



Retail Market Design Service

# 2017 RMDS Customer Satisfaction Survey

## Results and Report

# General Survey Information

**Survey Period** - 6<sup>th</sup> April 2018 to 16<sup>th</sup> May 2018

## **New Survey Format**

In order to encourage more participation the survey for 2017 focussed on 8 KPI's that will be used as a benchmark for future surveys.

- **Secretariat**
- **Communication**
- **Knowledge**
- **Market Design Documentation**
- **Market Developments**
- **Website**
- **Outages**
- **Market Assurance**

The survey was also structured so that responding MPs could provide free text feedback on each of the KPIs as well as any overall comments that they wished to make RMDS aware of.

## **Resources**

In common with recent surveys this survey was carried out using the online survey tool [www.surveymonkey.com](http://www.surveymonkey.com).

## **Please Note.**

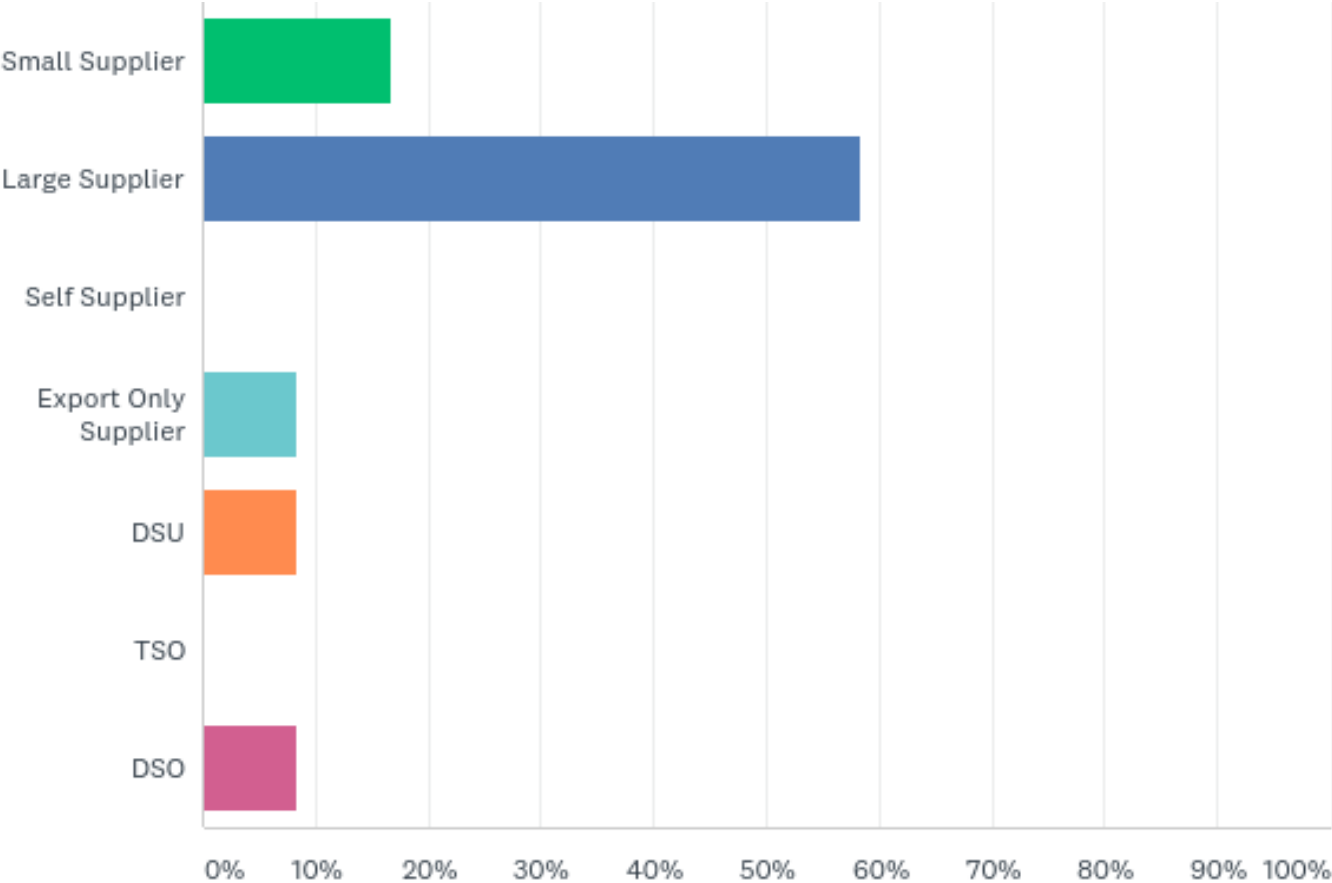
In the report where respondents submitted feedback/comments they are placed below the relevant question / graph in *italic text* unedited.

# Executive Summary

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- 12 participants responded
- 6/8 KPI = 100% score of Good / Satisfied or above
- 2/8 KPI = 92% Good / Satisfied or above
- 2/96 possible scores = Poor

# What type of Participant are you?



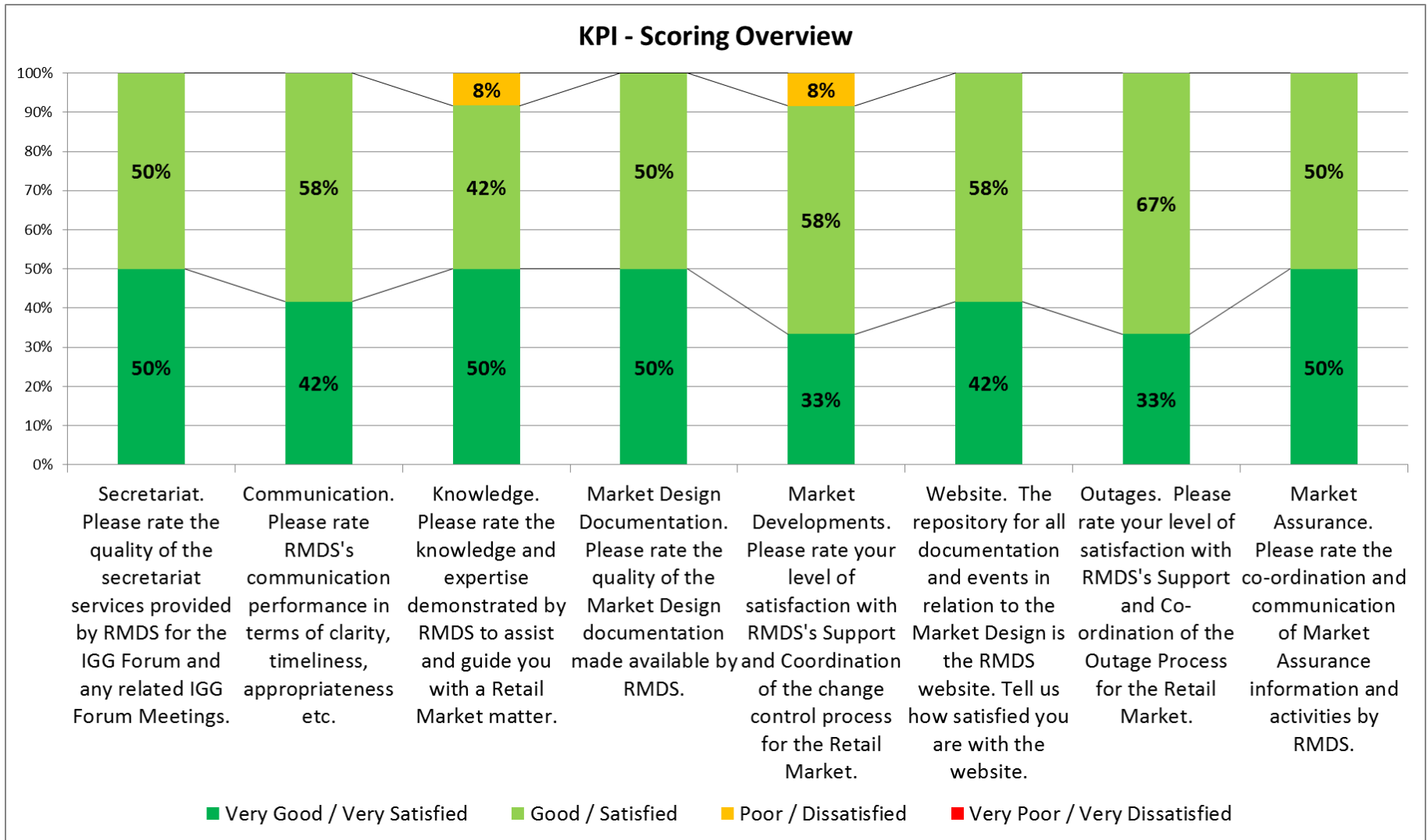
# MP Survey Feedback

KPI	Comment	RMDS Response
Secretariat	<i>In some cases, more stringent time management of IGG meeting agenda items would be helpful to ensure the meetings do not run over. (Large Supplier – Good)</i>	A more co-ordinated approach by RMDS /CRU will be adopted at future meetings to ensure adherence to agendas and times are met.
Communication	<ul style="list-style-type: none"> <li><i>Would be good to get documents further in advance of IGG for review. MCR turn around in terms of edits, design and delivery is very slow. (Large Supplier – Good)</i></li> <li><i>Information pertaining to the IGG meetings should be provided earlier to insure the time needed for review and brief/discuss with the relevant business lines in advance of the meeting (Large Supplier – Good)</i></li> </ul>	<p>RMDS always advocates earlier dissemination of important meeting material. This is not always possible as some Agenda items are very topical or quite complex.</p> <p>RMDS will work with all stakeholders to ensure information is provided and fed back earlier and will look at various online tools to facilitate this.</p>
Market Design Documentation	<i>Some documents did not provide sufficient detail to allow Suppliers implement the necessary changes in their organisations (e.g. DR 1184). This was in part due to the incorrect regulatory body being tasked with supporting the write up of the DR. It would be preferable for the appropriate regulatory body to be identified during earlier stages of DR drafting. (Large Supplier – Good)</i>	RMDS will look at all Forum destined DRs to ensure they contain the right balance of information to allow MPs make an informed decision.

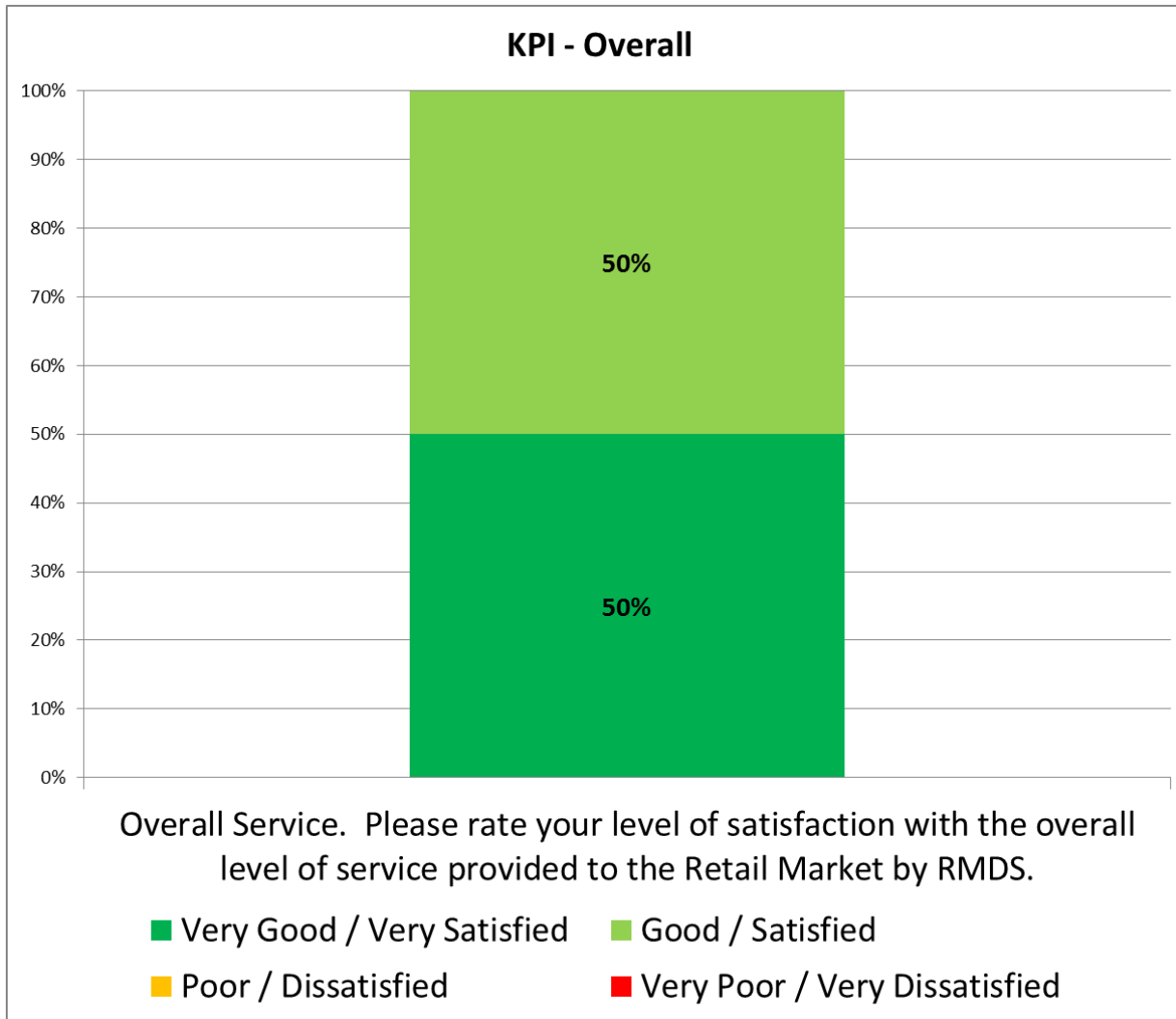
# MP Survey Feedback

KPI	Comment	RMDS Response
Market Developments	<i>it is extremely slow and design requests dont seem to be thoroughly thought through. RMDS is the market design expert and should be able to deliver and design changes thinking through all aspects of market and how it translates into system changes. (Large Supplier – Dissatisfied)</i>	<p>The knowledge and collaboration initiative is in progress in RMDS. This initiative should improve RMDS' ability to validate DRs before they are circulated to the wider market for review.</p> <p>The retail market design and systems are very complex and MCR impacts are often highlighted after impact assessment by MPs, this is to be expected and is evidence of the process working.</p>
Website	<ul style="list-style-type: none"> <li>• <i>On some occasions, the RMDS website is quite slow to load, if this could be addressed it would be helpful. (Large Supplier)</i></li> <li>• <i>Could be improved by making it easier to find documents and tracking. (DSO – Satisfied)</i></li> </ul>	<p>The RMDS website is under review with a revamp planned for Q4 2018. Better guidance on the website use shall also be provided.</p>
Outages	<i>Planned outages are fine , for unplanned I think RMDS is dependant on the info passed on to it so it unfair to comment (Large Supplier)</i>	<p>RMDS work with ESNB to ensure that regular communications are issued during unplanned outages.</p>

# Scoring Overview Analysis



# Scoring Overview Analysis





# MP Survey Feedback

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**Q10 - Other Feedback.** Please provide us with any additional feedback / comments you may have below.

## Responses

- *As above. Thanks for your help throughout the year. (Large Supplier)*
- *Well done guys! Great job!! (Large Supplier)*

## Action 1 – Quality of DRs

RMDS to look at all Forum destined DRs to ensure they contain the right balance of information to allow MPs make an informed decision.

**Due Immediately**

## Action 2 – Timely delivery of documentation to facilitate proper preparation

Investigate with all stakeholders how this can be achieved.

**Due Q4/2018**

## Action 3 – Website User Experience

The RMDS website is under review with a revamp planned for Q4 2018.

Better guidance on the use of the RMDS website shall be provided.

**Due Q4/2018**



**Thank You**