

Public

Capacity Market Customer Survey 2025/26

Capacity Market Delivery Body
July 2026

CM Customer Survey 2025/26

- NESO, as the Electricity Market Reform Delivery Body (EMR DB), understand the importance of how our customers and stakeholders perceive our performance.
- To fulfil our obligation, we conducted a Capacity Market Customer Survey in March 2026, to seek customers' feedback on our role as the Capacity Market Delivery Body.
- This slide pack details the relevant statistics including; overall satisfaction score, improvements made over the past year and key themes within the feedback.
- We would like to say a massive **THANK YOU** to those of you who took the time to provide feedback.

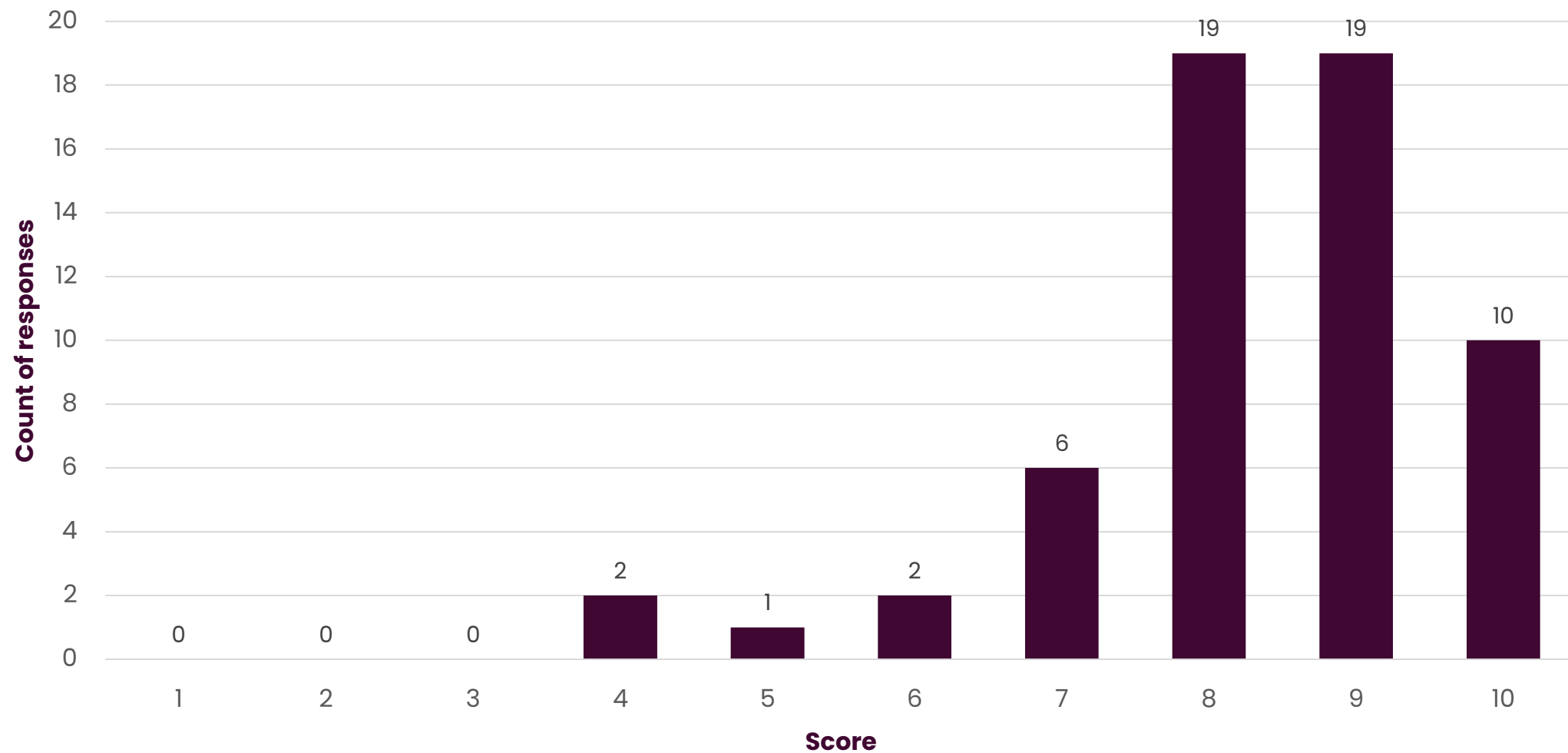
Responses and Overall Satisfaction

Key Areas	2024	2025	2026
Number of responses	49	93	59
Scores below 7	11	5	5
Overall Satisfaction	7.43	8.29	8.31

The lower response rate compared with the previous year may reflect changing priorities and availability during the survey period.

While participation was lower, the responses received still provide valuable insight and a meaningful view of feedback from those who took part.

Overall Satisfaction Breakdown



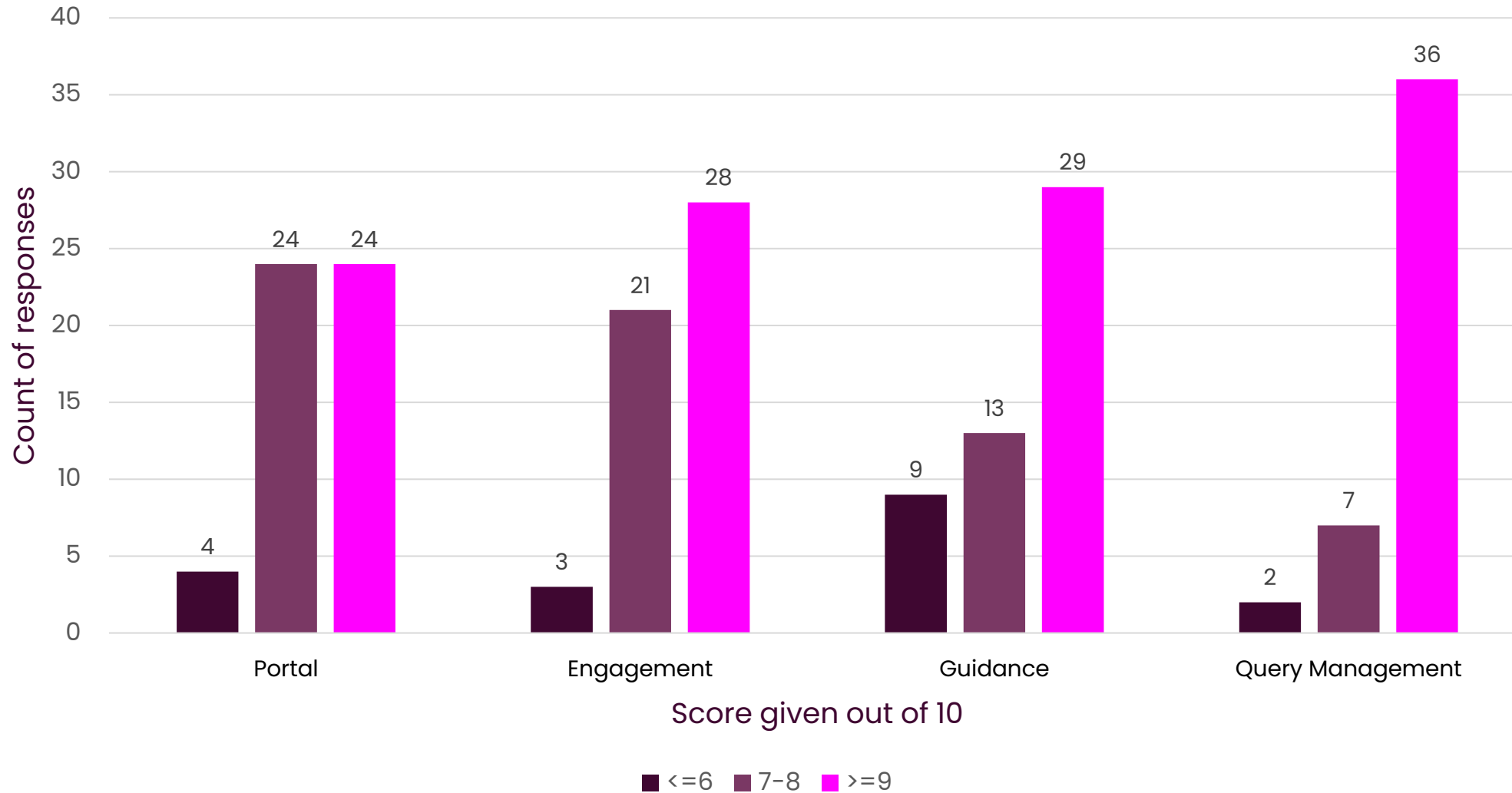
Breakdown of the Key Areas

- A number of key areas under survey have seen considerable improvement with an average score higher than 8
- Query Management continues to be the strongest performance area
- The Capacity Market Portal is an area identified as requiring further improvement

Key Areas	2024	2025	2026
CM Portal	N/A	8.28	8.05*
Engagement	7.71	8.18	8.54
Communication	8.02	8.42	8.29
Query Management	8.13	8.73	8.93

*The Capacity Market Portal score is an average of the four portal related questions

Key Area Breakdown



Themes of Positive Feedback

Engagement

- This area has seen a significant rise compared to the previous year, meaning participants feel well informed.
- Customers appreciated the different types of engagement e.g. user groups, events, newsletters, emails and phone calls, launch events.

Communication

- Overall, processes are clearly documented to aid participants to meet the requirements at each stage of the Capacity Market lifecycle.
- Clarity and accessibility of the guidance documents has improved.

Query Resolution

- This is the highest performing area, customers feel the service is user friendly and has improved participant's experience.
- Friendly and knowledgeable staff has helped aid customers through their journey

Portal

- The Portal has improved many participants experience.
- Smoother and easier navigation in comparison to the previous portal.

Themes for Potential Improvements

Engagement

- Expand customer attendance capacity for the Launch Event
- Make Prequalification webinars and instructions clearer
- Strengthen coordination and shared understanding across NESO departments.

Communication

- Clearer instructions on where to upload credit cover evidence.
- Customers are finding it difficult to find the right guidance document; improvements identified for the search functionality.
- Further clarity of information on specific areas.

Query Resolution

- Add links to guidance pages that take you straight to the right section of the portal.

Portal

- Improving the Outstanding Activities page with the ability to type the activity in the dropdown box.
- Include EMRS milestones on the CM DB Portal.
- Improve the cloning process.

If you have any further feedback or suggestions for improvements that were not captured as part of our Customer Survey, please email or phone us directly using the below:

To contact the **CM Prequalification and Auction Team** please use box.emr.prequal@neso.energy

To contact the **CM Agreement Management Team** please continue to use emr@nationalenergyso.com

To contact the **EMR DB Portal Team** please use box.NewEMR.ITTeam@neso.energy

Phone: 01926 655300

Telephone lines are open from 9am to 5pm Monday to Thursday and 9am to 4pm on Fridays.