ofgem

Switching Programme Delivery Group 2 - Meeting Notes

Summary of second meeting of the Switching Programme Delivery Group	From Date and time of Meeting Location	Andrew Amato 28 June 2016 12.00-14.00 Millbank

1. Welcome and introductions

- RSC welcomed all attendees to the second meeting of the Switching Programme Delivery Group (SPDG).

2. Programme Update

- AA provided an update on the programme summarising key highlights and forthcoming activities from each of the programme work streams. It was stated that the programme is running according to plan and that we are now in a critical phase of activity where a number of decisions in relation to policy and process approaches are being made.
- AA talked through the Design Authority Decision Log which is available together with relevant meeting papers on the Ofgem website.
- Members raised linkages to other Ofgem activity such as the Objections Review and the importance of not rushing decisions, stating that proper time must be allocated for discussion.
- Members agreed that the highlight report presented and decisions log met their needs for visibility on activity and decisions made.

3. Understanding industry change

- AB talked members through slides summarising a high level view of changes impacting the industry together in terms of timing and complexity.
- Members agreed that this presented a good general view of the current level of change and that this was a welcome and much needed initiative. It was also agreed that the level of detail provided was appropriate for the SPDG but greater detail may be required for other groups who may be responsible for more detailed planning.
- Members commented that this activity should not be confined to the Switching Programme but was a wider consideration for Ofgem and DECC. RSC confirmed that work on this is ongoing at Ofgem and has been discussed with DECC.

Action: *Members to provide detailed feedback on slides and annex especially in relation to system change impacts. Bilateral meetings can be arranged as necessary to discuss further.*

4. Design principles

- AW described the design principles that have been agreed for the programme and how these are used to inform the development work and make decisions.
- The principles and their use were discussed by members and their general view was that reliability, simplicity and flexibility were the most important when considering the objectives of the programme as well as impact on industry and customers.

5. Solution Architecture

- GC (from PwC) provided a summary of the long list of solution architecture options for the Central Registration Service (CRS) that has been previously shared with industry. The next steps to review and distil to a short list for inclusion in a Request for Information (RFI) were also discussed.
- Members asked how the definition of "next day" would be determined, and where any decisions over reliability and speed would be considered.
- Members queried the development/review process of the decision criteria and were informed that that they had been developed in collaboration with industry experts from the BPD User Group.
- Members were requested to engage with their systems colleagues and consider the options further and provide feedback.

Action: *Members to provide feedback and inform Ofgem of any alternative solution architecture options that have been missed from the long list.*

Action: *Ofgem to clarify our position on "next-day" switching.*

Our SCR launch statement (page 2) states the following: -

"Our primary objective for these reforms is to create new reliable and fast switching arrangements. Our ambition is for consumers to be able to switch the next day. The detailed design of the new arrangements is still uncertain. From a consumer's perspective, next-day switching could include a range of timescales, from agreeing to switch and being with the chosen supplier at the beginning, to the end, of the next day[12]. During the Blueprint Phase, we will assess which approach would provide the best overall outcome for consumers, including opportunities to move to next-day switching in stages, once the new centralised systems are put in place.

[12]In our February 2015 decision document we said that we would examine "next-day" and "two-day" switching. We think that from a consumer's perspective both of these options are covered by the idea of next-day switching."

6. AOB

Action: *Ofgem to circulate the timetable for testing the RFI with industry at the end of 2016.*

Action: *SPDG members to inform the programme team the names of the primary contacts in their organisations for discussing the RFI.*

Actions carried forward from SPDG Meeting 1

Action: *Ofgem to bring a high level overall look at programme phases*

Attendees
Rob Salter-Church – Ofgem (Chair)
Rachel Clark – Ofgem
Angelita Bradney – Ofgem
Andrew Wallace – Ofgem
Andrew Amato – Ofgem
Alex Travell - EON
Peter Davies – SEC Panel
Alison Russell - Utilita

Daniel O'Hara - SSE
Natasha Hobday – First Utility
Matthew Cole - Npower
Steph Hurst - DECC
Sharon Johnson – British Gas
Douglas McLaren – Scottish Power
Robert Larkins – Utility Warehouse
Matthew Roderick - DCC
Mark Askew - ENA
Audrey Gallagher – Energy UK
Gareth Evans –IcoSS
Gavin Critchley – PwC (Agenda item 5 only)
Stuart Cook – PwC (Agenda item 5 only)