

Public

Contracts for Difference Allocation Round 6 Customer Satisfaction Survey Results

December 2024

CSAT 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 satisfaction survey.

The survey is split into key focus areas:

- Communication
- Query Management
- Quality of Information
- CfD Portal

This year we contacted 187 applicants who participated in the AR6 and received 47 responses, achieving a participation rate of 26%.

Note this survey is also to fulfil an obligation under the previous ESO licence.

Overall Satisfaction Score for AR6

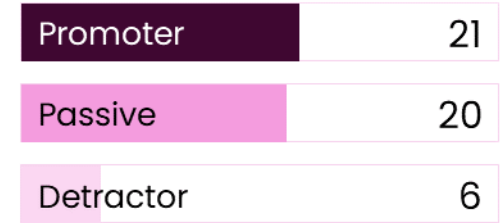
8.4

Breakdown of Scores

187 Applicants contacted, 47 completed the survey

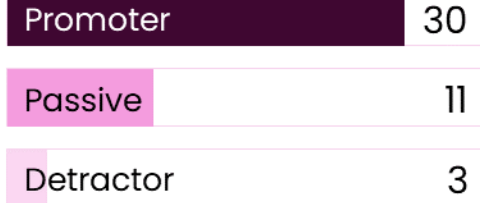
Promoter	Score of 9 or 10
Passive	Score of 7 or 8
Detractor	Score of 1 to 6

Overall Satisfaction
Score: **8.4**



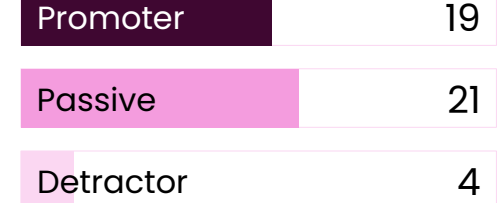
How satisfied are you that the EMR Delivery Body effectively communicated with you?

Average Score: 8.8



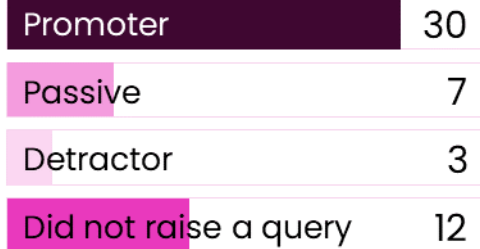
How satisfied are you with the quality of information provided by the EMR delivery Body?

Average Score: 8.3



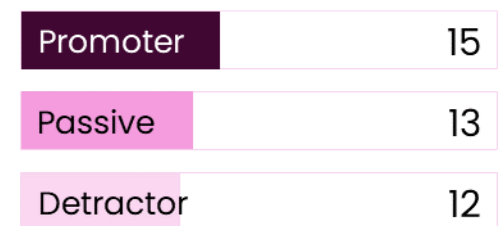
How satisfied are you that we resolved your queries in a timely manner?

Average Score: 9.0



How satisfied were you with the functionality of the portal?

Average Score: 7.5



What We Did Well

- **Guidance** – Most respondents felt the guidance provided was clear, and many appreciated the detailed and accessible guidance materials, including webinars and video tutorials.
- **Query Resolution** – Many respondents noted the prompt and efficient responses to their queries, highlighting the friendliness and eagerness to help exhibited by the analysts.
- **Communication** – Respondents generally felt that communication was well-handled, with excellent reminders and timely updates throughout the process.
- **Website** – The information available online was found to be clear, with respondents noting the usefulness of the document library and the structured, easy-to-follow process.
- **Overall process** – Several respondents expressed satisfaction with the overall process, noting its clear structure, ample information, and well-communicated timelines.
- **CfD Portal** – Many respondents found the portal easy to use and appreciated the clear instructions provided. However, some suggestions for further improvements were noted.

Opportunities for Improvements

- **Guidance** – Though most respondents felt the guidance provided was clear, there were comments about the need for clearer explanation of the application process and the sealed bids process.
- **Query Resolution** – Although most respondents said we answered queries promptly a few felt that our answers could be more concise and that other methods to contact us would be useful.
- **Communication** – There were some suggestions that the communications around the reviews and appeals process could be improved. Some expressed concern over the lack of specific round updates and clarity on result publications.
- **Website** – Some respondents were not always clear where to find information. There was also some confusion over whether new Capacity Market portal was for CfD.
- **Overall process** – Several respondents said they were happy with the process overall, a few felt it could be more straightforward.
- **CfD Portal** – Several respondents suggested that the CfD Portal could be more user-friendly; several improvements were suggested by respondents. Some respondents encountered technical issues with the portal during AR6, and there were concerns about the portal's overall speed and responsiveness.

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@nationalenergyso.com

