<u>**Switching Programme**</u>

Background information to support breakout session

Aim

We want to use the breakout session in the afternoon of the Switching Programme seminar to get your views on where we should ask questions in our RFI. We also want to get your views on the information you need from us to respond.

Proposal

In this document we have grouped the elements of the switching process together into Activity Areas. We also want to use this approach in the RFI.

Our aim here is to help break up the RFI into manageable chunks and make it easier to understand and engage with. We welcome your feedback on whether these are sensible Activity Areas.

The Activity Areas that we have used are:

1. Communications with customers

2. Interaction with enquiry services

3. Maintenance of meter point data

4. Registering the switch

5. Executing the switch

6. Post switch activities

7. Other requirements

For each of these Activity Areas we have provided a high level description and highlighted the reforms that we think will be relevant for that Activity Area. These changes are taken from the excel spreadsheet "Reform Packages V0.3" that has been circulated alongside this paper.

Instructions

We will split the room into groups. Each group will start with a different Activity Area. We want each group to cover the Activity Area that they have been assigned. Once completed you will be able to move on to the next Activity Area.

For each on the above Activity Areas, we have set out some initial thoughts on the impacts of the proposed reforms changes for specific stakeholder groups. This is not meant to be comprehensive, but to give you an idea of the types of impacts that we want to identify and to get the ideas flowing!

We also want to get your views on what information you are going to need from us to respond to the RFI and what information you think that you can (or cannot) provide.

There will be an Ofgem representative, or member of the BPD Design Team, allocated to each table to help facilitate the session and to record the key observations. Given time pressure and the number of group we propose to send a written summary after the event rather than ask each group to provide a verbal summary on the day.

We recognise that you might not able to provide your views on the day in relation to all of the Activity Areas. We would be happy to receive any further written comments from you. It would help us greatly if these could be provided by 11 November.

Breakout session questions

To recap, we want to use the seminar breakout sessions to get your views on the following questions:

Question 1: Have we identified the right Activity Areas?

Question 2: Have we included all of the reforms that impact stakeholders within the Activity Areas?

Question 3: What are the key impacts on stakeholders within each activity areas (and which of these should we ask specific questions for in the RFI as opposed to being captured by a general question for that Activity Area)?

Question 4: What information do you need from Ofgem to support your RFI response? Note that we expect to include the following:

- **Descriptions of the components of the reform packages (as currently described in the spreadsheet Reform Package V0.3)**

- **Casewise Business Process Diagrams (see link here)**

- **Data model (included in the papers for the seminar)**

- **Consumer journeys for key processes**

- **Assumptions, including:**

    - **Switching volume forecasts**

    - **Details of the go-live date, appraisal period, depreciation, price base**

    - **Smart metering assumptions**

1. Communicating with customers

Definition: Includes all communication by industry parties with customers relating to the customer switching journey. In terms of scope, this covers all impacts from initial marketing/quoting through to confirmation of a completed switch, sending out of final bills and resolution of post-switch issues such as ETs and agreed reads. This section is intended to focus solely on industry impacts. We will seek to gather information on customer impacts through a different exercise. From the Reform Package V0.3 spreadsheet, we have identified specific reforms which might require stakeholders to communicate in a different way with customers. These are, speeding up the switch, calendar day operation, objections, cooling-off, the one fail/all fail dual fuel switching requests and a new customer facing helpdesk. We welcome stakeholders identifying other impacts.

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Objections	Gas and electricity suppliers will have a compressed window of one working day to decide whether to object. This is between receipt of file in the morning (eg 6am) and the end of that working day (eg 6pm).	Instant reactive - the incumbent supplier will be required to respond within [2 seconds] to a switch loss notification from the Centralised Switching Service (CSS). Other options to be tested in RFI (central pre-loaded objections database, compressed (5 hour) window and split process for dom/non-dom.)	Same as Package 2
Cooling off	Switch can take place within cooling off period where customer agrees that supplier can start to charge for energy consumed before the cooling off period has passed. Customer that cancels is free to choose a new supplier and has right to equivalent terms with A. Customer has period of grace on chosen terms with Supplier B before moving to deemed contract. Also test option in RFI for no obligation on Supplier A to offer equivalent terms.	Same as Package 1	Same as Package 1
Dual fuel – one fail/all fail	No change - switch requests proceed independently of any other switch	Consumer/supplier agree if they want to link switching requests so that if one fails, all other linked switches fail	Same as Package 2

Standstill	No change After the switch has taken place there is a "standstill" period of 10 calendar days in elec and 14 calendar days gas when another switch can't take place	There is a configurable standstill window up to 10 calendar days. RFI will test a 5 day window, removal of window for ETs and ability to have separate time period for smart meters	Same as Package 2
ET resolution and avoidance	Industry currently reviewing potential to avoid and improve ET return process (including any changes required or could be facilitated by the Switching Programme)		
Gas Large Supply Point (LSP) nomination request	Decouple nomination request from switching process. Xoserve to host gas transportation data on a platform that can be accessed on demand by LSP gas shippers [and potentially suppliers]	Same as Package 1	Same as Package 1
Interactions with smart metering	No change Interim arrangements developed to handle handover of meters and agreement of CoS read (P302) Meters in PPM mode to be changed to credit mode ahead of switch	Updates to smart meters scheduled between gate closure and midnight UTC. Daily read log used as basis of switch read (but P302 retained for an initial period after cut-over). Meters in PPM mode to be switched to credit mode ahead of switch Handover of smart meter not tightly coupled to switch (i.e. switch proceeds even if comms to smart meter are unavailable)	Same as Package 2
Switching speed capability	Where chosen by supplier and customer, a switching request sent by 6pm will have effect at the start of the third working day. Depending on weekends and bank holidays, this allows for a minimum switching period of between 3 and 7 calendar days	Where chosen by supplier and customer, a switching request sent by 5pm will have effect at the start of the next calendar day	Same as Package 2
Service availability/ Performance	Switching process operates on working days	CSS operates 24x7x365	Same as Package 2
Customer facing M-number helpdesk	*Gas:* centralised helpdesk operated by GTs *Elec:* separate helpdesks operated by each DNO	Centralised helpdesk provides a single point of contact. Will direct more complex calls to existing service providers (eg networks) [to be tested further at BPD User Group]	Same as Package 2

Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	• Faster Switching/Calendar days – Amend systems to provide confirmation to customer of pending switch between gate closure (5pm) and switch at midnight (RP 2 and 3)	• Cooling off – new agreement required with customer to switch during cooling off period (allows supplier to charge for this period) (RP1, 2 and 3) • Undertake CIN test to help avoid ETs (RP1, 2, and 3)
DNOs	•	•
GTs and Xoserve	•	• Reduced customer contact with M-Number Helpdesk (RP 2 and 3)
DCC	•	•
TPIs	• Cooling off - Amend customer data capture systems to record customer consent to switch during cooling off period (RP 1, 2 and 3)	• Request additional information from customers to help identify correct site to transfer (eg MPxN) (RP1, 2, and 3)
Agents	•	•
Others	•	•

2. Industry interaction with enquiry services

Definition: Any interaction by industry parties with meter point enquiry services to gain access to customer and metering information to facilitate the consumer switching journey. This could include supplier or TPI validation ahead of sending a switching request to accessing meter agent IDs and meter read histories). In the do nothing, minimal reform and major reform, the enquiry services would remain as ECOES and DES with direct access also being provided for PCWs. In the major reform package, ECOES and DES would reflect data held in the new CSS (including supplier agent IDs). In the full reform package, a new central MIS would reflect data held in the new CSS as well as data from other sources such as MPAS, UKLink and DCC's smart meter inventory.

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Access to Market Intelligence Data on meter points	No change Market Intelligence data will be provided by the existing ECOES and DES systems (or the DCC's smart meter inventory). Access to ECOES and DES will be via online enquiry. [*Note potential for API service noted below to be offered to wider industry parties*] PCWs will have access to ECOES and DES data through an API service (initiated in response to the CMA remedy).	Same as Package 1 other than ECOES and DES will be updated to reflect switching transactions executed via the CSS	A new Market Intelligence Service (MIS) will provide a single point of access to all retail market, settlement and meter asset data at all gas and electricity meter points. This will include access to data held by the DCC's smart meter inventory. Access to the MIS will be via online enquiry or real-time API. Access to 'register data' (i.e. from MPRS, UKLink, CSS, DCC Inventory) will be supplemented by data 'scraped' from transaction flows between participants.

Maintenance of MAP data	No change MAPs will continue to maintain their own asset registers and invoicing details. *Gas:* MAP ID exchanged between MAMs / Suppliers at switch *Electricity:* MAP ID exchanged between MOPs and Suppliers at switch and recorded on ECOES	Same as Package 0	MAPs will continue to maintain their own asset registers and invoicing details. *Gas:* MAP ID exchanged between MAMs / Suppliers at switch *Electricity:* MAP ID exchanged between MOPs and Suppliers at switch Flows containing MAP details will be 'scraped' to make data available via MIS.
Gas Large Supply Point (LSP) nomination request	Decouple nomination request from switching request Xoserve to host gas transportation data on a platform that can be accessed on demand by LSP gas shippers [and potentially suppliers]	Same as Package 1	Same as Package 1
Access to enquiry service	No change Web browser access to ECOES & DES. [*potentially this could be upgraded to API access*] API access to ECOES and DES for PCWs. DCC Gateway access to Smart Meter Inventory.	Same as Package 0	Web services XML access to the MIS providing browser and API access.
Data migration	Not required	Include any new data items on CSS in ECOES and DES	Yes - for all data in MIS
Network provision	No change	No change	DTN to carry new XML messages to/from CSS and to carry all legacy messages relating to data available via MIS. This allows MIS to run enquiries against DTN transactions and 'scrape' out information that is relevant to the enquiry.
Service availability/ Performance	Access to ECOES/DES enquiry services and DCC Inventory available [24x7].	Same as Package 0	Access to MIS available 24x7 [(99.5%)].

| Security | No change

Existing security controls for access to MPRS, UKLink, DTN, iX, DCC Gateway and ECOES/DES | Existing security controls for access to DTN, iX, DCC Gateway and ECOES/DES

For access to CSS, assume JSON type XML messaging will be used based on SAML 128/256 PKI encryption in a web services environment | Same as Package 2 other than section in bold

Existing security controls for access to DTN, and iX.

For access to CSS **and MIS** assume JSON type XML messaging will be used based on SAML 128/256 PKI encryption in a web services environment |
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Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	• Capture additional data items newly available from ECOES/DES/MIS (RP2 and 3)	• Staff use enquiry service on weekends and bank holiday to facilitate calendar day switching (RP2 and 3)
DNOs	•	• No longer provide updates from MPAS to ECOES (RP3)
GTs and Xoserve	•	• Send updates on Settlement and UOS data to MIS (RP3)
DCC	•	•
TPIs	•	• Utilise new data items available on ECOES/DES/MIS (RP2 and 3)
Agents	•	• MOPs no longer provide updates to ECOES on MTD (RP3)
Others	• MRASCO terminate ECOES contract (RP3)	•

3. Maintenance of meter point data

Definition: Includes arrangements for populating and maintaining the CSS with data (other than via a switching transaction which is covered in the next section).

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Creation and maintenance of meter points	No change New meter points will continue to be generated by Networks in UKLink and MPRS. Changes to meter point status and deletions will also be processed via UKLink and MPRS.	New meter points will continue to be generated in UKLink and MPRS. Changes to meter point status and deletions will also be processed via UKLink and MPRS. Relevant updates will be passed to CSS [daily]. New features will be introduced into MPRS to handle: linking Related MPANs, identifying export MPANs; and identifying MPANs on Private Networks	Same as Package 2
Capture and maintenance of settlement and Use of System data	No change Changes to settlement parameters will continue to be held in and processed by UKLink and MPRS.	Changes to settlement parameters will continue to be held in and processed by UKLink and MPRS. Relevant updates to settlement parameters will be passed to CSS [daily].	Same as Package 2
Private electricity networks	No change DNOs create MPANs on request for sites on private networks in their distribution areas. MPANs held on MPRS and can switch using current conventions	DNOs continue to create MPAN on request. MPANs on Private Electricity Networks will be switched using the CSS	Same as Package 2
Linking related metering	No change Gas and electricity meters at a premises not linked through a common address	Meters at a premises linked to a single address within CSS. This will be done with reference to a published GB address list	Same as Package 2

Related MPANs	No change Suppliers use the Meter Timeswitch Code (MTC) and Standard Settlement Configuration (SSC) data items to identify if electricity MPANs are related and must switch together. Incumbent supplier objects if one MPAN switched without the other related MPAN(s)	Links will be established by DNOs between pairs of Related MPANs - only the 'parent' can be switched. Held in MPRS and uploaded to CSS. Related MPAN will be removed as a criterion for objecting to a switch	Same as Package 2
Export MPANs	No change Suppliers use Line Loss Factor (LLF) data to determine if MPAN is export	An indicator of import/export will be assigned to each MPAN by DNO (held in MPRS and uploaded to CSS)	Same as Package 2
Data migration	Not required	Yes - For data to be included in the CSS	Yes - for all data in CSS and MIS
Data cleanse	May include non-CSS/MIS specific data cleanse remedies, including plot to postal improvements, meter technical data reconciliation - to be tested as part of the RFI	Yes - may include matching to GB Address List as preparation for cut over to CSS operation, in addition to remedies noted for Package 1	Same as Package 2

Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	•	•
DNOs	• Identify and populate list of related MPANs and Export Meters (RP 2 and 3)	• Provide newly created Meter Point data to CSS (RP 2 and 3)
GTs and Xoserve	•	•
DCC	• Procure new CSS (RP2 and 3)	• Receive and maintain standing data on CSS (RP 2 and 3)
TPIs	•	•
Agents	•	•
Others	•	•

4. Registering the switch

Definition: After contracting with a new customer, the gaining supplier will submit a switching request to the switching service(s). This section covers the activity around sending the registration request to the switching service(s) up to the point of no return (ie when the switch will definitely take place). This includes the objections process. Any activity after the point of no return is covered by other Activity Areas in the paper. This section also describes the operational requirements for the switching service(s) that will impact how users will experience it in practice.

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Objections	Gas and electricity suppliers will have a compressed window of one working day to decide whether to object. This between receipt of file in the morning (eg 6am) and the end of that working day (eg 6pm). To be determined if objection window would expand if there is more time available prior to the switch	Instant reactive - the incumbent supplier will be required to respond within [2 seconds] to a switch loss notification from the CSS. Other options to be tested in RFI (central pre-loaded objections database, compressed (5 hour) window and split process for dom/non-dom.)	Same as Package 2
Dual fuel – one fail /all fail	No change Switch requests proceed independently of any other switch	Functionality introduced to allow a supplier to link switching requests. Consumer/supplier agree if they want to link switching requests so that if one fails, all other linked switches fail	Same as Package 2
Advanced registration	No change The gaining supplier can submit a switching request up to 30WD in advance of the switch date in gas and 28 calendar days in electricity	Advanced registration period for gas and electricity harmonised to 28 calendar days prior to the switch date	Same as Package 2
Agent appointments	No change Supplier (or customer) appointed agents recorded in MPRS/UKLink. MAP recorded in ECOES for electricity but no central record for gas.	Agent IDs (DA, DC, MoP, MAM, MCP) and Shipper ID maintained by CSS and Elec MAP ID held in ECOES (Gas MAP ID exchanged between agents)	Agent IDs (DA, DC, MoP, MAM, MCP) and Shipper ID maintained by CSS. MAP ID (gas and elec) accessed via MIS

Domestic/ non-domestic	No change Gas shippers notify UKLink on whether a site is domestic or non-domestic. UKLink retains flag. There is no flag in electricity but this can currently be derived using profile class information	CSS maintains a Domestic/Non-Domestic flag populated by new supplier as part of switch and maintained by that supplier	Same as Package 2
Gas Large Supply Point (LSP) nomination request	Decouple nomination request from switching request Xoserve to host gas transportation data on a platform that can be accessed on demand by LSP gas shippers [and potentially suppliers]	Same as Package 1	Same as Package 1
Network provision	No change DTN for electricity and some gas (e.g. RGMA and NOSI flows); iX for other gas. (For RFI it is assumed that the proposal to use DTN for Agreed Reads and ETs will be implemented in June 2017)	For the purpose of RFI analysis assume that DTN carries new XML messages to/from the CSS. For legacy messages: DTN for electricity and some gas (e.g. RGMA, NOSI Flow, ETs and Agreed Reads); iX for other gas.	For the purpose of RFI analysis assume that DTN carries new XML messages to/from CSS and to carry all legacy messages relating to data available via MIS. This allows MIS to run enquiries against DTN transactions and 'scrape' out information that is relevant to the enquiry.
Transaction definitions	No change DTC for electricity. In gas, most switching definitions are in the UKLink Manual. Additional definitions in SPAA for inter-supplier transactions (eg ETs) and meter agent flows.	New XML messages to/from the CSS (including objections). Legacy DTC/UKLink Manual/SPAA definitions for all other transactions (e.g. agent to agent and supplier to supplier information flows).	New XML messages to/from CSS (including objections). New XML messages to the MIS. Legacy DTC/UKLink Manual/SPAA definitions for all other transactions (e.g. agent to agent and supplier to supplier information flows).

Processing of switching requests	No change Gas switches will continue to be managed by UKLink. Electricity switches will continue to be managed by MPRS.	CSS will process electricity and gas switches in a harmonised manner and maintain the master records of the registered supplier (and shipper) and the supplier appointed agents. A 'premises served' addresses will be held in the CSS and matched to a GB Address List to provide a means of linking meter points at the same address. DCC will act as Data Steward of the address matching process. Details of changes to the registered supplier (and shipper) and settlement agents will be passed from CSS to MPRS and UKLink at gate closure. Switching functionality will be removed from UKLink and MPRS.	Same as Package 2
Service availability/ Performance	No change (other than KPIs for gas overnight batch processing reduced from 2 days to 1 night). Switching process operate on working days Overnight batch processing. Responses to information flows defined as set number of working days.	CSS operates 24x7x365 Real-time processing of registration requests and instant (<2sec) response to invitations to object. Response times for selected legacy information flows to be compressed (e.g. CoS reads).	Same as Package 2
Security	No change Existing security controls for access to MPRS, UKLink, DTN, iX, DCC Gateway and ECOES/DES	Existing security controls for access to DTN, iX, DCC Gateway and ECOES/DES For access to CSS, assume JSON type XML messaging will be used based on SAML 128/256 PKI encryption in a web services environment	Same as Package 2
Switching capacity requirements	Existing capacity requirements (subject to any additional SoLR requirements)	Existing capacity requirements (subject to any additional SoLR requirements) [plus 50% - to be confirmed later]	Same as Package 2

Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	• Develop new arrangements for gas shippers/suppliers to access nomination data from Xoserve (RP 1, 2 and 3) • Automate objection systems (RP 2 and 3)	• Link dual fuel switching requests in same file (RP 2 and 3)
DNOs	•	•
GTs and Xoserve	•	•
DCC	•	• Operate objections database (additional RFI question for RP 1, 2 and 3)
TPIs	•	•
Agents	•	• Receive updates on responsibilities for meter points via CSS (RP 2 and 3).
Others	•	•

5. Executing the switch

Definition: This section covers switching activity that occurs after the point of no return (ie when a switch will definitely take place). It includes obtaining meter reads, reconfiguring a smart meter with the new supplier's security key and tariffs, appointing and de-appointing agents and energy balancing. This section also describes the operational requirements for the CSS that will impact how users will experience it in practice.

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Standstill	No change After the switch has taken place there is a "standstill" period of 10 calendar days in elec and 14 calendar days gas when another switch can't take place	There is a configurable standstill window up to 10 calendar days. RFI will test a 5 day window, removal of window for ETs and ability to have separate time period for smart meters	Same as Package 2
Meter reads	No change *Gas:* Meter readings will continue to be accessed via DES. *Electricity:* No meter readings will be stored centrally.	Same as Package 0	Same as Package 0
Smart meter change of security credentials	No change The TCoS process will be employed where the gaining supplier requests DCC to update the credentials. Implications of changing to the ECoS process will be assessed later in the Programme.	Same as Package 0	Same as Package 0
Interactions with smart metering	No change Interim arrangements developed to handle handover of meters and agreement of CoS read (P302) Meters in PPM mode to be changed to credit mode ahead of switch	Updates to smart meters scheduled between gate closure and midnight UTC. Daily read log used as basis of switch read (but P302 retained for an initial period after cut-over). Meters in PPM mode to be switched to credit mode ahead of switch Handover of smart meter not tightly coupled to switch (i.e. switch proceeds even if comms to smart meter are unavailable)	Same as Package 2

Gas confirmation window	Confirmation window shortened to 1WD Gemini file sent to NDM shippers at 1pm on D-1 [to be tested further with BPD User Group]	Confirmation window shortened to between 5pm on D-1 and midnight Gemini file sent at 6pm on D-1 [to be tested further with BPD User Group]	Same as Package 2
Agent appointments	No change Supplier (or customer) appointed agents recorded in MPRS/UKLink. MAP recorded in ECOES for electricity but no central record for gas.	Agent IDs (DA, DC, MoP, MAM, MCP) and Shipper ID maintained by CSS and Elec MAP ID held in ECOES (Gas MAP ID exchanged between agents)	Agent IDs (DA, DC, MoP, MAM, MCP) and Shipper ID maintained by CSS. MAP ID (gas and elec) accessed via MIS
Network provision	No change DTN for electricity and some gas (e.g. RGMA and NOSI flows); iX for other gas. (For RFI it is assumed that the proposal to use DTN for Agreed Reads and ETs will be implemented in June 2017)	For the purpose of RFI analysis assume that DTN carries new XML messages to/from the CSS. For legacy messages: DTN for electricity and some gas (e.g. RGMA, NOSI Flow, ETs and Agreed Reads); iX for other gas.	For the purpose of RFI analysis assume that DTN carries new XML messages to/from CSS and to carry all legacy messages relating to data available via MIS. This allows MIS to run enquiries against DTN transactions and 'scrape' out information that is relevant to the enquiry.
Interface between registration agent and MPRS, UKLink and DCC Smart Metering	No change DTC flows for electricity and UKLink Manual flows for gas	XML (For RFI it is assumed that messages are transferred using the DTN)	Same as Package 2
Transaction definitions	No change DTC for electricity. In gas, most switching definitions are in the UKLink Manual. Additional, definitions in SPAA for inter-supplier transactions (eg ETs) and meter agent flows.	New XML messages to/from the CSS (including objections). Legacy DTC/UKLink Manual/SPAA definitions for all other transactions (e.g. agent to agent and supplier to supplier information flows).	New XML messages to/from CSS (including objections). New XML messages to the MIS. Legacy DTC/UKLink Manual/SPAA definitions for all other transactions (e.g. agent to agent and supplier to supplier information flows).
Time	No change All systems operate in local time except DCC smart metering which uses UTC	Same as Package 0 excepting that allowance for BST will need to be built into the definition of 'gate closure'	Same as Package 2

Service availability/ Performance	No change (other than KPIs for gas overnight batch processing reduced from 2 days to 1 night). Switching process operate on working days Overnight batch processing. Responses to information flows defined as set number of working days.	CSS operates 24x7x365 Real-time processing of registration requests and instant (<2sec) response to invitations to object. Response times for selected legacy information flows to be compressed (e.g. CoS reads).	Same as Package 2
Security	No change Existing security controls for access to MPRS, UKLink, DTN, iX, DCC Gateway and ECOES/DES	Existing security controls for access to DTN, iX, DCC Gateway and ECOES/DES For access to CSS, assume JSON type XML messaging will be used based on SAML 128/256 PKI encryption in a web services environment	Same as Package 2
Switching capacity requirements	Existing capacity requirements (subject to any additional SoLR requirements)	Existing capacity requirements (subject to any additional SoLR requirements) [plus 50% - to be confirmed later]	Same as Package 2

Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	•	• Requirement for gaining supplier to load smart meter credentials on to smart meter between 5pm and midnight (RP 2and 3)
DNOs	•	• Receive notification of switch from CSS (RP 2 and 3)
GTs and Xoserve	• Amend scheduling of Gemini file to NDM shippers from 1pm D-2 to 1pm D-1 (RP1) or 6pm on D-1 (RP2 and 3)	•
DCC	•	•
TPIs	•	•
Agents	•	• Shipper, DA, DC, MOP, MAM, MCP use notification of switch from CSS instead of separate agent appointment and de-appointment process
Others	•	•

6. Post switch activities

Definition: This section includes the events that take place after a successful switch. These include the new cooling off arrangements, returning erroneously transferred customers, agreed reads and any billing impacts (other than those linked to direct customer communication requirements that have been captured in section 1 above).

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Cooling off	Switch can take place within cooling off period where customer agrees that supplier can start to charge for energy consumed before the cooling off period has passed Customer that cancels is free to choose a new supplier and has right to equivalent terms with A. Customer has period of grace on chosen terms with Supplier B before moving to deemed contract. Also test option in RFI for no obligation on Supplier A to offer equivalent terms.	Same as Package 1	Same as Package 1
ET resolution and avoidance	Industry currently reviewing potential to improve ET return process (including any changes required or could be facilitated by the Switching Programme)		
Transaction definitions for ETs	No change DTC for electricity. SPAA for gas	Same as Package 1	Same as Package 1
Network provision for ETs	DTN for electricity Assumed DTN for gas (note current change proposal)	Same as Package 1	Same as Package 1

Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	• Training for staff to facilitate offer of equivalent terms for customers that cancel during the cooling off period and return to supplier A.	• Supplier A setting up customers on equivalent terms when they have cooled off and decide to return to that supplier (RP 1, 2 and 3)
DNOs	•	•
GTs and Xoserve	•	•
DCC	•	•
TPIs	•	•
Agents	•	•
Others	•	•

7. Other

Definition: This section captures the areas where we propose to make changes that are not described in the Activity Areas above. They include the change from a shipper to a gas supplier led switching process, the splitting of the gas MAM ID into a MAP and a MOP role in the gas market and the addition of a MCP ID to cover the metering communications provider.

Key reform areas:

Policy Issue	Package 1: Minimal Reform	Package 2: Major Reform	Package 3: Full Reform
Change from shipper to supplier led process?	No change	All requests to switch made by gas supplier rather than shipper (note that shipper could act as suppliers switching agent)	Same as Package 2
Splitting of MAM into MOP and MAP	No change	The role of gas MAMs will be split and separately identified within regulatory arrangements as a gas MOP and a gas MAP	Same as Package 2
Addition of MCP ID	No change	The MCP ID will be recorded on the CSS	Same as Package 2

Stakeholder impacts: To be completed at seminar

Stakeholder	Transitional impacts to be tested in the RFI	Ongoing impacts to be tested in RFI
Suppliers	•	• Include MCP ID in switching requests and maintain this data in the CSS (RP 2 and 3)
DNOs	•	•
GTs and Xoserve	•	•
DCC	•	•
TPIs	•	•
Agents	•	•
Others	• Industry codes updated to reflect split on MAM into MOP and MAP and the addition of a MCP ID (RP 2 and 3)	•