

Business Process Design Diagrams – SUMMARY SHEET

Title of Paper	Customer Switching Scenarios 3 to 7	
Description	<p>This scenario represents a successful switch for the following customer/metering types:</p> <p>Scenario 3: Dual fuel domestic, PPM with debt, smart metering</p> <p>Scenario 4: Dual fuel domestic, credit, legacy metering</p> <p>Scenario 5: Dual fuel domestic, PPM, legacy metering</p> <p>Scenario 6: Electricity only non-domestic, HH metering</p> <p>Scenario 7: Gas only non-domestic, AMR, Telemetered or data logger attached to a Large Supply Point</p>	
Issue Owner (Accountable)	Jenny Boothe	
Responsible	Business Process Design Team (BPDT)	
Status of Process	<ol style="list-style-type: none"> Finalised by BPDT Reviewed by BPD User Group. 	<p>10 May 2016</p> <p>25 April 2016</p> <p>23 May 2016</p>
Issues for EDAG consideration	<ol style="list-style-type: none"> Comment on the business processes to identify whether any activities have been omitted in relation to the 'happy path'. Note that the next steps in the development of the switching scenarios is to map the policy positions into the processes. <p>To note outstanding policy issues</p>	

Impacts on Consumer Journey

Consumer Journey	Please see section title Impact on Consumer
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Summary and Recommendation

1. Scenarios 3 – 5 reflect the switching processes for domestic consumers with a traditional PPM and credit meter as well as those that are in debt and have a smart meter operating in PPM mode.
2. Scenarios 6 set out the switching process for electricity only non-domestic, HH metering and Scenario 7: Gas only non-domestic, AMR, Telemetered or data logger attached to a Large Supply Point.
3. These models represent the 'happy path' for consumers, i.e. where the switch is successful without 'unwinding' events like ET or objections.
4. These processes have been developed by the Business Process Design Team and have been reviewed by the User Group taking account comments from PwC in relation to the impact on consumers and the consumer journey.
5. These processes are being consolidated into Casewise with common processes between the seven scenarios being rationalized where appropriate.
6. EDAG are asked to:
 - a. Comment on the business processes to identify whether any activities have been omitted in relation to the 'happy path'.
 - b. Note that the next steps in the development of the switching scenarios is to map the policy positions into the processes.

Analysis

7. In developing these business processes the Design Team took account of the design principles. In particular, it sought to:
 - a. Simplify the switching arrangements
 - b. Develop the best process for consumers in terms of reliability, speed and the consumer journey

Simplification

8. In developing the switching scenarios we considered what happens in the current gas and electricity market and the roles and responsibilities of key actors. The Design

Team have harmonised the switching processes between gas and electricity where possible.

9. We found that the consumer engagement steps and the role and activities of the gaining and losing suppliers were identical for gas and electricity. In modelling the consumer engagement steps in the processes, we found that there was minimal difference from what happens today.
10. As an example of process simplification, in modelling the role of agents (e.g., MoP, MAMs, DC and DA) we have sought to remove appointment request and acceptance flows and replace this with a notification to the agent.

Impact on the Consumer

11. PwC has considered the business processes from a consumer’s perspective, in particular taking account of the potential points of consumer interaction and the impact these interactions could have.
12. In terms of reliability and the consumer journey, it was identified that there could be multiple points (>1) where the customer (domestic and non-domestic) might be asked for additional information before the registration request was processed. The requirement for additional information could arise due to a number of issues including poor data quality on registration systems or, where the customer has used a PCW, sufficient information had not been passed on to the gaining supplier.
13. There are a number of ways this issue could be remedied e.g., data cleansing activity and or changes to data capture arrangements between suppliers and PCWs. However the scenarios do not reflect these issues at this stage as work is ongoing elsewhere that may impact this part of the process.
14. We anticipate that our efforts to simplify and harmonise the switching process will support our aims to deliver fast switching for consumers.

Views from User Group

Scenario	Issues raised	Action undertaken
3: Dual fuel domestic, PPM with debt, smart metering	<ul style="list-style-type: none"> • Confirm at what point a supplier undertakes a customer credit check • How the gaining supplier knows that the customer is PPM with debt • Useful to map when an objection is identified within the processes 	<ul style="list-style-type: none"> • The maps were updated to indicate that the supplier will undertake the credit check early in the process prior to agreeing contract terms • Identified that gaining supplier will identify PPM customer with debt. • Objection process mapped
4: Dual fuel domestic, credit, legacy metering	<ul style="list-style-type: none"> • How a customer will know the reason for an objection 	<ul style="list-style-type: none"> • The incumbent supplier will continue to be required to notify the customer of the reason for the objection. We

		expect that the gaining supplier will also notify the customer of an objection (but not the reason)
5: Dual fuel domestic, PPM, legacy metering	<ul style="list-style-type: none"> Re-ordering of process steps to show top-up device being issued after registration has been confirmed 	<ul style="list-style-type: none"> Maps updated
6: Electricity only non-domestic, HH metering	<ul style="list-style-type: none"> How will the consumer appointed agent be identified to the supplier Noted that network operator permission to access a high security site may need to be modelled 	<ul style="list-style-type: none"> The customer will need to inform the gaining supplier or, if the agent is the incumbent agent the supplier could find out via the MIS. Agreed that gaining the network permission is an edge case and is likely to be an issue identified and resolved during the contract negotiation stage – no further action
7: Gas only, non-domestic, with AMR, Telemetered or data logger attached to a Large Supply Point	<ul style="list-style-type: none"> A step should be added to reflect telemetered sites connected to the transmission system 	<ul style="list-style-type: none"> Maps updated

Outstanding Policy Issues

Debt Assignment Protocol (DAP)

15. The DAP arrangement will apply to a domestic PPM customer with a smart meter or a traditional meter.
16. The CMA has recommended that Ofgem takes forward work to reform the DAP. This review is due to commence towards the end of June 2016. The Switching Programme and the Vulnerability Strategy team (that is taking the DAP review forward) will work closely together to ensure that indebted PPM customers have a good switching experience.
17. The output of this work will necessarily be incorporated into the Casewise model.

'Fab 4'

18. Cooling Off (Scenarios 1-5)¹, management of Objections, Lock Out and Advance Registrations are all policy areas that will be mapped into the Casewise diagrams. On Advanced Registration, we have agreed that registration requests can be submitted

¹ Scenarios 1 and 2 cover domestic customers with a smart meter in credit or PPM mode (without debt).

up to 28 days before the switch date with any further registration requests being rejected while the registration is pending.

19. Additionally, (and subject to further discussion at EDAG) there is support for the post switch Lock Out period to be set between 0-10 working days with a final decision on the parameter to be agreed later within the Blueprint Phase.

20. As these policy areas are intrinsically linked, all four will be modelled into Casewise so their interactions are mapped efficiently and their collective impact on consumers is fully identified.

Nomination Process in gas

21. This process is currently being reviewed with the objective of removing this process from the current and future switching arrangements for gas.

Erroneous Transfers

22. A policy paper is being prepared for stakeholders to consideration in July.

Next Steps

23. Integrate policy areas noted above into Casewise.

24. Provide access to the processes (via Casewise) for stakeholders undertake to further review if they wish. These reviews are scheduled for later EDAG meetings.