

Bord Gáis Energy Supply – Response to Review of CER Public Consultation Process (cer/07/211c)

A.1.0: Overall Impression of CER’s Public Consultation Process

Question Number	
1.1	What is your overall impression of how the CER carries out its consultations with the public before making its regulatory decisions?
Response	Good
1.2	Are you satisfied with the CER’s consultation process in its present format? If not state the reasons why?
Response	Yes
1.3	What do you consider to be the key strengths and weaknesses in the current consultation process?
Response	Strengths: Transparent, logical process Weaknesses: None so much with the process though a short follow up phone call/meeting with responder’s may clarify better some issues/queries.
1.4	Are you satisfied with the CER’s written consultation papers with regard to: <ul style="list-style-type: none"> • Structure / layout of paper • Level of detail provided • Language used • User friendliness
Response	Yes
1.5	Are the executive summaries provided, clear, concise and useful?
Response	Yes – these are a very important part of the papers
1.6	Should consultations/ decisions be accompanied by short

	information sheets or press briefings?
Response	Short Information Sheets providing high level background, main points & summary of the consultation/decision and process would be very helpful and would contribute very positively to the process
1.7	Please suggest appropriate amendments to the structure or format of written consultation papers which would assist respondents in understanding the issue and preparing their response.
Response	Satisfactory at present

A 2.0: Communication of consultations and decisions

Question Number	
2.1	What is your overall impression of external communications from the CER?
Response	Good
2.2	Are you satisfied with how the Commission communicates its proposals and decisions to you? If not why? Suggest amendments which could be made to improve external communications?
Response	Yes
2.3	Are you satisfied with the length of time allowed for receipt of comments to consultation papers? What is the most appropriate length of time which should be allowed?
Response	Difficult question to answer on an overall basis – some papers require longer consultation periods than others due to the depth/complexity of the issue(s) involved. On the other hand, timely decisions are often required by market participants.
2.4	Are there other methods by which the Commission could receive comments from the public, apart from email or written comments (e.g. open forum, online response form)?
Response	While other methods maybe beneficial in tandem, we believe the current written consultation process provides the fairest and most equitable basis for all parties to inform the CER of their opinions,

	<p>queries, considerations etc. We note the Appendix B outlining the comparative benefits/disadvantages of the various methods outlined and agree in general with most of the viewpoints contained within. The nature of the issues that the CER consult on are often too complex for standard response forms and committees/forums etc can favour those with most resources to attend them perhaps meaning that they are not as representative of general opinion as they may appear to be.</p>

A 3.0: Decision Making Process

Question Number	
3.1	What is your overall impression of the decision making process in the context of public consultation in the CER?
Response	Good
3.2	Are decision papers clear, well structured and easy to follow?
Response	Generally yes
3.3	Do decision papers respond in sufficient detail to all the issues raised during the consultation process?
Response	Difficult to answer this question on a general basis – as before a phone call/meeting may help to clarify issues for both the CER and responders to consultation papers.
3.4	Is the link between the consultation process and the decision making process clearly outlined in decision papers?
Response	Generally yes
3.5	Is it easy to refer between the two papers?
Response	Generally Yes
3.6	Do you feel your views are listened to and considered throughout the consultation process, even if the ultimate decision does not reflect your views? Is this reflected in the Decision paper?
Response	Generally Yes
3.7	What steps can be taken to provide more openness and transparency without affecting the confidentiality of parties involved in the decision making process?
Response	As above, the current written consultation process a fair and transparent basis of responding for all interested parties.

A 4.0: Overall Impression of CER's Customer Service

4.1	Are you satisfied with the Quality of Customer Service you have received from the CER? Please state what method you used to contact the CER.
Response	Generally Yes Main methods – personal contact/email/consultation process
4.2	Was your query dealt with promptly and comprehensively?
Response	Generally, yes
4.3	If you made a complaint, do you feel it was dealt with fairly? Were you happy with the outcome?
Response	N/A
4.4	Have you ever experienced any Customer Service difficulties when dealing with the CER?
Response	N/A
4.5	What steps can be taken to improve the level of customer service the CER offers?
Response	As above, some follow-on contact with responders may add to the current process but in general the current process is good.

Have you any other comments which you wish to submit to the CER in relation to any aspect of its public consultation process or the quality of customer service which we offer?

