

**Contracts for
Difference –
Allocation
Round 3
Customer
Satisfaction
Survey Results**

November 2019



Our survey says...

- It is critical that National Grid ESO, as the Electricity Market Reform Delivery Body, understand how our customers and stakeholders perceive our performance and that we meet expectations in carrying out our role and obligations.
- In order to meet these expectations, we conducted a customer satisfaction survey in October 2019

Customer Satisfaction Score for CfD Allocation Round 3 - 2019/20

The survey is split into key focus areas:

- Engagement
- Service
- Process
- Communication

We achieved a survey participation rate of 44.4%

Almost 60% of respondents gave us a score of 8 and above

In Round 2, the baseline satisfaction score was established with an overall satisfaction score of 8.5

8

Overall satisfaction

So what will the EMR Delivery Body do?



You said...		We will...
Do Differently	“The content of information shared across Delivery Partners websites could be better aligned”	<ul style="list-style-type: none">• Work with our Delivery Partners and look at how source information is better signposted across our respective websites
	“The timeline for AR3 could have been more user friendly”	<ul style="list-style-type: none">• Look at different ways of presenting this
	“You prefer to receive information by Email”	<ul style="list-style-type: none">• Ensure this channel is used more frequently
	“Our guidance and queries response could have been more consistent”	<ul style="list-style-type: none">• Review our FAQ’s to ensure alignment with guidance and process• Ensure our front desk has access is fully briefed
Continue	“Our 121’s were helpful and informative in particular the videos and demo’s”	<ul style="list-style-type: none">• Continue to include these in our engagement plan for future rounds and look at ways to improve the interactive aspect of them
Do More	“The pre validation checks were extremely useful”	<ul style="list-style-type: none">• Ensure this is a key feature of our engagement process

If we have missed anything, tell us what you think.....

nationalgridESO

Comments

Feedback

Is there
anything that
we can
improve on?

If you have any improvements or ideas that you would like to share with us, please contact us on

Phone – 01926 6553300

E-mail – box.emr.cfd@nationalgrideso.com