

Meeting Session	Panel (Open Session)
Paper Reference	Panel_2025_0416_07_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 08 April 2025 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.

Ofgem Update

- 2.3 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. Although it was noted that it is likely that in the second half of 2025, that Ofgem will be holding workshops relating to phase 2 of code consolidation and code manager appointments.

Cross Code Survey:

- 2.4 The Chair ran members through some analysis that they had put together with respect to the results from the Cross Code Satisfaction Survey that was issued in 2024. The Chair asked for feedback on work done to date and whether any codes had picked any learnings out of the results so far.
- 2.5 It was flagged that the analysis could only really be carried out on 4 codes, due to the very low responses received for the following codes CUSC (2), IGT UNC (2) and STC (1) but that the responses for the codes included in this analysis are for BSC(7), DCUSA(10), UNC(10) and REC(11).
- 2.6 The DCUSA Code Administrator flagged that the results relating to stakeholder views on their website, ran counter to other surveys that they had completed but that some of points raised in the feedback were already being actioned (i.e., weekly emails being issued from the website to the code admin team as a way of keeping on top any updates that need to be made).
- 2.7 The DCUSA Code Administrator flagged that they had also compiled the results but in a slightly different manner and offered to share this output with the wider group for review.
- 2.8 It was noted that the intent is likely to be to publish the results in a report format, and if possible, in a way that aligns to what was published previously.

Any other business

2.9 Updates to the CACoP document to include new principle related to Data Best Practise Guidance across Industry Codes and updating Principle 12 with respect to the completion of a cross-code survey:

- The DCUSA Code Administrator reminded forum members that as had been agreed to during the December meeting, that he had shared an edited version of the CACoP that included:
 - drafting for a new principle (Principle 17 ‘Code Administrators Shall Endeavour To Follow The Data Best Practice Guidance’); and
 - updates to Principle 12: ‘Code Administrators Shall Participate In The Gas And Electricity Market Authority’s Customer Surveys And Report Quarterly To The Gas And Electricity Market Authority On Agreed Metrics’.
- And that this had been completed shortly after the December meeting and circulated to forum members seeking their views on these updates prior to being issued to Ofgem for approval. It was noted that no comments had been received but that this would be re-circulated again as some forum members had changed.

3. Date of Next Meeting

3.1 The next CACoP Forum meeting will be held in June 2025 but the exact date is yet to be confirmed.

4. Actions

4.1 The DCUSA Panel is invited to:

- **NOTE** the contents of this Paper; and

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