

SPAA CACoP Annual Report

Executive Summary

The Code Administration Code of Practice (CACoP) was introduced following Ofgem’s Code Governance Review. The purpose of the code is to “facilitate convergence and transparency in code modification processes and to help protect the interests of small market participants and consumers through various means including increased use of plain English in modification reports”.

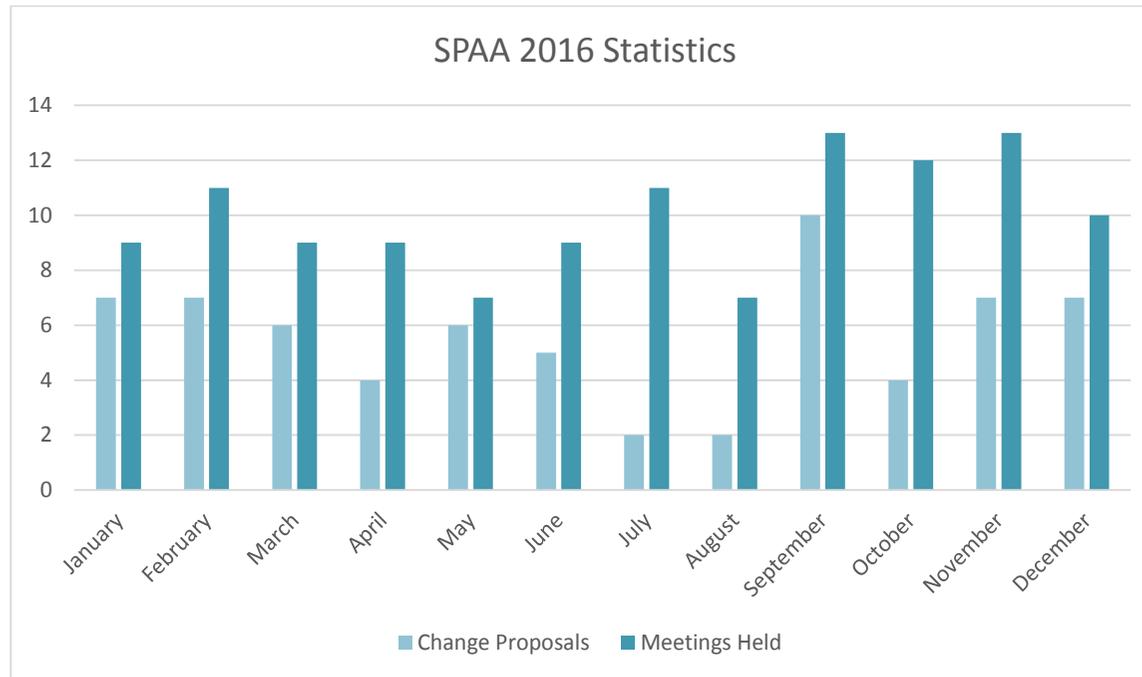
All energy Code Administrators have committed to operating their Code Administration functions in accordance with the Code of Practice. CACoP Principle 12 requires Code Administrators to assess their efficiency in discharging the roles and responsibilities captured within the principles of the CACoP and the effectiveness of the change management process more generally.

This report sets out the results measured under the Supply Point Administration Agreement (SPAA) in 2016, against each of the required qualitative and quantitative metrics.

About the SPAA

The Supply Point Administration Agreement (SPAA) sets out the inter-operational arrangements between gas suppliers and transporters in the UK retail market. It is a multi-party agreement to which all domestic gas suppliers and all gas transporters are required by their Licences to accede.

The SPAA was created to provide a governance arrangement covering processes which are not ordinarily covered by existing contracts or agreements, but which are nonetheless considered important to the effective and efficient transfer of consumers between suppliers. The Agreement provides a robust mechanism for making changes to the operational arrangements that are required to enable the flow of gas within the industry.



2016 SPAA Metrics

The following tables present qualitative and quantitative metrics relating to the administration of the SPAA over the period 1 January 2016 to 31 December 2016.

Qualitative Metrics

Activity	Metric	Applicable to SPAA
Critical Friend	Number and percentage of survey respondents who stated they were 'satisfied' or better with the assistance offered by the Code Administrator.	In the 2016 customer satisfaction survey 75% of SPAA customers rated the service 7 or above (with '1' being 'not at all satisfied', and '10' being 'extremely satisfied')
Effective Communication	Glossary and plain English summary to be provided with reports.	In the 2016 customer satisfaction survey customers rated the quality of SPAA meeting materials to be 4.0 out of 5 (with 1 being 'not at all Satisfied and 5 being 'very good'). All reports are written in a concise manner, clearly setting out the background and context in which changes are being introduced, with industry jargon and acronyms being spelled out whilst using for the first time.

Quantitative Metrics

Activity	Metric	Applicable to SPAA
Quality of Assessment	Number of reports 'sent back' by the Authority	1: Ofgem requested that the proposed timeframe for the Authority response should be removed from legal drafting (CP 16/336)
	Number and percentage of final decisions on which the Authority's assessment: i) accords with the Panel's recommendation against the Relevant/Applicable Objectives	i) 12 submitted, 100% agreement with the Panel

	ii) conflicts with the Panel's recommendation owing	ii) None conflicting with the Panel recommendation
Effective Communication	Average number of respondents to consultations	Following the issue of CPs for consultation, Parties and other interested parties may submit their comments and indicative votes (CIV). The CIVs received are subsequently circulated, allowing all Parties to consider them prior to the Change Board and final vote. The Change Board offers Parties further opportunity to comment, review and discuss the CIVs and approve modifications to the CPs, before conducting the final vote.
Efficient Administration	Percentage of papers published outside of the Modification rules requirements	0
	Number and percentage of reports submitted to the Authority in line with the original timetable	12
	Number of extensions to timetables requested	0
	Average time between a non-urgent proposal being raised and submitted for decision	23 working days (in accordance to SPAA Change process timescales)
	Average time between a proposal being submitted for decision and a decision being published	Five working days (in accordance to SPAA Change process timescales)
	Average time between decision and implementation (separately identifying systems and non-system changes)	<p>- The average time between decision and implementation for Self-Governance Change Proposals varies between one to three months.</p> <p>- The average time between decision and implementation for Change Proposals, requiring Authority Consent, varies between two to three months.</p> <p>The SPAA and its Products are subject to three formal releases per year in February, June and November, with the possibility of having extraordinary releases if required. The SPAA prescribes the following guidelines for suggesting implementation dates:</p>

		<ul style="list-style-type: none"> - 6 months minimum for changes impacting systems and software; - 4 months minimum for changes impacting operational procedures; or - 2 months minimum for changes to documentation only.
	Number of Fast Track Self-Governance Modifications raised	0
Implementation Costs	Number and percentage of reports for which implementation cost estimates were available for consultation	None of the CPs submitted in 2016 required implementation cost estimates
	Accuracy percentage difference (whether higher or lower) between estimated and actual implementation costs	N/A