

ReMCoDS

Retail Market Coordination Design Service

2018
ReMCoDS
Customer Satisfaction Survey

Results and Report



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

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

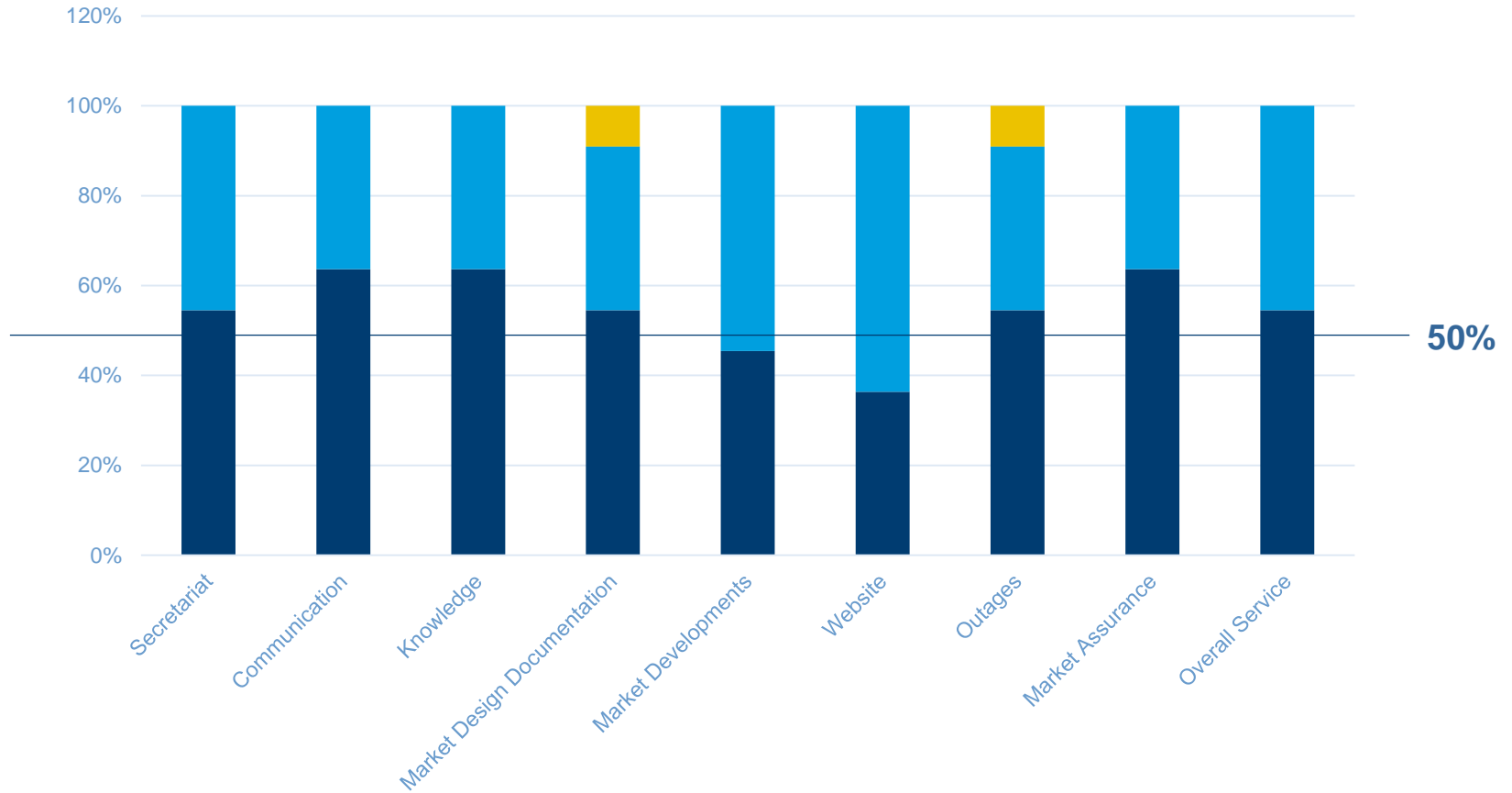
Each question asked respondents to score on a scale of 1-4 (from Very Poor to Very Good or from Very Dissatisfied to Very Satisfied)

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

Overview

- 11 participants responded
- 9/11 respondents = 100% score of Good / Satisfied or above
- 2/11 respondent = 88% score of Good / Satisfied or above
- 2/99 scores = Poor/Dissatisfied
- No scores of Very Poor or Very Dissatisfied

Results



- **Website**
- *“Should be easier to find documentation.”*
- – RMDS are currently reviewing our website with a plan to update it this year

- **Outages**
- *“At time it states updates to be provided hourly but this rarely happens”*
- – RMDS will review our outage notifications and ensure that we are keeping all MP’s up to date at a reasonable frequency

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Thank You