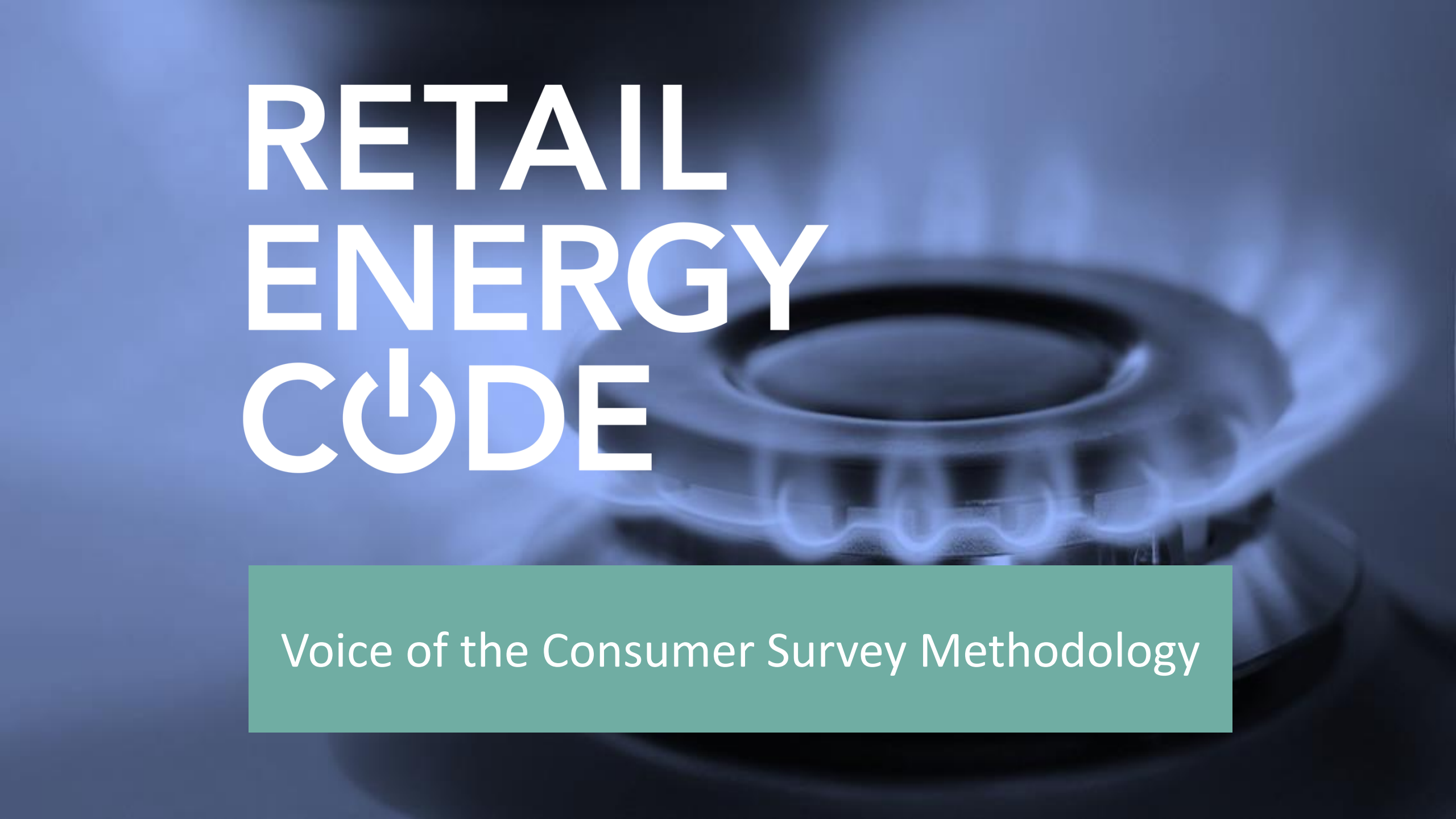


Voice of the Consumer Survey Methodology

SURVEY MODELS: DELIVERING A CENTRALISED SURVEY

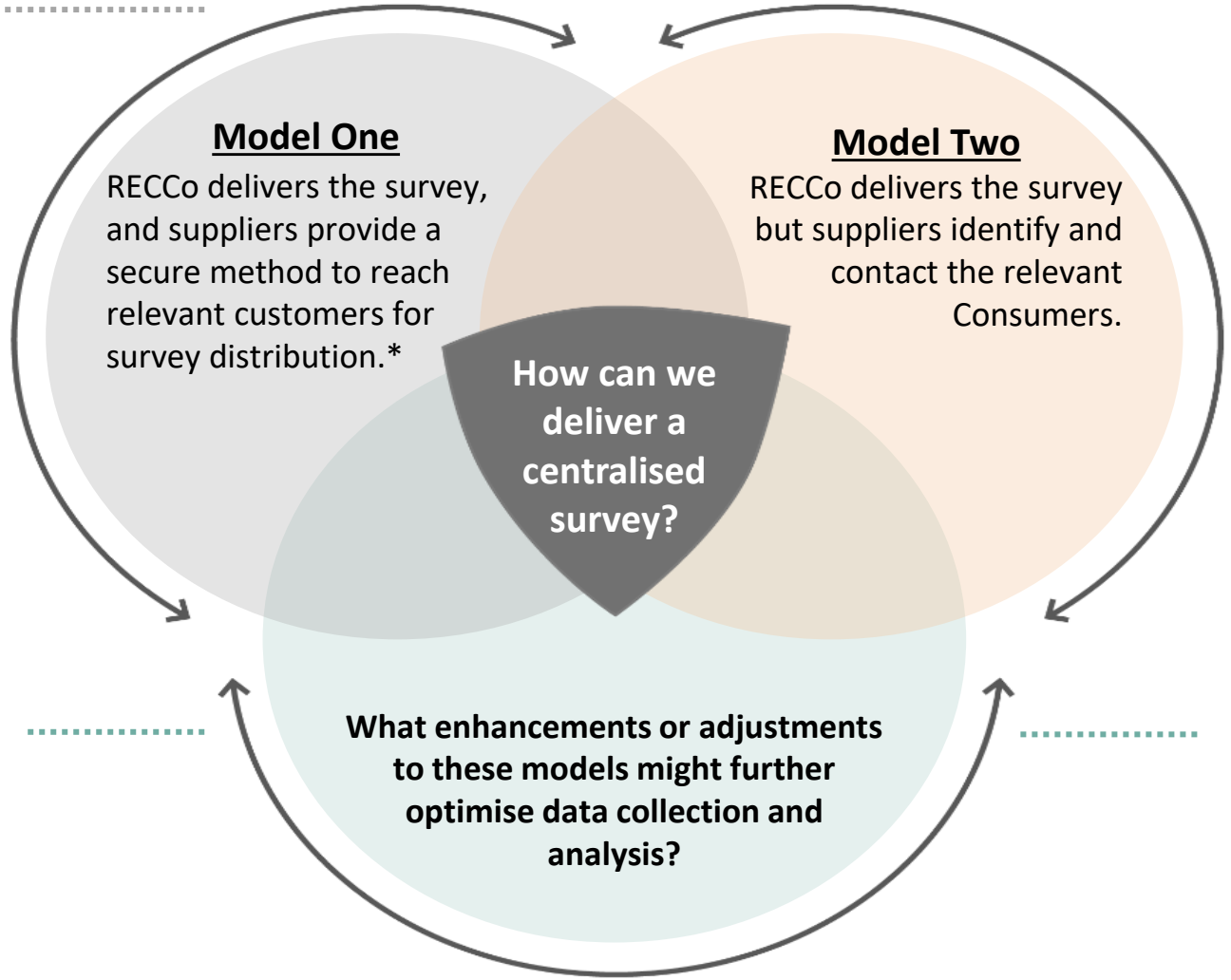
To optimise customer feedback collection, we propose three distinct survey models, each offering a unique approach to data handling and participant engagement.

Model Structure

- RECCo designs, distributes and analyses the results.
- Supplier enables Consumer reach but with data protection.

Considerations

- Decision on whether RECCo would do the survey in-house or use a survey provider.
- *This model would involve securely sharing necessary Consumer contact information to facilitate survey distribution.



Model Structure

- RECCo designs and analyses the survey results.
- Supplier maintain controls of Consumer interaction.
- This is currently how SMIS operates.

Clear division of responsibilities

- Supplier focus on Consumer outreach.
- RECCo handles the technical aspects of the survey.

FOR DISCUSSION – CENTRALISATION OF SMIS SURVEY?

RETAIL ENERGY CODE

Recognising the benefits of a centralised approach for certain surveys, we propose a discussion on potentially applying this model to the SMIS survey.

We invite you to share your insights and perspectives to determine the most effective approach for the SMIS survey moving forward.

WHAT ARE THE CURRENT PROPOSED IN-SCOPE OUTCOMES?

RETAIL ENERGY CODE

CURRENT OUTCOMES

Currently, it is challenging to identify the outcomes within the scope of the REC. We believe the following outcomes are both measurable and realistic in our current operational context. This expansion allows for a more-rounded view of Consumer sentiment on current processes, ultimately driving improvements that enhance their experiences.

MEASUREABLE OUTCOMES

- Prepayment top ups, vend accuracy and data quality
- Safe conduct of meter works
- Customers can switch rapidly, and issues with switches are resolved rapidly
- Maintenance of accurate meter data, shared with retail participants
- Manage exits / Supplier of Last Resorts

These scopes will be the focus of the subsequent working groups, each dedicated to deep diving into the identified Consumer outcome areas through targeted strategic questioning to develop effective solutions.

WORKING GROUP PREVIEW

Currently, our understanding of the prepayment experience for Consumers is limited. This working group will take the first step in addressing this by collaborating directly with energy suppliers.



Purpose	To understand and address the unique needs and challenges of Consumers.
Scope	Focus on all aspects of the Consumer journey including prepayments, meter work safety, the switching process, maintenance of meter data and exit management.
Objectives	This working group will collaborate to develop clear and insightful questions for Consumers, aiming to comprehensively understand their experiences and inform improvements for their journey.



NEXT STEPS

Thank you for your valuable contributions to this important discussion. Building on our progress, we'll be organising the next working group session in January.

To ensure maximum participation, a scheduling survey will be circulated shortly. Your input will help us select a date that works best for all participants.

We look forward to continuing this collaborative effort to amplify the Voice of the Consumer.