

SWITCHING PROGRAMME – DESIGN AUTHORITY PAPER

Title of Paper	Business Process Modelling – Scenarios 1 and 2	
DA Issue Ref	BPD Scen 1&2	Date: 22 March 2016
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Discussed at EDAG	15 March 2016	

Background

Business process maps provide visual documentation of the activities, sequences of events and information flows that make up a ‘business system’: in our case the switching arrangements. As the Switching Programme progresses, the process maps will be used to define obligations to be placed on different parties and to define requirements for the new Centralised Registration System (CRS) and interfaces between it and the systems of other parties. Establishing an agreed and definitive set of process maps is thus a core activity of the Blueprint Phase.

Development of the process maps is being undertaken by the Business Process Design Team comprising staff from Ofgem and the Code Bodies (Elexon, SECAS, etc.). The maps are then reviewed by industry representatives at the BPD User Group with issues escalated to EDAG as appropriate.

Approach

The business process design takes positions set out in the Target Operating Model v2 (ToM v2) published in October 2015 as its starting point. Where required, these positions are being refined through the development of Policy Issues Papers which DA will approve: the refined positions will be represented in the final versions of the process maps.

By the end of the Blueprint Phase we will have a single, integrated set of process maps catering for all permutations of activity that may arise in the switching process: all types of customer and metering and both ‘sunny day’ situations (where the switch is completed easily) and complex cases where an objection has been raised, a contract has been cancelled under cooling off or there is an erroneous transfer, for example.

To ensure that the new switching arrangements are focused on the market of 2020 and beyond we have started by considering switching scenarios involving domestic customers with smart meters. Scenario 1 addresses credit customers and scenario 2 covers prepayment: both are under ‘sunny day’ conditions. One immediate benefit of taking a clean slate approach to modelling is that arrangements can be harmonised across gas and electricity. Small differences are inevitable – for

example to register the shipper at a gas supply meter point – but differences that exist today (for example in the time allowed for key activities) are eliminated. This will allow a dual fuel customer to coordinate switches (see paper BPD i12) for the same day.

Another benefit of our approach is that the modellers can focus on activities that are central to switching and identify how existing processes can be simplified. For example the process maps allow us to explore whether the switching process might be simplified if the existing, cumbersome process for managing the appointment and de-appointment of agents were to be excluded from the new CRS.

Status

The process maps covering scenarios 1 & 2 have been reviewed by the BPD User Group and two issues were escalated to EDAG:

- Change of supplier meter reads: for smart meters our process maps proposed that the SMETS Daily Read Log be used as the definitive reading for closing and opening bills (and settlement). BSC Modification P302 will be implemented from DCC go-live and involves CoS meter readings being taken at the point that the gaining supplier takes control of the meter. This modification was developed because of concern that suppliers might use different readings if DCC failed to achieve target performance levels in the early stages of operation. **EDAG agreed with the principle of using the Daily Read Log, retaining the P302 process as a contingency.** Subsequently two User Group members have raised a technical detail around the applicability of register readings stored in the Daily Read Log: this is the subject of further investigation
- Agent appointment / de-appointment process: the draft process maps included the full agent appointment process and showed it being undertaken as part of a set of 'Post Switch Administration' activities. The User Group clarified areas where simplification could be introduced and proposed that agent and shipper IDs be included on each registration request with notices being sent to the agents/shipper as confirmation¹. The team undertook further analysis and confirmed that this would be a simpler process and **EDAG concurred with the User Group.**

Recommendation

DA is invited to comment on the approach being taken to business process mapping and on the advice received from EDAG regarding CoS meter reads and agent appointments. DA is invited to agree the process maps for scenarios 1 and 2, recognising that other scenarios will be prepared and that a full set of process maps – including complex situations – will be submitted to DA later in the Blueprint Phase, once other policy positions (e.g. on cooling off) have been settled and the updated maps have been reviewed by the User Group and EDAG.

¹ If agents/shippers consider that they have been wrongly appointed they would contact the supplier who would send a correction, if appropriate.