

**Meeting Session**

Panel (Open Session)

**Paper Reference**

Panel\_2024\_1218\_09\_CACoP Forum Headline Report

**Action**

For Information

# Code Administrators Code of Practice (CACoP) Forum Headline Report

## 1. Synopsis

- 1.1 This report sets out the headlines from the CACoP Forum meeting held on 06 December 2024 via Microsoft Teams. The full minutes and associated papers will be made available on the CACoP website.

## 2. Agenda Items Covered

- 2.1 During the last CACoP Forum meeting, the following agenda items were covered:

### **Actions update**

- 2.2 Forum members reviewed each open action and received an update on progress for each.

### **Work plan update**

- 2.3 The Chair ran Forum members through the items on the Forum's work plan and a short discussion was had with respect to each item.

### **Ofgem Update**

- 2.4 It was noted that Ofgem provided a summary overview of the main stages of Energy Code Reform, which was in line with what has already been published to date.

### **Any other business**

- 2.5 **Website maintenance:** There is a small charge of that will need to be recovered from all codes related to the general upkeep of the CACoP website that will be outside of the formally agreed amount per year as a fix was required to be deployed to keep it functioning correctly.
- 2.6 **CACoP Handover:** It was noted that NESO will be working with Elexon as the next code responsible for the provision of a Chair and Secretariat function for the CACoP Forum in 2025.
- 2.7 **Cross Code Survey:** The Chair ran members through their intended approach with respect to the sharing of results from the Cross Code Satisfaction Survey. It was noted that the process to be followed would include the following:
- The Chair, working with the BSC representative from Elexon will provide each code administrator with the raw data for their code by 11 December 2024.
  - The Chair, working with the BSC representative from Elexon will provide each code administrator a draft report template for their code as way of simplifying the results of the raw data by 18 December 2024.
  - The Chair, working with the BSC representative from Elexon will provide a draft of the full report setting out the results of all codes prior to the February 2025 CACoP Forum

- CACoP Forum members will review and finalise the full report during the February 2025 CACoP Forum.

2.8 **2024 CACoP Forum Report:** The Chair will write up a draft of the CACoP Forum Annual Report, which looks back across what was achieved over the past year and then circulate amongst members for review and comment.

2.9 **Data Best Practise Guidance across Industry Codes:** Charles Clark from Ofgem, who is the current Chair of the Cross Code Digitalisation Steering Group joined the meeting to provide a brief summary of the next steps for Ofgem's work to ensure Industry Codes follow the Data Best Practise Guidance. It was explained that during the April CACoP Forum meetings, that Ofgem had suggested that a new CACoP Principle might be worth exploring on this topic and members were asked if there had been any movement on this. Members noted that this had yet to be taken this forward and as a member of both the CACoP Forum and the Cross Code Digitalisation Steering Group, the DCUSA Code Administrator agreed to draft a new principle and circulate to members for review and comment. This draft new principle has been included below for Panel discussion:

## **PRINCIPLE 17: CODE ADMINISTRATORS SHALL ENDEAVOUR TO FOLLOW THE DATA BEST PRACTICE GUIDANCE**

### **Principle description**

*Code Administrators shall, when conducting work that involves working with or making decisions about the use of Energy System Data, use its best endeavours to act in accordance with Data Best Practice Guidance.*

### **Guidance on meeting the Principle**

*Code Administrators should achieve this principle by:*

- *Familiarising themselves with the Data Best Practice Guidance and Supporting Information as published by the Gas and Electricity Markets Authority,*
- *Striving to adhere to the Data Best Practice Guidance to ensure the Energy System Data which they are responsible for within the energy market is treated as an asset and used effectively for the benefit of consumers, stakeholders, and the public interest*
- *Actively participating in discussions around Data Best Practice Guidance as part of the CACoP Forum meetings, as well as through the Cross Code Digitalisation Steering Group (CCDSG)*
- *Where reasonably practicable, assessing their own level of digital maturity in line with an agreed assessment framework.*
- *Encouraging collaboration and the sharing of good practices among Code Administrators with respect to meeting principles set out within the Data Best Practice Guidance*
- *Publishing a Digitalisation Strategy and Action Plan (DSAP), where it considers that doing so would lead to an increase in transparency and accountability or would otherwise be of value.*

- 2.10 An item will be added to the agenda for February 2025 for members to hopefully approve the new principle.

## 3. Post Meeting Note

- 3.1 During the DCUSA Code Administrators' creation of a draft new CACoP Principle, it was noted that the current title and wording for Principle 12, which relates to the completion of a cross-code survey and reporting of metrics to Ofgem, was likely in need of an update as it appears this will now be a collective responsibility to either undertake ourselves or in case Ofgem decide to take ownership again, to assist Ofgem in the work to conduct the survey. Therefore, the DCUSA Code Administrator made an attempt to update the drafting of that principle and circulated it for further review and comment.

- 3.2 The proposed updates to Principle 12 have been included below for Panel discussion:

**PRINCIPLE 12: CODE ADMINISTRATORS SHALL PROVIDE THEIR ASSISTANCE IN CARRYING OUT AN ANNUAL CROSS-CODE PARTICIPATE IN THE GAS AND ELECTRICITY MARKET AUTHORITY'S CUSTOMER SURVEYS AND WILL REPORT QUARTERLY TO THE GAS AND ELECTRICITY MARKET AUTHORITY ON AGREED METRICS**

### Principle description

In order to assess how effectively the Code Administrators are discharging the roles and responsibilities captured within the principles of this Code of Practice and the effectiveness of the change management process more generally, ~~the Gas and Electricity Markets Authority will undertake an independent an annual~~ cross-code survey ~~will be carried out~~ which will include the views of recipients of the services ~~provided by Code Administrators~~.

The Code Administrators will also report quarterly to the Gas and Electricity Markets Authority on a series of quantitative metrics as set out below.

### Guidance on meeting the Principle

#### Qualitative Measures – Customer Survey

To achieve this principle:

- ~~Working alongside other Code Administrators and/or the Gas and Electricity Markets Authority, to agree on who will lead on producing the annual cross-code may appoint a third party to undertake a~~ customer survey.
- ~~Working alongside other Code Administrators and/or the Gas and Electricity Markets Authority, consider may consult interested parties on~~ the final wording to be used in any ~~annual cross-code~~ customer survey ~~to be issued~~.
- The Code Administrators will provide support to ~~whoever is leading on the on producing the annual cross-code the Gas and Electricity Markets Authority as necessary in respect of it undertaking a~~ customer survey.

The results of any customer survey will feed into any periodic review conducted in line with Principle 4.

### **Quantitative Measures – Quarterly Reporting**

*To achieve this principle:*

- *Code Administrators will report on metrics set out on the Gas and Electricity Markets Authority's website here: <https://www.ofgem.gov.uk/publications-and-updates/code-administrators-reporting-metrics>*
- *Where appropriate, Code Administrators will provide commentary to give context and to support the submission of the metrics.*

## **4. Date of Next Meeting**

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- 4.1 The next CACoP Forum meeting will be held in February 2025 but the exact date is yet to be confirmed.

## **5. Actions**

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- 5.1 The DCUSA Panel is invited to:
- **NOTE** the contents of this Paper; and
  - **PROVIDE FEEDBACK** with respect to the draft new CACoP Principle and the updated text for Principle 12.

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