CACoP

Code Administration Code of Practice

CACoP Central Website

Business Case
Version 0.4

ABOUT THIS DOCUMENT

One of the most critical purposes of the Code Administration Code of Practice (CACoP) is to increase transparency of the activities being undertaken by the electricity and gas industry's code administrators, particularly when those activities impact on multiple codes and wide-ranging categories of code users.

Until now, there has been no central bank of information that code users can visit to access relevant information and the products curated by the CACoP Forum. Code users are directed to visit the websites of individual code administrators, increasing the time required to locate material and complicating the process of navigating the code landscape.

The CACoP Forum is responding to the feedback it has received from code users by proposing the development of a new central website to pull all relevant code information into a single point of access portal. This document sets out the business case for such a website, including the anticipated costs, proposed controls, and suggested content that could be included to maximise value for code users.

This business case is primarily produced for the benefit of code panels, to support a request to contribute towards the shared funding of the development and ongoing maintenance and management of the website.

ABOUT THE CACOP

The CACoP was created in 2010 as part of Ofgem's Code Governance Review (CGR) Significant Code Review (SCR). The CACoP is a set of principles that code administrators are expected to follow. Its objectives are to create consistency across code practices and drive improvements in cross-code working, with the end goal of protecting and furthering the interests of code users and end consumers.

The CACoP Forum was established as a vehicle for the code administrators to regularly meet, discuss potential improvements to the principles, and consider additional methods to further the objectives of CACoP.

The current version of CACoP can be found on the Ofgem website.

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1. ESTABLISHING THE NEED FOR A WEBSITE

CURRENT PRACTICES

Presently, each of the code administrators under the CACoP umbrella is responsible for publicising the activities of CACoP through individual channels – ordinarily the code websites. Each code administrator has a page on its website which explains the purpose of the CACoP and the role of the critical friend.

The hosting and management of CACoP products is shared by volunteer code administrators. Products such as the Central Modifications Register, Horizon Scanner and meeting calendars are hosted on specific codes' portals, and there is a reliance on the other code administrators to direct their code users to the relevant websites. The CACoP itself is hosted on the Ofgem website.

CACoP Forum meeting documentation – including agendas, relevant papers, and meeting minutes – are hosted on the website of the 'host' code administrator. This is the code administrator responsible for chairing and facilitating the Forum meetings, and cycles alphabetically through the codes on an annual basis.

Each code administrator is responsible for maintenance of its own contacts distribution lists and ensuring that its users receive all updates and information relevant to the CACoP. This means that each code administrator must email its relevant users to advise when meeting documents are published, products are updated, etc.

GATHERING FEEDBACK

Code administrators seek feedback from code users through various means. An **annual survey** of code administrator performance provides valuable feedback about areas of strength and weaknesses, and qualitative feedback is captured with respect to potential areas for improvement.

Additionally, the CACoP Forum has organised **engagement sessions** with code users to gauge the effectiveness of the CACoP and the current working methodologies. The most recent of these sessions was held in July 2019.

Through both means, the CACoP Forum has received consistent feedback that code users and the industry would benefit from the provision of a central CACoP website as a single source of cross-code information. Ofgem has also spoken in support of the principle of a central website.

The final means of collating regular feedback is from the **panels** that oversee the codes. Feedback from panels with respect to a centralised website has been mixed, with some panels seeking clarity with respect to ownership, content, controls and costs, which this plan seeks to provide.

EXPECTED WEBSITE BENEFICIARIES

The CACoP Forum expects that the beneficiaries of a centralised website will include **code administrators, code panels, code users, regulators, consumer representatives** and **end consumers**.

2. PROPOSED WEBSITE CONTENT AND FUNCTIONALITY

THE CACOP

The new website should be the natural home of the **CACoP document**, with the Ofgem-approved version of the document available to view in-browser or download as a PDF document from the website.

EXISTING CACOP PRODUCTS

The CACoP Forum hosts various products and documents that would naturally be included on a central website. Both current and historic versions of products may be included in a media library, allowing interested parties to monitor progress between iterations.

The **Central Modifications Register** is currently hosted on the MRA website. It is a complete record of all modifications in progress across all the CACoP codes. It includes an indication of where the relevant code administrator has identified that a modification may impact on another code(s). It currently takes the form of an Excel spreadsheet, and a reader can sort or filter the content. It is conceivable that subsequent website enhancements could enable the register to be embedded in the website rather than existing as a standalone document.

The **Horizon Scanner** is currently hosted on the BSC website. It captures medium- and long-term events that are expected to impact on the industry codes landscape. This allows code users and code administrators to monitor a changing industry and develop strategies and approaches. The Horizon Scanner is periodically reviewed by the CACoP Forum.

The CACoP Forum has developed a **Standard Modification Template** which is intended to be a baseline from which codes build their template documentation. This template is not currently made available, but industry parties may benefit from visibility of the considered best practice.

The CACoP Forum publishes regular **Newsletters** to advise code users and industry stakeholders of key information relating to cross-code developments. The newsletter also raises awareness of the CACoP, its principles, and important contact information. Historic and current newsletters would be accessible on the central website.

Presently, the code administrator who is hosting the Forum – rotating annually – will create **meeting documentation**, circulate this amongst the Forum and publish on its own code website. At present, only the current year's documentation is available on the host organisation's website, with previous years' material left on the corresponding hosts' websites. Furthermore, it may not be obvious to code users where they need to navigate to find this. This does not facilitate a transparent approach to sharing the business and decisions of the CACoP Forum.

NEW CACOP GUIDANCE

In addition to the existing products above, there are several documents either in development or in the pipeline for future development that could add further value to a central website.

The CACoP Forum has been developing new **Market Entry Guidance** to assist new market entrants navigate the difference code access provisions within the industry. Once finalised, the guidance could be made available via the central website.

Similarly, there is provision for the development of **Market Exit Guidance** to support parties' understanding of the requirements for withdrawing from code arrangements, which may double as advise for administrators if code users' organisations cease trading.

A section of the website would contain **Frequently Asked Questions** to support parties seeking information about common areas of cross-code work. This could include how to access and use the CACoP products, how to raise a query or attend a CACoP Forum meeting, or how to propose a change to the CACoP itself.

CONTACT MANAGEMENT

Presently, code administrators are responsible for distribution of information to their independent list of contacts, which are compiled separately and via different means. This can mean that parties who are users of multiple codes receive duplication in communication, and there is work involved for all code administrators to ensure that messages are widely circulated. Consideration has been previously given to sharing contact information between code administrators to allow centralised communication; however, this was deemed to conflict with the General Data Protection Regulation (GDPR).

A function of the central website should be to allow code users to sign up via the website to receive messages directly from a central CACoP mailbox associated with the website host. This will mean that there is less reliance on code administrators to distribute messages separately. Instead, a single party would be responsible for the distribution of all CACoP related messaging, documentation and products via a CACoP brand and domain. This functionality is likely to supplement the status quo for an initial period, to allow the CACoP website to build its central contact list.

GENERAL SITE MANAGEMENT

The website will allow new menu items and articles to be created by the website administrators, in order that new content and media can be added whenever required. Different types of media can be uploaded within articles, including text documents, presentations, images and videos.

There will be no requirement for user password management (except for admin users) as there is no requirement for a restricted user area of the website.

There will be the ability to measure certain metrics, including number of unique visitors to the website, most popular pages, and demographic site visitor information.

3.   MANAGEMENT CONTROLS AND ADMINISTRATION

MANAGEMENT OF CONTENT

It is proposed that whilst a single code administrator company will contract with a third-party developer and be primarily responsible for uploading general content to that website, each code administrator will have admin privileges with respect to some aspects of content on the website. For example, each code administrator will be able to add/amend meetings relating to its own codes on the meeting calendar, or amend contact information relating to its own code, but will not be able to change information relating to other code administrators.

FUTURE WEBSITE ENHANCEMENTS

All CACoP code administrators will share responsibility for future costs of website development. Agreed methodologies will be established with respect to the mechanism for approving future change. The terms of reference for the CACoP Forum will be revisited to ensure that code administrators have the appropriate powers to approve or reject proposed amendments which could introduce financial burden.

4.   ANTICIPATED COSTS

DEVELOPMENT ESTIMATES

Based on provisional quotes, it is expected that the cost for initial design, development, test, and implementation of a website meeting the requirements would be in the region of £27,000.

This includes costs incurred by the third-party website developer (pass-through only) and Gemserv costs associated with testing at a rate applying a significant goodwill discount from standard rates.

ONGOING MAINTENANCE COSTS

Ongoing third-party charges with respect to hosting and support, including implementation of periodic platform updates and security checks, are expected to be in the region of £4,000 per annum.

SOCIALISATION OF COSTS

It is proposed that a memorandum of understanding will be established between Gemserv and each of the code administrators, whereby Gemserv will maintain the contract with – and ensure payment is made to – the relevant third party developer, and will invoice each of the code administrators for an equal portion of the associated charges (portions calculated per code administered). Invoices will be generated for the initial development (one-off) and maintenance and support charges (annual).

If you have any questions, please contact:
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