

Response ID ANON-FC2B-EQJB-Y

Submitted to **Stakeholder Satisfaction Survey 2015**

Submitted on **2016-02-05 12:13:36**

Introduction

1 What is your name?

Name:

Steve Wilkin

2 What is your email address?

Email:

steve.wilkin@elexon.co.uk

3 What is your organisation?

Organisation:

ELEXON Ltd

4 Keep my comments confidential

We will not publish your response if you tick this box.:

No

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5 How closely do you follow ENTSO-E activities?

Always

6 In your role, how often were you in touch with ENTSO-E in 2015?

Sometimes when relevant

7 Please rate your contact with ENTSO-E using the following descriptions:

Please rate your contact with ENTSO-E using the following descriptions: - Technically competent:

Agree

Please rate your contact with ENTSO-E using the following descriptions: - Easily available and open:

Disagree

Please rate your contact with ENTSO-E using the following descriptions: - Genuine:

Please rate your contact with ENTSO-E using the following descriptions: - Neutral:

Please rate your contact with ENTSO-E using the following descriptions: - Transparent:

Disagree

8 Please indicate your satisfaction with the main ENTSO-E work products in 2015:

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - TYNDP 2014:

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - TYNDP 2016:

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Network code development:

Rather satisfied

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Internal energy market design & implementation:

Not satisfied

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Research and development activities:

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Adequacy Reports (SO&AF, WOR, SOR):

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - ENTSO-E Policy papers:

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Data provision tools and projects (Transparency Platform, Common Grid Model, etc.):

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Network Code Implementation:

Not satisfied

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - ENTSO-E stakeholder workshops:

Very satisfied

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - ENTSO-E stakeholder consultations:

Very satisfied

Please indicate your satisfaction with the main ENTSO-E work products in 2015: - Other (please specify below):

Other comments on the main ENTSO-E work products in 2015::

I only really want to make one comment this year. I want to encourage ENTSO-E to be ever more open with its Network Code development and as we move forward, particularly with the implementation of the Network Codes. And to engage more with stakeholders and on a daily basis where necessary. I very much welcome the consultations and stakeholder workshops as part of this and ENTSO-E has greatly improved on this in recent years. However, these are just snapshots of proposals where decisions have already been largely made and the detail given in these is insufficient to design the interfaces with the TSOs' projects. When we come to the detailed implementation of the Network Codes, e.g. of balancing pilot projects under the Electricity Balancing Guideline, there will need to be detailed and ongoing discussions by TSOs with non-TSO stakeholders, such as with my employer, ELEXON, which is the imbalance settlement responsible party for GB. We need to adjust and seek local regulatory approval to amend our market arrangements to interface with the new CoBA and then pan-European arrangements of which our TSO is part. And this level of cooperation means close daily coordination so that all potential changes to the detailed arrangements are flagged and discussed with us as early as possible. We can help you make the CoBAs and Network Codes in which we are involved work, but we need ENTSO-E and the relevant TSOs in a CoBA to engage with us at a detailed level. This is a 'win-win'.

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9 I am aware of ENTSO-E's policy papers (Vision Package, DSR, etc.):

Yes

10 Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated:

Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated: - The policy papers are a valuable contribution to the EU energy policy debate.:

Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated: - The policy papers are pitched at the right level of complexity for the EU energy policy audience.:

Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated: - The policy papers are at the leading edge of thinking on the topic.:

Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated: - The policy papers take societal goals and benefits into account in their recommendations.:

Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated: - The policy papers are communicated well via press notices, position statements, presentations, social media, and speaking appearances.:

Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated: - The policy papers tackle the key issues of EU energy policy today.:

Other comments on the ENTSO-E's policy papers:

11 Please indicate your opinion on ENTSO-E's stakeholder communications in 2015:

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - Network Codes' communication:

Neutral

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E communication on other legally-mandated deliverables' profile (TYNDP, R&D, SO&AF):

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E policy papers:

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E website:

Very positive

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E presence on social media:

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E stakeholder workshops:

Very positive

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E outreach and dissemination events (ex. Annual conference/Chatham Houses...):

Please indicate your opinion on ENTSO-E's stakeholder communications in 2015: - ENTSO-E webinars:

Positive

Other comments on ENTSO-E's stakeholder communications::

See my previous comment about the need for detailed daily communication with us and other non TSO stakeholders as we proceed to implement the Network Codes, particularly for us in relation to CoBA and balancing pilot projects of which our local TSO is part.

12 What is your opinion on:

What is your opinion on: - ENTSO-E's profile on the Brussels scene:

What is your opinion on: - ENTSO-E's profile as the European voice of TSOs:

What is your opinion on: - ENTSO-E's profile as the focal point for all technical, market and policy questions related to the EU electricity system:

What is your opinion on: - ENTSO-E's advocacy:

Other comments:

13 Compared to the year before, ENTSO-E is:

Compared to last year, ENTSO-E is: - More visionary:

Compared to last year, ENTSO-E is: - More transparent:

Agree

Compared to last year, ENTSO-E is: - Better at communication:

Agree

Compared to last year, ENTSO-E is: - Demonstrating more coordination between TSOs:

Compared to last year, ENTSO-E is: - Showing closer cooperation with ENTSG:

Compared to last year, ENTSO-E is: - Improving engagement of its experts with NGOs or other interested parties:

Neutral

Compared to last year, ENTSO-E is: - Improving its listening to the opinions of others:

Neutral

Compared to last year, ENTSO-E is: - Improving the follow-up on actions or changes, based on stakeholder feedback:

Compared to last year, ENTSO-E is: - Better in serving society at large:

Compared to last year, ENTSO-E is: - Other::

Other comments::

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14 Compared to the year before, ENTSO-E demonstrates:

Compared to the year before, ENTSO-E demonstrates: - A more visible focus on serving the public interest:

Compared to the year before, ENTSO-E demonstrates: - Greater awareness of the interests and concerns of others:

Neutral

Compared to the year before, ENTSO-E demonstrates: - Work product improvements linking these to stakeholder feedback:

Compared to the year before, ENTSO-E demonstrates: - Leadership (where applicable) in implementing EU energy policy decisions:

15 Taking all considerations into account, please indicate your overall opinion of ENTSO-E's work in 2015:

Taking all considerations into account, please indicate your overall opinion of ENTSO-E's work in 2015: - In professional discussions about ENTSO-E, your views are::

Neutral

16 Where could ENTSO-E do better?

Comment:

See my previous comment on frequent and in-depth stakeholder engagement.

17 Where did ENTSO-E do well in 2015?**Comments:**

Thank you for your feedback!