



Retail Market Design Service

2018 RMDS Customer Satisfaction Survey

Results and Report

General Survey Information

Survey Period – 26th April 2019 to 24th May 2019

Survey Format

The questionnaire comprises of 9 questions covering the following areas:

1. Secretariat
2. Communication
3. Knowledge
4. Market Design Documentation
5. Market Developments
6. Website
7. Outages
8. Market Assurance
9. Overall Service

Each question asked respondents to score on a scale of 1-4 (from Very Poor to Very Good or from Very Dissatisfied to Very Satisfied)

Each question also allowed for an open ended comment to be included

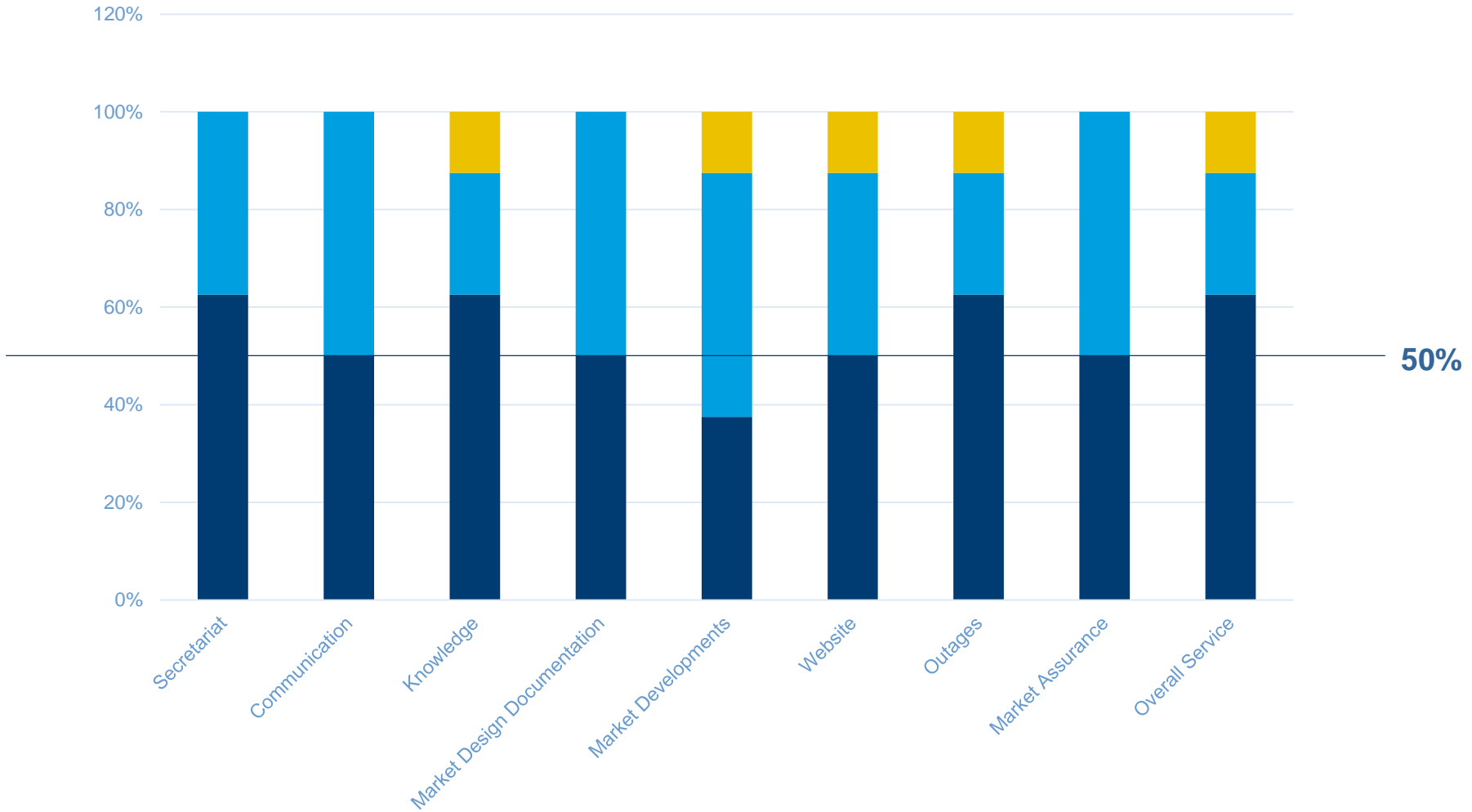
Resources

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

Executive Summary

- **8 participants responded**
- **7/8 respondents = 100% score of Good / Satisfied or above**
- **1/8 respondent = 44% score of Good / Satisfied or above**
- **5/72 scores = Poor/Dissatisfied**
- **No scores of Very Poor or Very Dissatisfied**

Scoring Overview Analysis



- **Communications**

- *“Communication in relation to industry meetings etc. is very good however on occasions response times to individual supplier queries can be slow. We understand that input may be required from other parties however we would like to see response times reviewed and improved as suppliers are dependent on these responses to move forward with internal work and projects such as Smart Metering”*
- *“There has been some confusion on the role RMDS in relation to Smart Metering. It might be useful to have a FAQ/ chart that explains the handshakes between RMDS and the Smart Metering programme.”*
- *“We would like to see more knowledge transfer between RMDS & ESNB. Some queries that we have submitted to RMDS have been forwarded to ESNB for response that we would have expected RMDS to answer.”*
- **All queries for the v13.00.00 market release (Smart & Non Smart queries) should continue to come through RMDS. We are working with Smart Metering to ensure that we can respond to queries as quickly as possible as well as responding directly when we are able to.**

Comments & Actions

- **Website**
 - *“Would like if it was easier to find documentation on the web site”*
 - *“One suggestion is that the RMDS distribution list is notified for all documents added to both the RMDS Confidential and standard website”*
- **RMDS is currently working on a website improvement plan and hopes to launch an updated website later this year**



Thank You