



Making a positive difference  
for energy consumers

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Dear Alex

### **Improving meter point data held in MPAS**

Ofgem's Switching Programme will transform switching for gas and electricity consumers, making the process faster and more reliable. A key component of the new switching arrangements will be a new Central Switching Service (CSS), which will replace the switching elements of existing registration services. In addition, we have proposed a number of remedies to improve the data that is held across the industry, including the creation of a new Address Service within the CSS.

The creation of a CSS will require population with data from existing Central Data Services, which will be achieved through migration of data into the CSS in the programme's Design, Build and Test (DBT) phase. With this in mind, we are looking to update and improve the data held in these services, prior to migration into the CSS.

We have identified a number of changes to the data held in Meter Point Administration Service (MPAS) systems that we consider are important to achieve the outcomes that we want to see.<sup>1</sup> These changes are outlined in detail in an annex to this letter. Two of these changes will involve transfer of data from outside of MPAS into that system, whereas other changes will involve the creation of indicators to make identification of particular characteristics of meter points easier. In addition to being necessary for the population of data in the CSS, we consider that these changes will improve consumers' overall experience of switching. We would also like existing data owners to cleanse and improve existing data, to ensure that data migrated to the CSS is of as high a quality as is possible.

These improvements are necessary before migration of data to the CSS commences during the DBT phase of the Switching Programme, and are essential to ensure that the new CSS is able to function effectively. However, progress in cleansing these datasets will improve customers' experience of switching in the existing arrangements, and for this reason we believe that this work should be initiated as soon as possible. We would like to see fully developed proposals to implement the outcomes above by early Spring 2019, to allow changes to be made in releases of MPAS functionality, with a view to the changes being fully implemented in MPAS systems by late Summer or early Autumn 2019.

We consider that all of these changes are achievable by improving existing data from within existing MPAS systems, and have discussed these changes with colleagues from across industry at Switching programme 'roadshows' in March. At these sessions, it was suggested that the best way to progress these improvements would be to convene an Issues Resolution

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<sup>1</sup> These changes are outlined in our end-to-end Delivery and Design products.

Expert Group (IREG), which would develop modification proposals to the MRA to ensure that these changes are made on a timely basis. We believe that this represents the best forum to enable us to work with industry to achieve the outcomes that we would like to see to support our work on faster and more reliable switching. However, it is essential that this group not only features colleagues with the appropriate technical expertise, but also with appropriate seniority to ensure that these changes are appropriately resourced and progressed.

To this end, we would be grateful if MEC would undertake the following actions:

- To task Gemserv with the development of an MRA Issue Form (MIF), identifying the issues above for discussion at an IREG;
- To convene an IREG, ensuring that this group has the appropriate technical expertise, but also seniority to ensure that these changes are progressed appropriately;
- To detailed plan for how the IREG will develop proposals to achieve these outcomes in accordance with the timetable set out above, and to communicate this plan to us at Ofgem.

We would be happy to work with colleagues from Gemserv or MEC to assist in the production of a MIF, if this is required.

We would be grateful if you would reply to this letter to indicate your plan for taking these proposals forward, before 30 April 2019. If you have any questions about these proposals or our Switching Programme, please contact James Crump at [james.crump@ofgem.gov.uk](mailto:james.crump@ofgem.gov.uk).

Yours sincerely,



**Rachel Clark**  
Switching Programme Director