

# Contracts for Difference Allocation Round 8 Customer Survey Results

June 2026

# Customer Survey Results

It is critical that NESO, 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.

To meet these expectations, we conducted a customer survey.

The survey is split into key focus areas:

- Overall Sentiment
- Customer Guidance
- Query Management
- CfD Portal
- Sealed Bid & Allocation

This year we received 32\* responses, a participation rate of 8.8% (362 surveys sent).

**Overall  
Score for AR7**

**7.3**

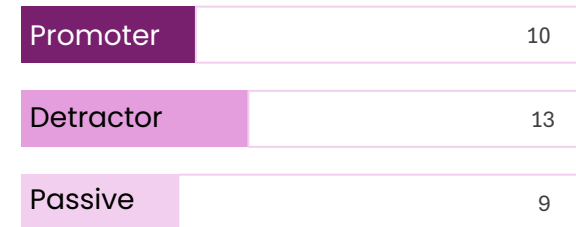
*\*While 32 responses to the overall sentiment were received, only 30 respondents fully answered the survey. 2 respondents stopped after the initial question. These two have been included in the overall score but null values removed from datasets for later questions.*

# Breakdown of Scores

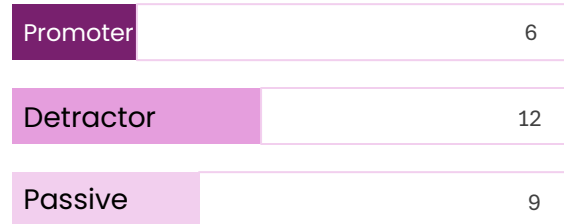
Promoter	Score of 9 or 10
Passive	Score of 7 or 8
Detractor	Score of 1 to 6

Each section was made up of several questions. Question scores have been combined for each individual respondent to represent a Section Score.

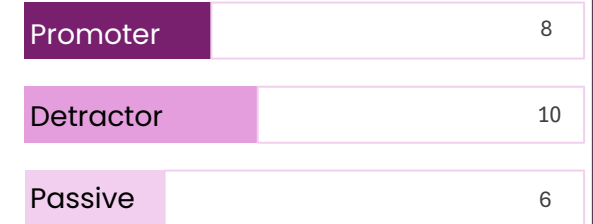
## Overall Score: 7.3



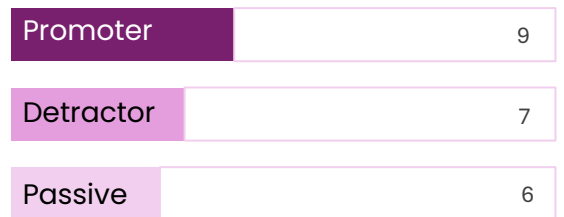
Three questions were asked about Guidance.  
Average Section Score: 7.2



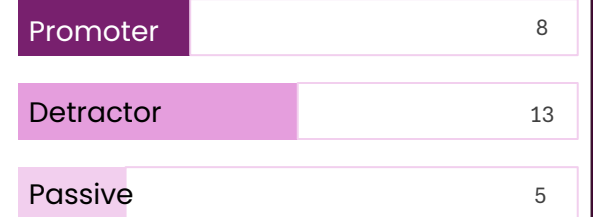
Five questions were asked about the CfD Portal.  
Average Section Score: 7.6



Three questions were asked about Query Management.  
Average Section Score: 7.8



Three questions were asked about Sealed Bid & Allocation.  
Average Section Score: 7.3



# What We Did Well

- **Guidance** – Most respondents felt the guidance provided was **clear** and **generally useful** with core guidance materials appearing to have worked well for most applicants, particularly in supporting more straightforward application journeys.
- **Query Resolution** – The most consistently positive feedback in AR7 related to query handling, with customers highlighting the team's **responsiveness, clarity and helpfulness**. Even where outcomes were constrained by scheme rules, customers generally experienced the team as reliable and constructive.
- **Communication** – Customers generally experienced the DB as **accessible, reliable and clear** in direct interactions.
- **CfD Portal** – The portal appears to have supported many applications effectively, particularly for newer users, although there are some key take aways and actions that will be explored in our Action Plan.
- **Helpfulness and professionalism of the team** – Customers frequently experienced the team as **responsive, helpful and constructive**.

# Opportunities for Improvements

- **Handling of complex and non-standard scenarios** – Strong performance on straightforward cases, but respondents highlighted they'd like more assistance on complex or edge case applications.
- **Signposting and visibility of key information** – Challenges in locating guidance, understanding requirements, and identifying key updates across materials.
- **Communication of changes between rounds** – Respondents, especially those who have acted in multiple rounds, highlighted the difficulty in understanding what had changed between rounds.
- **Portal usability** – Some respondents raised difficulty of navigating the portal, or areas for improvement in terms of the user experience.
- **Review and Appeals** – Many Applicants have expressed frustration over the limitations on correcting errors at Review.
- **Variability of experience** – Variation in experience across different technologies and experience levels indicates we could improve our approach to diverse user needs.
- **Feedback and engagement mechanisms** – Low response rates and delayed feedback cycles limit our ability to identify and act on issues quickly.

# CfD User Group – we want your input

- A new structured forum bringing together the Delivery Body and CfD Applicants.
- Designed to provide **direct, ongoing feedback** on the Application process, guidance, and tools.
- Focused on capturing **real user experience across different technologies and project types.**

## What are the goals:

- Improve complex customer journeys
- Enhance guidance and usability
- Inform future improvements to the portal and processes
- Support more inclusive design
- Strengthen feedback loops.

## What it is not:

- It is not: a place to discuss Applications or specific projects
- It is not: a place to influence policy
- It is not: a substitute for formal guidance or rules

## How do I join?

More information will be coming out shortly on how to join the User Group, but in the meantime you can register your interest through the cfd mailbox:

[box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy)

# Action Plan – What we've done so far

Theme	Area Identified	Action
Guidance & Signposting	<ul style="list-style-type: none"> <li>Challenges applying guidance and locating key information</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive refresh of guidance to improve clarity and usability.</li> <li>Introduction of more detailed explanations and practical examples (e.g. illustrative CfD Unit Map examples).</li> <li>Improved signposting across guidance and key materials.</li> <li>Auto response on emails with key information signposted.</li> </ul>
Change Communication	<ul style="list-style-type: none"> <li>Difficulty understanding what has changed between rounds</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced communication of key changes across guidance including an "AR8 Changes" document.</li> <li>Clearer highlighting of differences between rounds in guidance and launch webinar.</li> </ul>
Complex Scenarios	<ul style="list-style-type: none"> <li>Need for stronger support on complex and non-standard applications</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen subject matter expertise across the team to better support complex queries and applications.</li> <li>Establishing a customer user group to better understand and respond to complex pathways.</li> </ul>
Reviews and Appeals	<ul style="list-style-type: none"> <li>Limited ability to correct clerical errors or missing documents through Review.</li> </ul>	<ul style="list-style-type: none"> <li>We have worked closely with DESNZ to explore improvements in this area, and (subject to parliamentary approval) the AR8 Contract Allocation Framework will enable a wider degree of corrections and evidence to be submitted (please see CAF Rules 6.6(d); 8.3-8.5; and 9).</li> </ul>
Portal Usability	<ul style="list-style-type: none"> <li>Difficulty in navigating and using the portal.</li> </ul>	<ul style="list-style-type: none"> <li>New Results page which will make it easier to find Qualification Determinations and Auction Results.</li> <li>All larger free text fields will now have an increased and consistent 8000 character limit.</li> <li>Duplicate companies will be flagged at the point of registration rather than needing DB to reject.</li> <li>View/Print function will now only detail the relevant questions rather than the full list.</li> <li>Single Sign On across NESO services to reduce frustration for large portfolio companies (CIAM).</li> <li>Minor UI and language tweaks.</li> </ul>

# Action Plan – Going Forwards

Theme	Area Identified	Action
Complex Scenarios & Diverse User Needs	<ul style="list-style-type: none"> <li>Need for stronger support on complex and non-standard applications</li> <li>Variation in experience across technologies and experience level</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen subject matter expertise across the team to better support complex queries and applications</li> <li>Establishing a customer user group to better understand and respond to complex pathways, better support different technologies, and to continue to refine complex user journeys.</li> </ul>
Guidance & Signposting	<ul style="list-style-type: none"> <li>Ongoing challenges navigating materials and identifying key updates</li> </ul>	<ul style="list-style-type: none"> <li>Continued enhancement of signposting across platforms and communications.</li> </ul>
Risk of Errors	<ul style="list-style-type: none"> <li>Pre-validating Applications to reduce risk of omitted fields or documents</li> </ul>	<ul style="list-style-type: none"> <li>Functionality being developed to enable future pre-validation checks (not for AR8).</li> </ul>
Feedback & Engagement	<ul style="list-style-type: none"> <li>Limited and delayed feedback mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Expansion of feedback channels to enable more timely input</li> <li>Increased opportunities to engage through the User Group.</li> </ul>

**We would like to say a big THANK YOU to those of you who took the time to provide feedback.**

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

Phone: 01926 6553300 (Option 3)  
Email: [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy)

