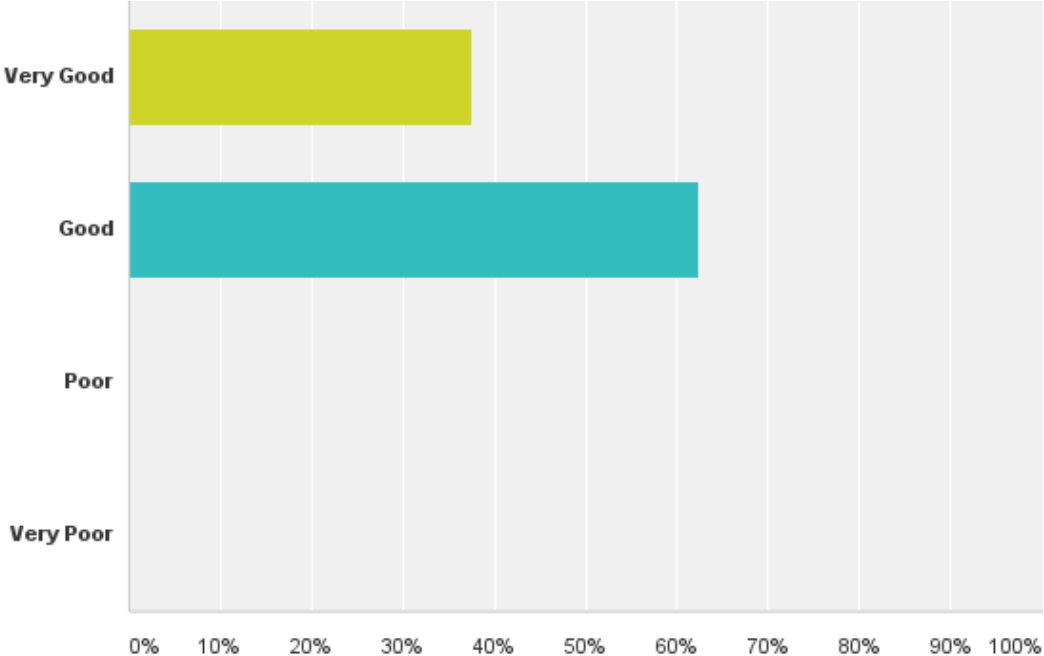
Q8: How satisfied are you with the Secretariat Function provided by ReMCoDS in terms of:-

	Very Good	Good	Poor	Very Poor	Do Not Use	Total
Agendas	37.50% 3	50.00% 4	0.00% 0	0.00% 0	12.50% 1	8
Forum Meetings	37.50% 3	50.00% 4	0.00% 0	0.00% 0	12.50% 1	8
Minutes	37.50% 3	37.50% 3	12.50% 1	0.00% 0	12.50% 1	8
Action Items	37.50% 3	37.50% 3	12.50% 1	0.00% 0	12.50% 1	8

Q9: How would you rate the ReMCoDS Service in terms of keeping you informed of changes, issues and announcements?



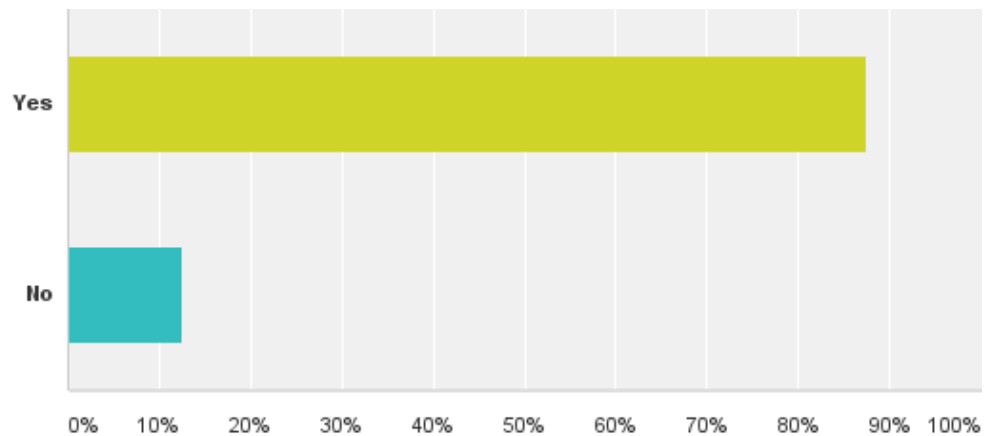
Q10: How would you rate your dealings with the ReMCoDS team generally?



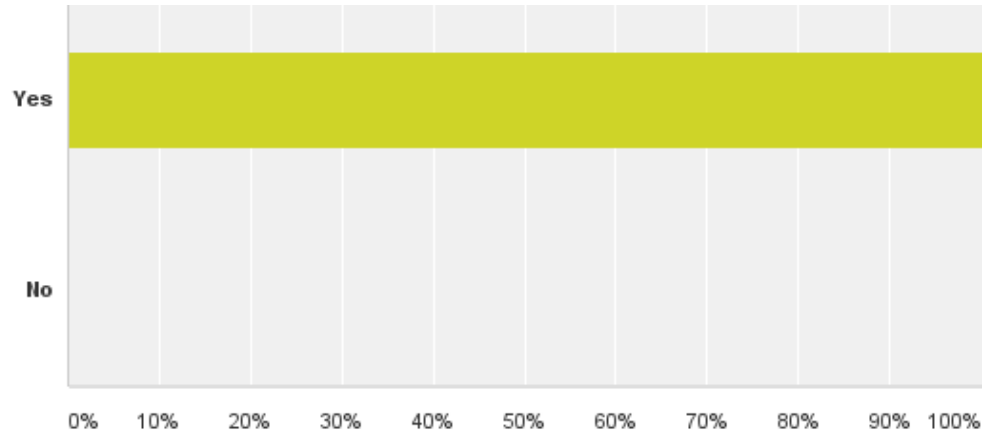
Q11: How would you rate ReMCoDS role and expertise in the following Co-ordinated Market Design initiatives?

	Very Good	Good	Poor	Very Poor	Do Not Use	Total
TIBCO workshop at the City North Hotel	12.50% 1	62.50% 5	0.00% 0	0.00% 0	25.00% 2	8
Inclusion of Smart Metering developments in the WG Agenda.	12.50% 1	75.00% 6	0.00% 0	0.00% 0	12.50% 1	8

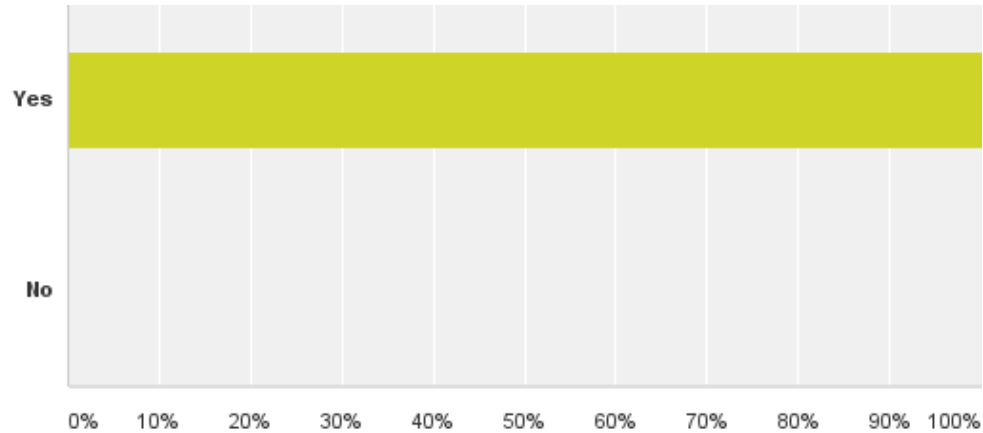
Q12: Do you find the Outage Page held on the RMDS Website a useful resource for communicating outages that impact on the Co-ordinated Market?



Q13: Are you satisfied with Co-ordinated Market **planned** Outage Management and Communication?



Q14: Are you satisfied with Co-ordinated Market **un-planned** Outage Management and Communication?



Q16: Give us your rating for the following items related to the ReMCoWG Forum:-

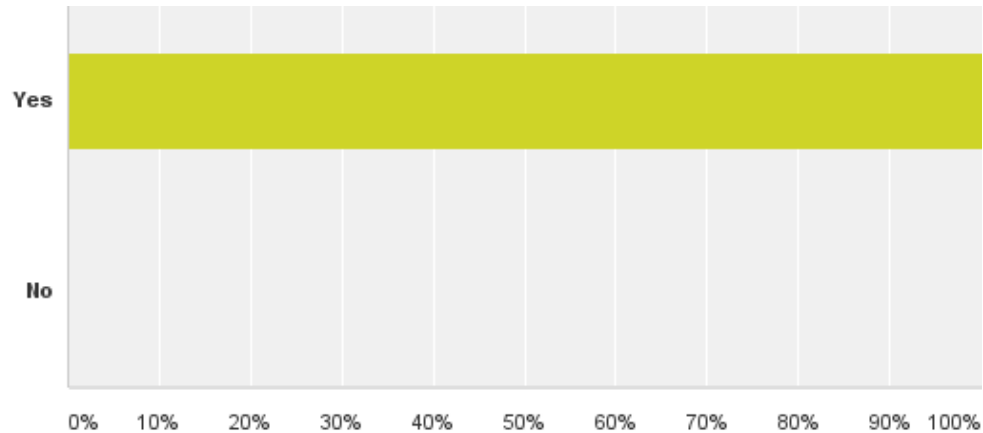
	Like	Dislike	Total
8 Week Interval between meetings	100.00% 8	0.00% 0	8
Start time of meeting.	100.00% 8	0.00% 0	8
Subjects Covered	100.00% 8	0.00% 0	8
Decision making ability of the Forum	100.00% 8	0.00% 0	8
Time to prepare for meeting once meeting items are made available	100.00% 8	0.00% 0	8
Value of meeting	100.00% 8	0.00% 0	8

Q17: If you do not attend the ReMCoWG Forum Meetings we'd like to understand why. Is it because..

	Yes	No	Total
nothing is of interest to me.	12.50% 1	87.50% 7	8
nothing is decided.	12.50% 1	87.50% 7	8
the topics discussed do not affect me.	25.00% 2	75.00% 6	8

#	Please use the comment box below to expand or add any other reasons you may have.	Date
1	N/A - always attend	3/12/2015 2:30 AM

Q18: The sequence of the Forum Meeting have changed for 2015. Are you happy with the new sequence of meetings?



Q19: Forum Preparation

	Yes	No	Total
Documents for discussion are updated and uploaded to the RMDS website 5 working days in advance of the ReMCoWG Forum meeting. Is this sufficient time to review items in order to be in a position to add value and make decisions on the subject at that Forum meeting?	100.00% 8	0.00% 0	8

Q20 & Q21

Q20 If No, please detail below how much time you feel is appropriate to make your contribution and views more valuable thus speeding up the decision making process.

No Responses

Q21 Have you any other comments you would like to advise us on with regard to the services provided by ReMCoDS?
(Please note that if you provide details that identify you this will remove the ability to keep your previous answers anonymous).

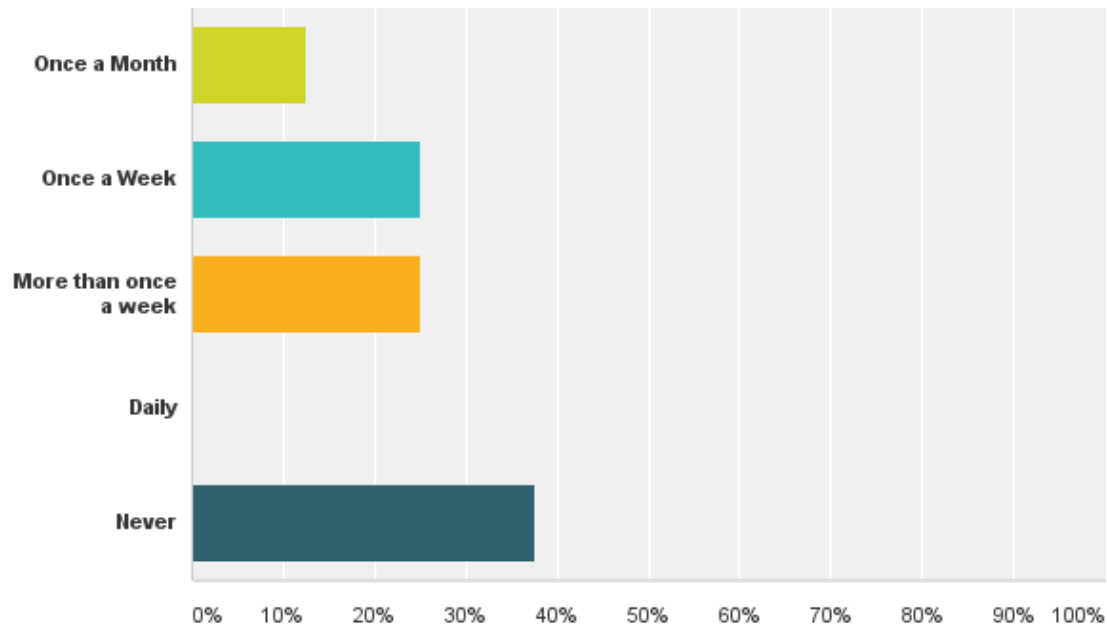
No Responses

Q22: Please answer the following questions in relation to Market Design

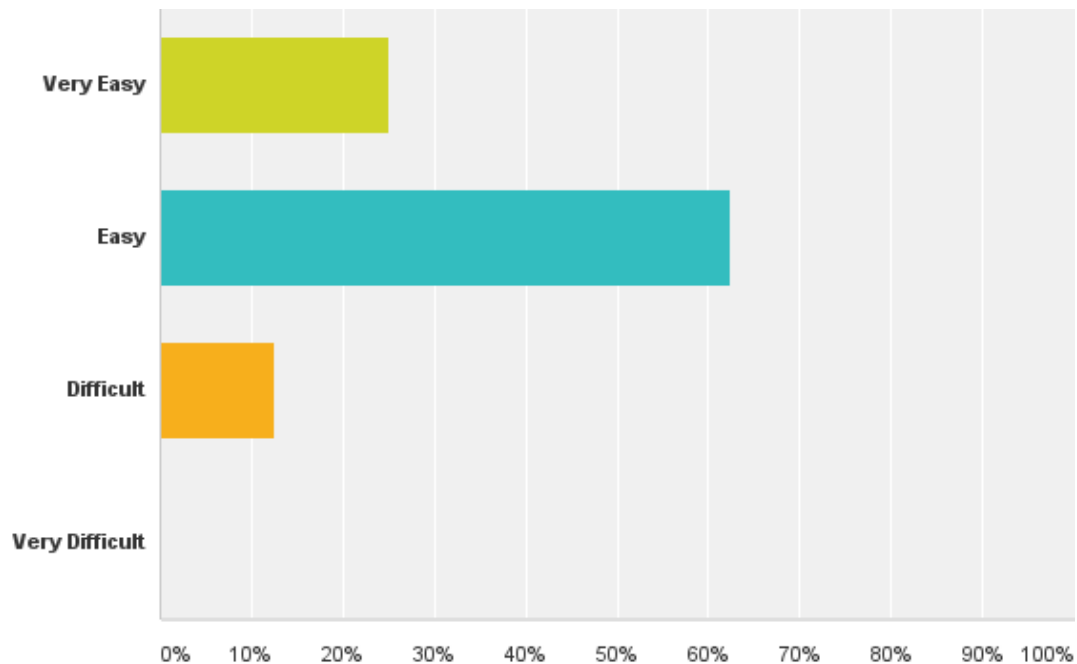
	Yes	No	Total
Have you raised a DR that would impact on the Co-ordinated Market (Schema-Impacting) during the survey period?	12.50% 1	87.50% 7	8
Is the Co-ordinated Market Change procedure clear to you?	62.50% 5	37.50% 3	8
Is the On-Line DR form detailed enough for your needs?	87.50% 7	12.50% 1	8
Was your DR progressed at the pace you expected?	37.50% 3	62.50% 5	8

#	Please expand on any of the answers you gave above that you would like to bring to our attention.	Date
1	N/A - no DRs raised in the last 12 months	3/12/2015 2:32 AM
2	a 'one pager , maybe with a swim lane type graphic would be useful for quick reference maybe ?	3/9/2015 4:48 AM

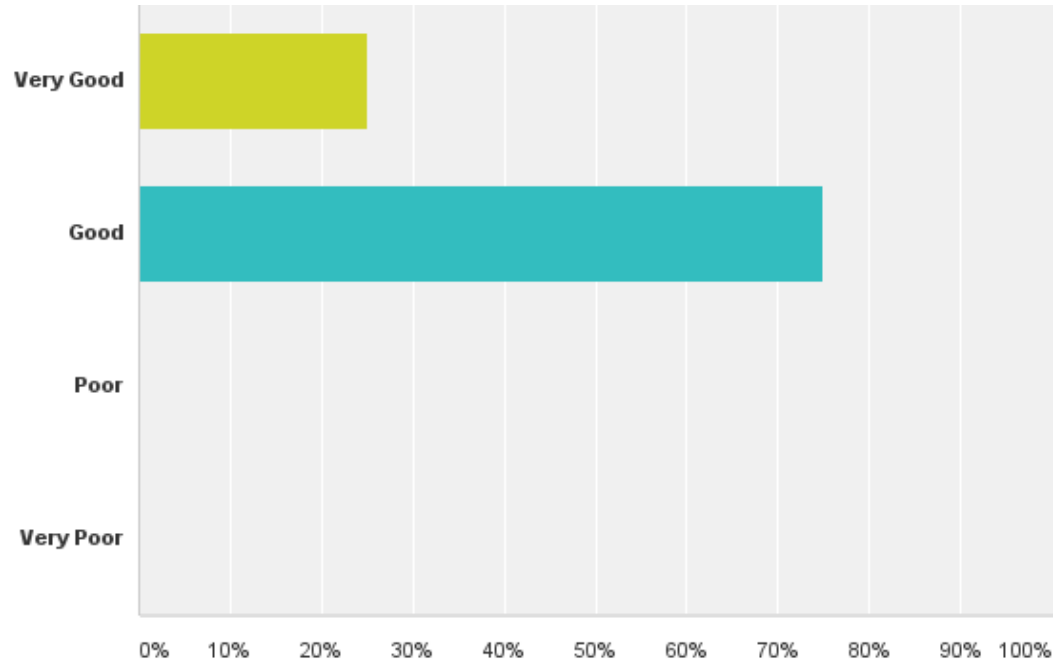
Q23: How often do you use the Co-ordinated specific pages on the RMDS Website (www.rmdservice.com)?



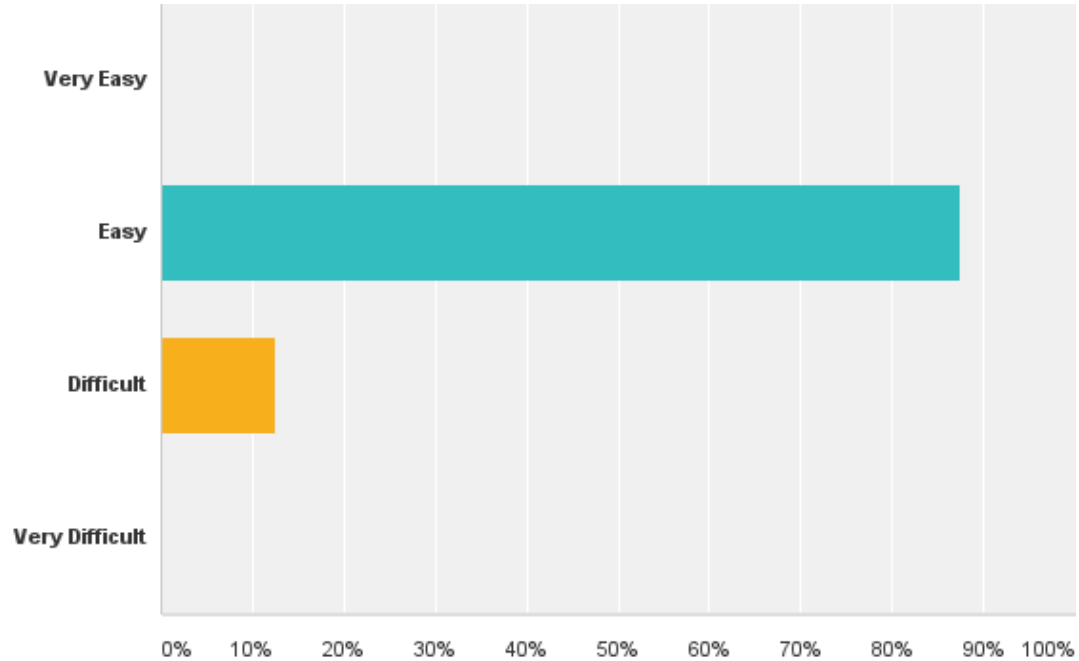
Q24: How would you rate the ease of navigation of the Website in terms of finding information easily?



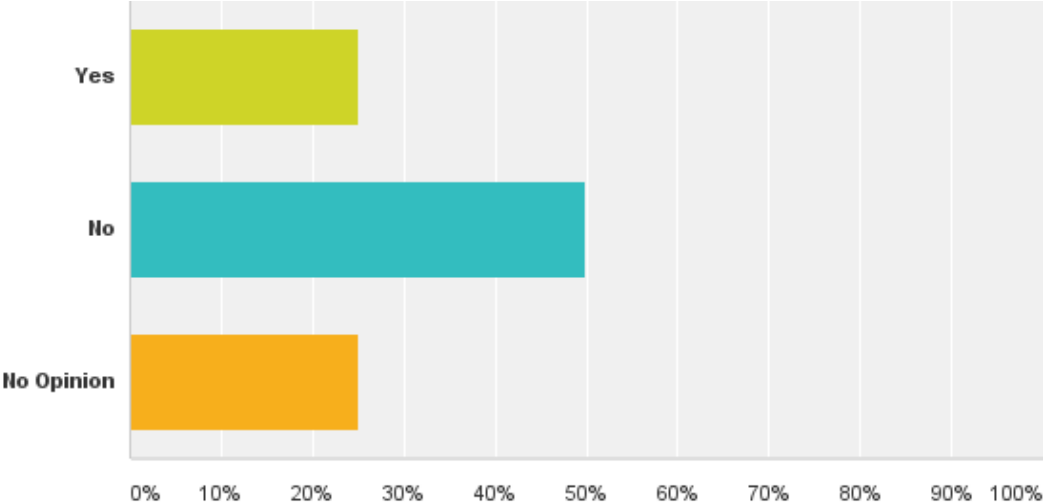
Q25: How would you rate the Co-ordinated Market content on the Website?



**Q26: The RMDS website contains a substantial amount of Co-ordinated Market information.
How easy do you find it to identify the exact documents and content you were searching for?**



Q27: Would you value the separation of the Co-ordinated Market content, currently held on the RMDS website, to a separate Co-ordinated / ReMCoDS website?



Q28: Have you any further comments on the Co-ordinated Market webpages? (Please note that if you provide details that identify you this will remove the ability to keep your previous answers anonymous).

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Answered: 0 Skipped: 9

#	Responses	Date
	There are no responses.	

Q29 Do you have any other comments, suggestions or feedback you would like to pass on to the ReMCoDS Team?

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Answered: 1 Skipped: 8

#	Responses	Date
1	would be useful to provide for gerater options in answering some of teh questions - yes / no is not suitable in some instances.	2/16/2015 4:46 AM

Actions

- Encourage NI Only suppliers to respond
- Double the response rate of the survey
- An explanation of the DR/MCR process was given at the IGG Forum in September 2014. A reminder of this could be made to a future ReMCoWG meeting together with the placing of an overview document on the RMDS Website
- Engage with Suppliers who do not attend the Working Group Forum to establish their exact reason(s) for non-attendance
- In the next survey we would like to get more understanding of any other support ReMCoDS can provide to the Co-ordinated Market
- Broaden the response choices available where suitable

Next Survey

July 2016

(This affords a six month gap between the timings of the IGG and ReMCoDS surveys).