

SWITCHING STAKEHOLDER SATISFACTION – WAVE 1 DCC RESPONSE

November 2018





Switching Industry Satisfaction Survey

Background and Overview

- As the Switching Programme develops in the transitional phase, stakeholder engagement at the correct time and in the right manner is an important tool for successful delivery.
- Ofgem intend to assess this based on the feedback Switching Programme participants provide on DCC's performance on the programme.
- During Enactment, Ofgem will not financially incentivise DCC on this measure during the transitional phase of the programme. This activity is important to DCC for continuous improvement.
- DCC will be selecting participants to respond to a biannual survey on the level of satisfaction with DCC's openness and engagement with Industry about the Switching Programme.
- The survey will be designed and administered by DJS research who were procured based on joint agreement between DCC and Ofgem. DJS will analyse the results of the survey, aggregating them into a report to be reviewed by DCC and Ofgem before release to industry.
- DCC understands that good programme delivery does not always equate to satisfied stakeholders. As such, the survey will focus on engagement and communication with targeted questions. The transitional phase will allow us to ensure the surveys are structured appropriately and relevant questions are being asked.



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What Stakeholders said and what DCC did to address it



There was much that is positive in the survey and DCC should maintain its approach to preparing for and sharing at events.



Some stakeholders state lack of participation in events due to lack of time to attend. **We will continue to offer webinars and other communication that does not require attendance.**



Satisfaction with DCC openness is considered mixed. **In terms of our management of stakeholders and communication we will put increased emphasis in introductions on clarity on the extent of the DCC role and its remit.**



84% would like regular email updates. **DCC will start to provide these and improve its webpages.**



Some stakeholders claimed that comments have not been addressed and in some cases no explanation given. **DCC will continue to feedback responses and decisions and build culture of being very explicit what we agree/disagree with and why. Where we need to consider further, we will hold bilateral meetings.**



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High level findings from Wave 1

- Survey was sent to approximately 210 Industry contacts compiled by DCC and Ofgem of which 38 responses were sent back for analysis. This represents a response rate of around 17%. Actions to address low response rates are set out on the next page.
- Responses were collected from industry, large suppliers, small suppliers, network operators, Ofgem contacts and market engagement.
- Feedback given in this wave indicates stakeholders are mostly positive about DCC's industry interactions within the programme with the majority of participants agreeing that that DCC events are relevant. DCC will continue to hold events/webinars for all stakeholders.
- Communications are deemed to be transparent and clear, both prior to and at events, by the majority of participants. Preferred method of communication is email.
- DCC will focus on giving industry the ability to give feedback on policies/approaches and will facilitate more face to face meetings. This has been identified as an area of improvement by some participants.
- DCC will develop channels of communication and engagement with industry. Results indicate that overall satisfaction with DCC's openness and engagement with industry are mixed, with the majority of participants being neutral.



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Areas of focus for Wave 2

- Whilst the response rate of 17% for wave 1 is acceptable for a web-based survey, the number of respondents is low and the detail around their lower markings is often not clear enough to act on.
- DCC are looking to boost response rates for Wave 2. The following ideas may be implemented:
 1. Prior to the survey being sent, a reminder will be sent to industry.
 2. Post forums, paper copies of the survey will be handed out to each participant to complete. Participants who complete the paper copy will need to provide their names so that they will not receive an email requesting them to complete the survey.
 3. The survey period will be extended to 3 weeks, allowing participants more time to complete.
- To ensure DCC gets more detailed comments, the survey will now feature more free text boxes allowing participants to give more information on what they like and areas of improvement.
- Wave 2 surveys will be sent in January 2019.



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Next Steps – to be implemented over the next few waves

DCC will focus on the following:

1. Increase the amount of meetings and forums
2. Issue a newsletter with the latest news, links to publications and articles
3. Expand the DCC website