

Industry participants, customers
and other interested parties

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Moving to reliable next-day switching: Consultation on a target operating model

Today we have published our decision to lead a programme of work to deliver reliable next-day switching using a new centralised registration service (CRS).¹

Alongside this, we are consulting on a target operating model (TOM) that will support our programme of work. The TOM is set out in the annex to this document.

The TOM describes, at a high level, how new business arrangements to support reliable next-day switching using a new CRS are expected to operate. It also describes the delivery approach. It will act as a reference and guide as we move through the design and implementation of the programme and will be maintained as the more detailed arrangements are developed.

Views requested

We welcome your comments on the TOM. In particular, we want to know your views on the following questions:

- **Question 1** – *Do you agree with the requirements set out in the TOM?*
- **Question 2** – *Is our description of the requirements sufficiently comprehensive to progress the design of our reforms during the next phase of the programme?*
- **Question 3** – *Are there any additional requirements that should be captured in the TOM?*

Next steps

Over the summer we will hold industry expert groups to review responses to this consultation. We will send out invitations closer to the time but please let us know if you would be interested in attending.

We aim to publish an updated TOM in the second half of 2015, in advance of starting the industry workgroups that will develop the reform proposals.

Further information on the switching programme can be found in our decision document referenced above.

¹ <https://www.ofgem.gov.uk/publications-and-updates/moving-reliable-next-day-switching-0>

How you can respond

Please submit any views on this consultation to us no later than the end of **10 April 2015**.

Responses should be sent to smartermarkets@ofgem.gov.uk.

Unless marked confidential, all responses will be published in our library and on our website, www.ofgem.gov.uk. If you have any questions about this consultation letter, please contact Andrew Wallace (020 7901 7067, andrew.wallace@ofgem.gov.uk).

Yours faithfully,

Angelita Bradney
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