

Project Nexus  
Ofgem  
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London  
SW1P 3GE

**By email:** [jon.dixon@ofgem.gov.uk](mailto:jon.dixon@ofgem.gov.uk)

**Attention:** Jon Dixon

21 June 2016

Dear Sirs

**Project Nexus: OVO Energy's response to consultation on options for a successful implementation**

OVO Energy welcomes the opportunity to respond to this open letter.

As stated in our response to Ofgem's previous open letter, we are concerned about the continuous delays to the delivery of Project Nexus. We fully recognise the complexity and multitude of issues involved in delivering Project Nexus, and the need for Ofgem to fulfill its duty to minimise risks to customers. However given the benefits that Project Nexus will bring to energy customers, we feel that Ofgem and industry should be working together to eliminate potential risks and to deliver the project on time.

Our preference therefore is that Ofgem pursues option A in this consultation and continues to target 1 October 2016 go-live date. However, if Ofgem is confident after a thorough assessment that option A is unworkable, we would support option C - delaying the go-live date to early spring 2017.

We would also like to state that we support Ofgem's use of the recently developed set of success factors as the criteria by which it will determine the form and basis of a refreshed 'go / no go' framework for Project Nexus.

Please contact the policy team ([policy@ovoenergy.com](mailto:policy@ovoenergy.com)) should Ofgem wish to discuss our response further.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Melissa Gander', with a long horizontal stroke extending to the right.

Melissa Gander  
Energy Director, OVO Energy