

ReMCoDS

Retail Market Coordination Design Service

2017
ReMCoDS
Customer Satisfaction Survey

Results and Report



QUALITY
I.S. EN ISO 9001:2015
NSAI Certified

General Survey Information

Survey Period - 6th April 2018 to 16th 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 ReMCoDS aware of.

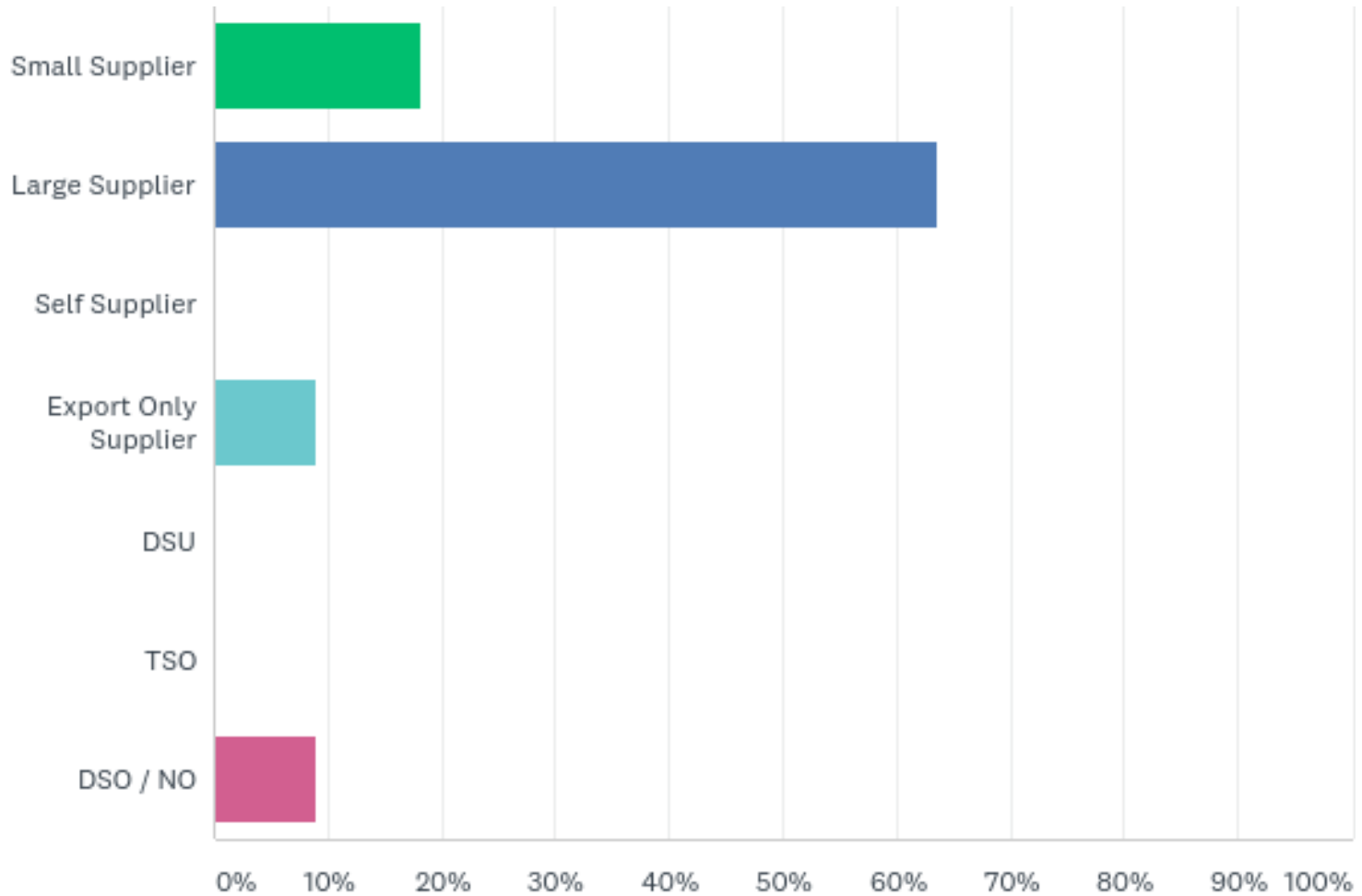
Resources

In common with recent surveys this survey was carried out using the online survey tool www.surveymonkey.com.

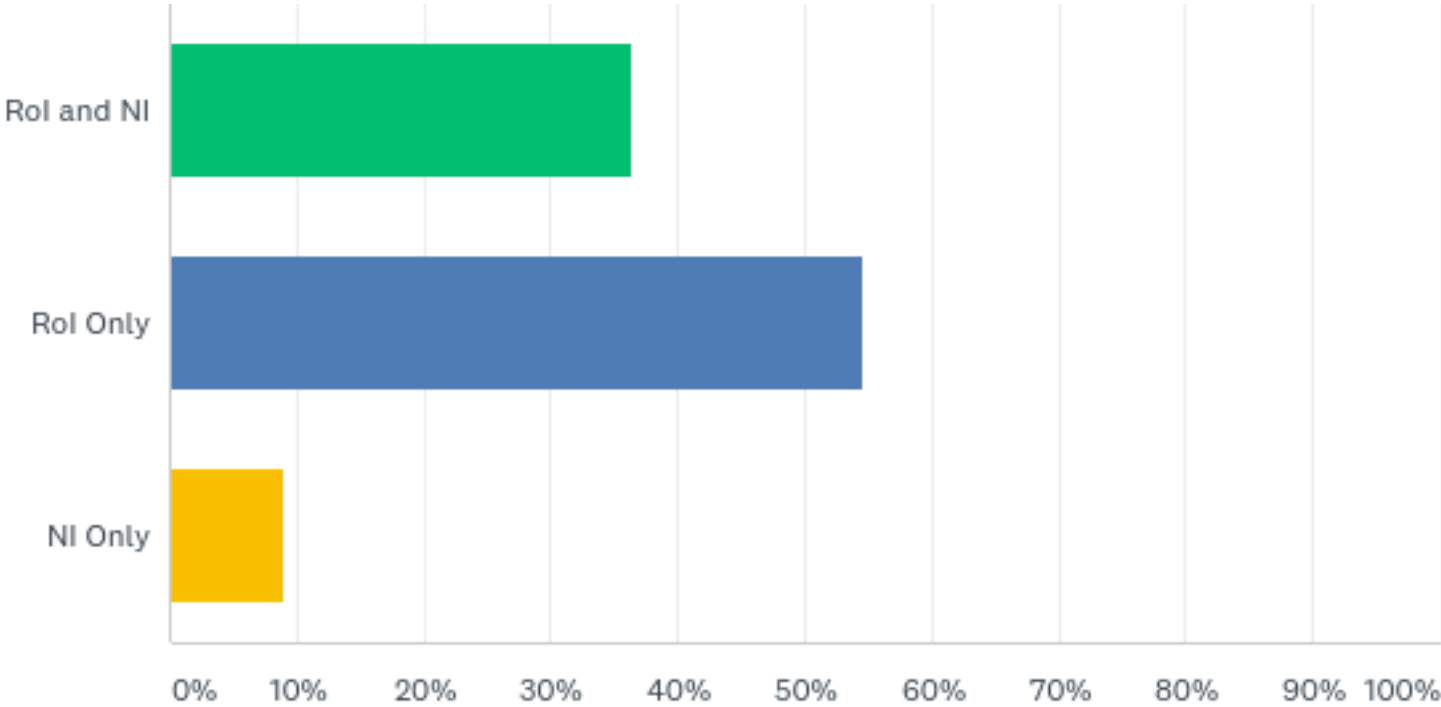
Please Note.

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

What type of Participant are you?



What Jurisdictional Markets do you operate in?



Executive Summary

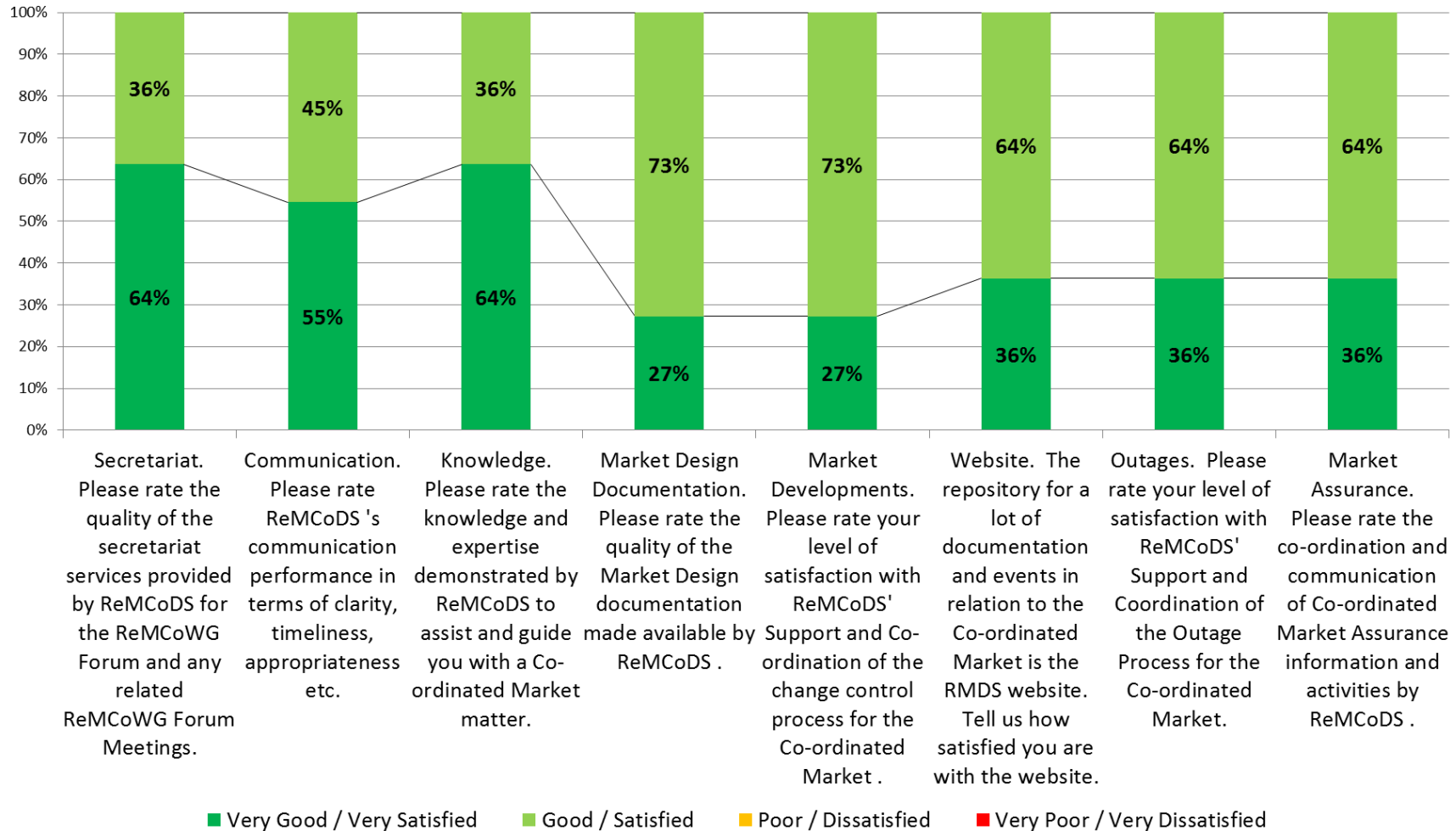
- 11 participants responded
- 8/8 KPI = 100% score of Good / Satisfied or above
- No Poor scores or lower recorded

MP Survey Feedback

KPI	Comment	ReMCoDS Response
Communication	<i>the current status of the remcowg is mainly to discuss tibco and recently de-harmonisation. it does seem that there could be additional functions brought in under this group to add value/learnings between the 2 jurisdictions. Large Supplier – Rol - Good</i>	If an MP wishes for a co-ordination matter to be discussed they can email ReMCoDS up to 3 days in advance a forum meeting and have the matter added to the agenda.
Market Design Documentation	<i>Locating documentation could be improved (e.g. MCRs, open-closed, historic ...) DSO – Rol - Good</i>	The RMDS website is under review with a revamp planned for Q4 2018. Better guidance on the website use shall also be provided.
Website	<i>Same point as above. Locating documents and dashboards would be a great addition for managing changes. Perhaps easier to use for finding documents. DSO – Rol - Good</i>	

Scoring Overview Analysis

KPI - Scoring Overview



Scoring Overview Analysis



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

Responses

- *See RMDS survey for commentary.
Large Supplier – Rol*
- *WG meetings tend to be dedicated to tibco updates. it seems that there could be more learnings between 2 jurisdictions used to benefit both markets. the outcome of de-harmonization will determine the future of remcods and if harmonization is retained, ways for providing more benefit to the two markets through harmonization should be identified and enhanced)
Large Supplier - Rol*
- *very good service being provided , keep up the good work!
Large Supplier - Both*

Action 1– Website User Experience

The RMDS website is under review with a revamp planned for Q4 2018. Better guidance on the website use shall be provided.

Due Q4/2018

ReMCoDS

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Thank You