

Change of Supplier Project

Smarter Markets Coordination Group

28 October 2013

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We are requesting SMCG's views on the following

- Our proposals to identify quick wins as well as longer term reforms
- The reform proposals
- The outcomes we proposed to test through our information request
- The high level plan towards implementation of longer term reforms and the opportunity to accelerate
- Our proposed next steps

Q: Does SMCG agree with our proposal to identify quick wins as well as longer term reforms?

Q: Does SMCG agree with reform proposals identified?

Quick wins with focus on reliability

- Objections performance assurance
- ET incentives/obligations
- Billing standards
- Data quality
- Customer information (including cooling off requirements)
- Improved three week switching requirements

Longer term system changes to deliver speed and efficiency as well as reliability

- Centralise registration services
- Shorten objection window/central objections register
- Remove/reduce gas confirmation window
- Remove electricity metering data dependencies (AMR/traditional)

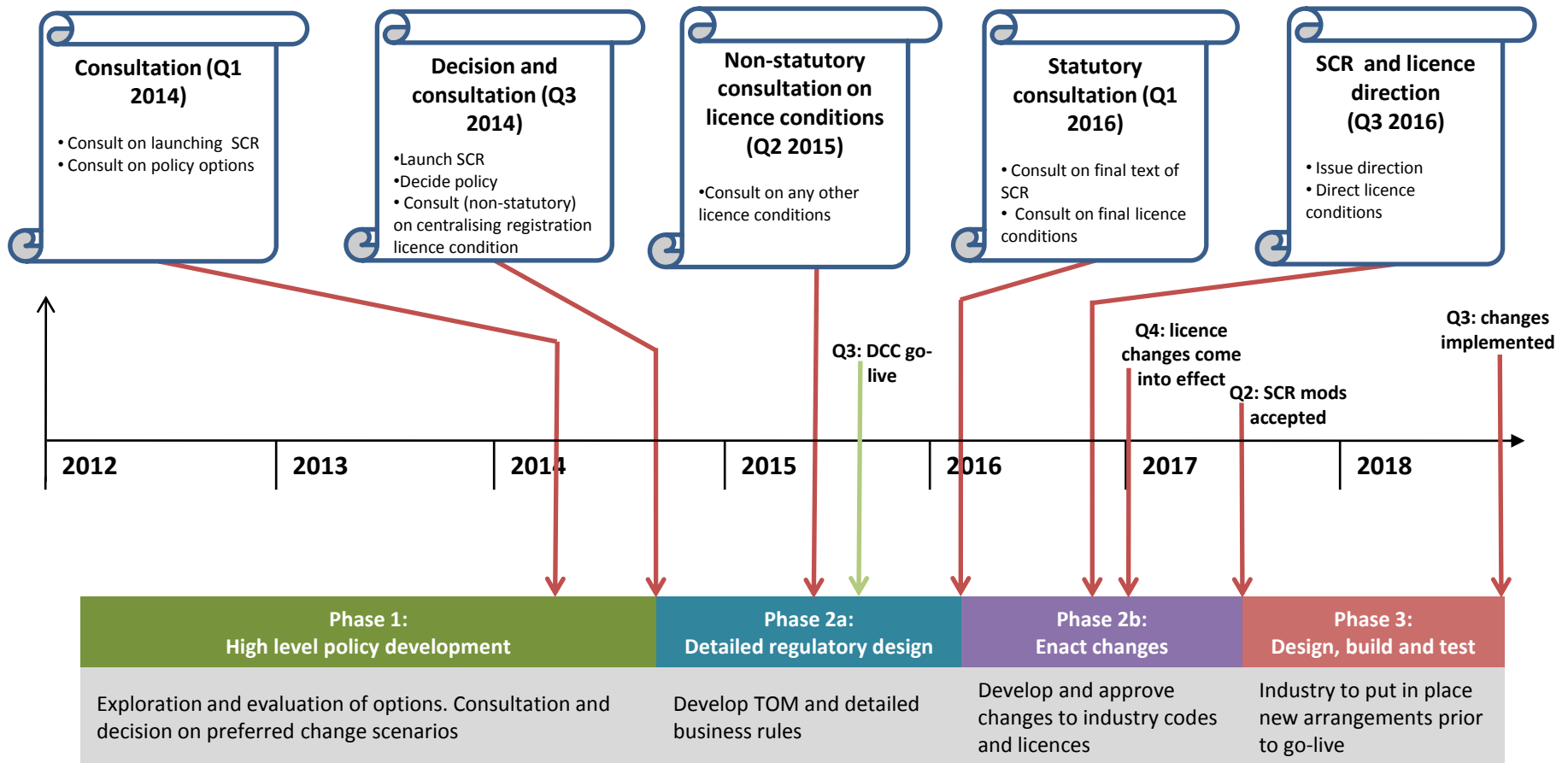
Requirement for reform still to be determined

- Interaction between transfer process and cooling off arrangements

Q: Does SMCG agree with the outcomes we propose to test through our information request?

- Information request developed and tested with suppliers and Central Bodies
- All reasonable and proportionate improvements to reliability will be pursued
- Focus of information request is on the longer term system reforms required to deliver fast, reliable and cost effective transfers
- Combinations of the key reforms allow us to test the following outcomes:
 - **Within-day, next day and 5-day transfers**
 - **Applicability of switching speeds for smart, AMR and dumb meters**

Q: Does SMCG agree with the high level plan? (and what are the opportunities to accelerate it?)



Action	When
Send RFI to suppliers and service providers	31 October
Summary documents	2 nd half November
Responses to RFI due	11 December
Publish consultation and IA	Early March
Stakeholder event	tbc
Responses to consultation and IA	May/June
Decision document	Q3 2014

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