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**Thursday, 23 June 2016**  
**Email:jonathan.dixon@ofgem.gov.uk**

Dear Jonathan,

Thank you for the opportunity for us to feed into the decisioning required for the preferred option surrounding the implementation of Project Nexus.

Our preferred option, following review of the PWC paper would be scenario D. Our rationale for this route is to minimise the risk to the lowest level of an implementation that is rushed and not fully tested, with defects resolved or at least only low impacting defects remaining. We share the concern that a substandard implementation or minimal penetration testing prior to roll out could severely impact consumers through inaccurate billing and delays during the switching process.

We fully appreciate the need to meet a defined implementation date, scenario C supports 1<sup>st</sup> February – 1<sup>st</sup> April 2017, but the industry to date has already seen one failed implementation milestone with certainty that 1<sup>st</sup> October 2016 will not be met. A pragmatic approach to ensure XOServe's systems are fully tested and implemented using market trials to determine success factors is our preference.

Should the consensus from other industry participants result in scenario C being the preferred option, we will of course support the new timescales and trialling, our concern will remain that April 2017 is less than year from this point with many other industry & regulatory changes in flight. Consumers and suppliers will suffer the pain if scenario C is delivered inadequately to meet a timeframe.

We await the decision following this consultation; should you require any further information on this matter, please feel free to make contact.

**Kind Regards,**



**Peter Berry**  
**Senior Compliance Manager**  
**Good Energy**