

**RMDS**

**2015  
Customer Satisfaction Survey**

**Analysis**

# 2015 Customer Satisfaction Survey Results

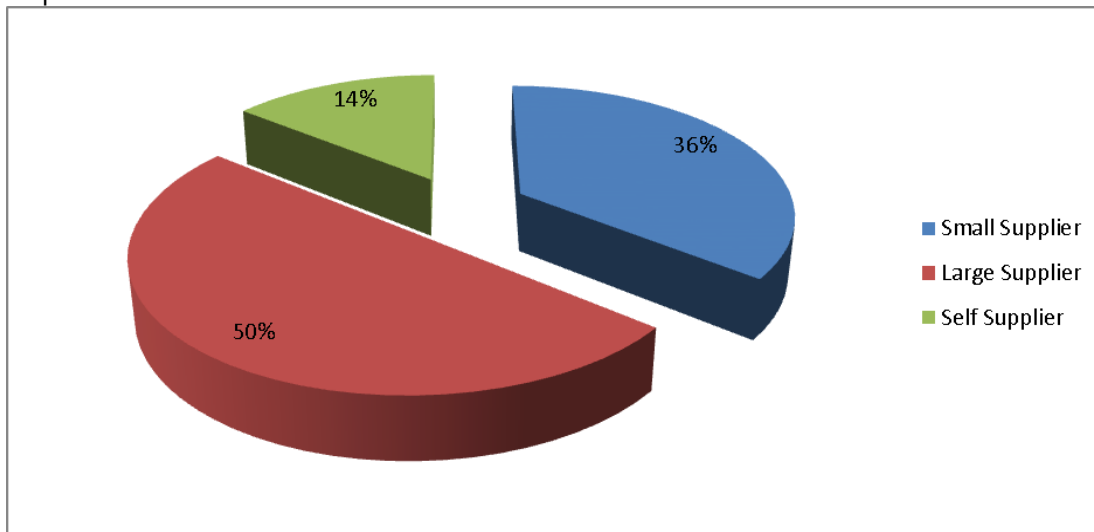
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# 2015 Customer Satisfaction Survey Results

## RMDS Services

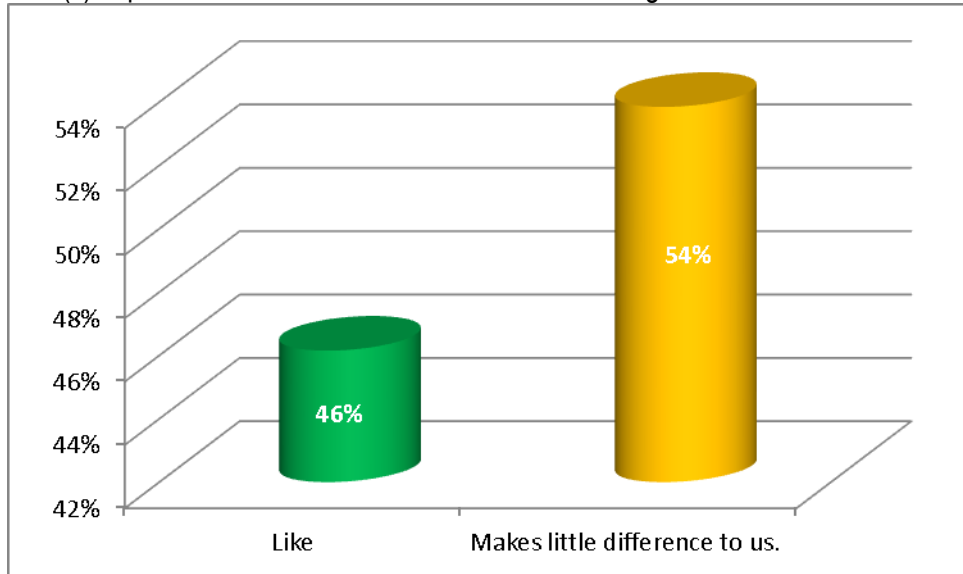
- The breakdown of respondents is shown below. There was the same number of respondent as 2014 but the number of eligible respondent increased from 34 to 40 leading to a lower response rate for 2015 – down 6%.



- 8% / 1 respondent rated the Quality and Speed of responses from RMDS Office as Poor. However, there was an overall increase in the rating of Very Good from 62% to 77% for **Quality and Speed of Responses and Telephone Calls top the RMDS Office.**
- For Quality of Information and advice given by RMDS Team 8% / 1 respondent rated RMDS Poor. Again, there was an overall increase in the Very Good score from 54% to 62%.
- 23% of respondents disliked the time it takes to resolve issues brought to the IGG.
- There was an increase from 46% to 77% who rated RMDS Very Good when asked how well RMDS kept them informed of changes, issues and announcements.
- 15% of respondents are dissatisfied with the amount of time afforded to review documents in advance of IGG meetings. One MP commented  
*“standard documents such as agenda , minutes etc are sent 1 week in advance . However, as above , not all documents are sent 1 week ahead preventing proper assessment in advance of the forum. (e.g. dr request etc).*

## 2015 Customer Satisfaction Survey - Analysis

- No MP(s) expressed dissatisfaction with the revised timings of the IGG Forum meetings



- The new RMDS Annual Statistics were positively received by MPs.
- MPs continue to rate the Outages Process and Outage Webpage Very Good or Good with an increase in the Very Good score.
- When the No Opinion scores are excluded MPs were strongly in favour with the Re-Contextualisation of previously approved MCRs.
- All MPs who attend the Market Design Initiative Workshops rated RMDS' expertise either Very Good or Good.
- MPs rated RMDS either Very Good or Good during the three MMR's in 2015.
- Following the completion of the Conversion from ARIS to Document format, all MPs, who expressed an opinion, find the new Market Design format either Very Good or Good.
- 85% of MPs indicated that they have a better understanding of what comprises Market Design up from 67% in 2014.
- The Very Good score for the content of the RMDS website increased from 25% to 46%.
- All MPs rated the speed of RMDS website updating either Very Fast or Fast.
- The new Private RMDS website was very positively received by MPs.
- There was a reduction in the number of MPs using the Eligible Customer files on the Extranet from 33% to 23%.
- There was an increase in users of the Downloadable Meter Point Files from the SFTS from 58% to 85%.

# 2015 Customer Satisfaction Survey - Analysis

## Reporting on Actions for 2015

### Survey Format

- Responding to the 2014 survey results RMDS, for the 2015 survey, widened the choice of answers to include wider ranges where possible and a N/A option.

\*\*For ease of reading the results the results where a category attracted a no score from any of the respondents we have not included the no-score in the results.

### Eligible Customer List

- In 2015 RMDS analysed use of the Eligible Customer List (Extranet) and reported back to the IGG. The analysis yielded three options which MPs were to choose from. The choices were:---
  - Do nothing and continue to produce the files
  - Add relevant fields where possible to the SFTS Files
  - Cease the provision of the EC files on the Extranet without adding any of the fields to the Downloadable Files.
- MPs will formally decide on this in Q1/Q2 2016

### Market Design

- With the complete conversion of the Market Design (MD) from ARIS to Document format the entire MD is now captured under on Retail Market Design tab on the RMDS website. Where changes to MD are requested or required the History of Changes, which lists all the current documents in the Market Design, is updated. MPs in the 2015 survey indicated that they have a better understanding of what comprises MD up from 67% to 85% in 2015

