

Switching Programme Delivery Group – Meeting 3

1. Welcome and introductions

- RSC welcomed all attendees to the third 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 has made good progress over the summer on delivery of critical path products and is running to plan.
- AA talked through the [Design Authority Decision Log](#) which is available together with relevant meeting papers on the Ofgem website.
- Members requested further details of Design Authority discussions, particularly around areas where risks had been accepted.

Action: *Ofgem to consider how to provide further information on Design Authority decision making.*

3. Programme Timeline

- RC introduced the high level programme plan and informed members it had been developed on the basis of detailed planning for the Blueprint Phase and best current estimates for later phases to contract award at the end of the Enactment Phase.
- It was stated that whilst overall delivery was some years away, Ofgem was keen to explore how consumer benefits from the programme could be brought forwards through the earlier implementation of some policy aspects such as changes to cooling off arrangements and the objections process. Could these changes potentially be made ahead the CRS going live.
- Members raised concerns that this activity could divert attention away from overall delivery, introduce additional risk and increase costs.
- RC confirmed that Ofgem, through the RFI process, want to understand the costs, benefits and risks that a potential early implementation of policy changes would bring. Ofgem were fully committed to delivering the programme in full.
- Members agreed that sight of the plan was very helpful and would assist their own planning activity. RSC confirmed that the plan is evolving and that updates would be shared with the group.

4. Programme Role & Responsibilities

- AA provided a brief summary of the approach agreed by the Programme Board in relation to future roles and responsibilities.
- In summary, Ofgem will retain programme SRO, sponsorship roles throughout the programme, but the accountability and responsibility for delivery of some activities may be delegated to other industry partners where those activities are a better fit with the strengths, skills and experience of the organisation. For example, the Data Communications Company (DCC) is proposed to be responsible during the transitional phase of the programme for the technical specification of the CRS and its procurement. Also, that in

Design, Build and Test, Programme Management/PMO functions is proposed to be the responsibility of the DCC.

- AA stated that this was an evolving framework and that the detail is being worked through with colleagues at DCC. RC also confirmed that the development of appropriate governance structures, design assurance and change control would be critical for the DBT phase.
- A number of members expressed concerns that DCC would be taking on PM/PMO activities in the DBT phase of the programme. These related to the potential of conflicts between incentives for DCC and management of delivery as well as the need to learn the lessons from Project Nexus. RC noted the concerns that project management in the DBT phase should be independent.
- There was discussion on the subject of consequential changes in relation to the impacts of the programme for example demand forecasting and changes to MOP/MAP management. AW and RC stated that the DLS phase would be when further detail on these aspects would be developed. It was also confirmed that previous baseline decisions would be revisited if detail emerging in DLS suggested they were incorrect and would not work.
- Members welcomed the early sight of the plans and the opportunity to discuss. RSC acknowledged the issues raised and the confirmed that these would be addressed in the ongoing work to refine this activity.

5. “Fab 5” Policy Positions & their interactions

- CS provided an overview of the five key interacting policy decisions which have been made covering advanced registrations, standstill, objections, cooling off and erroneous transfers.
- On objections, members queried whether different objection periods could be tested in the RFI, for example: immediate, a few hours or next day . There was also a request to consider different timescales for different market segments (domestic / non-domestic).
- In relation to cooling off, members raised concerns about supplier A offering “equivalent terms” for returning customers and questioned as to whether or not this would be the only option presented in the RFI. RC confirmed that through the RFI process Ofgem wanted to understand the incremental cost to suppliers of offering equivalent terms.
- Following discussion on erroneous transfers, members queried the outcome of the discussion at EDAG. RSC responded by asking the programme team to clarify the position on ETs, creation of an MRA/SPAA working group on the issue and the RFI.

Action: *Ofgem to provide an update on the position of ETs in relation to information that will be requested in the RFI and status of a working group on the issue.*

6. Solution Architecture – short list of options

- GC provided an overview of the process that has occurred to develop a short list of solution architecture options and described the options and will be going into the RFI. These are “Do Nothing”, “Do Minimum”, “Switching System with Middleware” and “Switching System with Middleware and MIS”.
- There was a query in relation to the removal of the gas nomination process. In response, RSC requested that the programme team to look at that data that would be required in order to provide an alternative.

- GC offered members an opportunity to hold further webex sessions in relation to the solution architecture shortlist should these be necessary.

7. AOB

- RC commented that agendas for these meetings had been largely set by Ofgem and welcomed suggestions for agenda items from members for future meetings.

Action: *Members to suggest future agenda items as required.*

Actions carried forward from SPDG Meeting 2

- Ofgem to circulate the timetable for testing the RFI with industry at the end of 2016
- SPDG members to inform the programme team the names of the primary contacts in their organisations for discussing the RFI

Attendees

Rob Salter-Church – Ofgem (Chair)
Rachel Clark – Ofgem
Angelita Bradney – Ofgem
Andrew Wallace – Ofgem
Andrew Amato – Ofgem
Jenny Boothe _Ofgem (Agenda item 5 only)
Colin Sawyer – Ofgem (Agenda item 5 only)
Alex Travell - EON
Peter Davies – SEC Panel
Alison Russell - Utilita
Lizzie Furmedge - SSE
Paul Delamere - EDF
Natasha Hobday – First Utility
Andy Wiggans - Npower
Alun Rees – British Gas
Douglas McLaren – Scottish Power
Emma Stock - DCC
Mark Askew - ENA
Audrey Gallagher – Energy UK
Gareth Evans – IcoSS
Gavin Critchley – PwC (Agenda item 6 only)