



**Rachel Clark**  
**Programme Director, Switching Programme**  
**Ofgem**

**By email only:** [switchingprogramme@ofgem.gov.uk](mailto:switchingprogramme@ofgem.gov.uk)

**29<sup>th</sup> September, 2017**

**Dear Rachel,**

**Re: UK Link and the proposed Central Switching Service Consultation.**

The Utilities Intermediaries Association (UIA) [www.uia.org.uk](http://www.uia.org.uk) is a Trade Association which represents third party intermediaries (TPI's) in the utilities sector. We have been in operation for over 10 years and have sought to improve standards in the TPI market by having a premier Code of Practice and independent consumer redress scheme.

The UIA is fully supportive of Xoserve being given the opportunity to expand their role to include a Centralised Switching Service (CSS) and feel that all efforts should be made to remove any barriers both real and perceived, which currently prevent Xoserve from participating in the DCC Ltd tender.

UK Link is now the most up to date system on the block and already scoped to bring in additions with very little impact on associated systems. Furthermore, Xoserve have acquired considerable insight and experience in managing large projects and lessons learnt, for example, the value of appointing an independent programme manager, will stand them in good stead.

Yours Sincerely

Rachael Gladwin

Director

P.O. Box 355  
Tunbridge Wells  
Kent TN2 9ED  
t. 01622 738968  
f. 01580 879839

[www.uia.org.uk](http://www.uia.org.uk)

