



Making a positive difference
for energy consumers

Email: switchingprogramme@ofgem.gov.uk

Date: 15 January 2019

Dear Colleagues,

Open letter: Cooperation with Switching Programme Governance Arrangements

I am writing today to set out the baselined governance arrangements we are establishing to oversee the delivery phase of the Switching Programme and to invite you to provide feedback on the nominated representatives to participate in the new groups.

Attached as an annex to this letter is a pack of information explaining these arrangements and the nominations received thus far. I would be grateful if you could respond by 25 January with any additional feedback and for parties still to nominate their representative, with the names and details of their representative to switchingprogramme@ofgem.gov.uk.

Overview of new governance arrangements

At the Switching Programme Delivery Group on the 11 September, we set out our initial proposal for changes to the governance of the Switching Programme for the delivery phase. These changes are designed to improve the governance of the programme, to provide more efficient mechanisms to engage the right people, and facilitate quicker consultation and decision making during the DBT Phase of the Programme.

Following the initial circulation of the proposed governance structure we received feedback that the level of supplier representation on the groups was not sufficient. We have listened to the feedback provided, and revised the governance structure on the Implementation Group and Delivery Group to address this feedback. The revised representative structure is set out below. The Terms of Reference for these groups will be made available in the coming weeks.

We have allocated suppliers into Large, Medium and Small categories. However organisations that identify as Non-Domestic should notify switchingprogramme@ofgem.gov.uk and we will amend the categorisation. Suppliers will only be able to sit within one category and should choose whether they wish to sit in a size or non-domestic category in a way that best represents their organisation.

The principle behind these new governance arrangements is to ensure companies are engaged at all levels of an organisation, and to encourage full commitment to delivering the Programme.

Switching Programme Delivery Group

The purpose of the Switching Programme Delivery Group during the DBT phase is to:

- Provide advice to SRO for enabling decision making over level 1 Programme Plan delivery milestones and advice on overarching decision making over the Programme.

The role of the representative:

The representative(s) will be responsible for raising other constituent members' issues at the Switching Programme Delivery Group. To ensure fair representation they will be required to:

- Review issues raised by constituents prior to their submission;
- Ensure issues are properly documented prior to submission;
- Ensure they understand issues sufficiently to explain them to the meeting;
- Actively participate in the meeting, ensuring that key issues are brought to the attention of the SRO; and
- Provide feedback to constituent representatives on the matters discussed at the meeting.

A 'shadow' Delivery Group meeting will be held on the 30 January 1:45pm – 3:45pm, with the first meeting scheduled for the 11 March.

Switching Programme Implementation Group

The purpose of the Switching Programme Implementation Group during delivery phase is to:

- Provide decision making authority over level 2 Programme Plan milestones

The role of the representative:

The representative(s) will be responsible for raising other constituent members' issues at the Switching Programme Implementation Group. To ensure fair representation they will be required to:

- Review issues raised by constituents prior to their submission;
- Ensure issues are properly documented prior to submission;
- Ensure they understand issues sufficiently to explain them to the meeting;
- Actively participate in the meeting, ensuring that key issues are brought to the attention of the SRO; and
- Provide feedback to constituent representatives on the matters discussed at the meeting.

The first Switching Programme Implementation Group will be confirmed in the coming weeks.

Next Steps – establishing the revised arrangements and your support

The new governance and reporting structure will be implemented over the coming months as the Programme mobilises for the DBT Phase.

To ensure a smooth transition to this and productive initial meetings we kindly request the following actions your organisation by 25 January.

- Your organisation's point of contact for the Switching Programme, including name, position, email and phone number; and
- Any outstanding nominations for constituency representatives.

Please direct any queries you may have on this letter to switchingprogramme@ofgem.gov.uk.

Yours sincerely,



Rachel Clark

Programme Director
Switching Programme

ANNEX 1: Switching Programme Governance – Representation Model

The constituency based representation model and the role of the representative is detailed below:

Switching Programme Delivery Group Structure

Chair	Secretariat	Representatives
Rob Salter-Church (SRO)	Programme Coordinator for DBT	<p><u>Formal Meeting</u></p> <ul style="list-style-type: none"> • Ofgem Programme Director • DCC Executive Board Member • Gas systems representative • Electricity systems representative • Communications network representative • Industry representatives <ul style="list-style-type: none"> ○ Supplier x4 (large/medium/small/non-dom) ○ Gas Shipper x1 ○ GT x 1 ○ DNO x1 ○ iGT/iDNO x1 • Ofgem Critical Friend • Ofgem Legal Representative • Ofgem Independent Representative • CSS Providers (when required by Chair) • Programme Coordinator (2019 onwards) • Systems Integrator (2019 onwards) • Representatives on invitation by Chair
		<p><u>Broadcast Webex</u></p> <ul style="list-style-type: none"> • Open to all • No discussion/ broadcast only

Switching Programme Implementation Group Structure

Chair	Secretariat	Representatives
Rachel Clark (Programme Director)	Programme Coordinator	<p><u>Formal Meeting</u></p> <ul style="list-style-type: none"> • Ofgem • DCC (including System Integrator – also service providers when required by Chair) • UKLink and DES representative • ECOES representative • MPAS representative • Communications network representative • Industry representatives <ul style="list-style-type: none"> ○ Suppliers x 4 (large/medium/small/non-dom) ○ Gas shipper x1 ○ GT x1 ○ iGT/ iDNO x1 ○ DNO x1 • Programme Coordinator (2019 onwards) • Representatives on invitation by Chair
		<p><u>Broadcast Webex</u></p> <ul style="list-style-type: none"> • Open to all • No discussion/ broadcast only

ANNEX 2: Switching Programme Governance – Nominations

Switching Programme Delivery Group Structure

Representative:	Nomination:
Gas systems representative	Xoserve – Lee Foster
Electricity systems representative	Gemserv – Glenn Sheern
Communication network representative	Electralink – Paul Gath
Large supplier representative	
Medium supplier representative	
Small supplier representative	
Non-dom supplier representative	
Gas shipper representative	ICOSS – Gareth Evans
GT representative	Cadent – Chris Warner
iGT/ iDNO representative	BUUK - Jenny Rawlinson
DNO representative	ENA – Chris Allanson

Switching Programme Implementation Group Structure

Representative:	Nomination:
UKLink and DES representative	Xoserve – Lee Foster
MPAS representative	St Clements – Richard Warham (TBA)
ECOES representative	Gemserv – Sarah Mower
Communication network representative	Electralink – Mark Pearce
Large supplier representative	
Medium supplier representative	
Small supplier representative	
Non-dom supplier representative	
Gas shipper representative	ICOSS – Gareth Evans
GT representative	Cadent – Chris Warner
iGT/ iDNO representative	ESP – Katy Binch
DNO representative	

Supplier Representation

Large:

British Gas
E.ON Energy
EDF
Npower
Scottish Power
SSE Energy Group

Medium:

Bulb Energy
Co-Operative Energy
First Utility Ltd
Green Star Energy
Octopus Energy Ltd

Opus
OVO Energy Ltd
Utilita Energy Ltd
Utility Warehouse

Small:

Affect Energy
Ampower
Avantigas On
Avid Energy
Avro Energy Limited
Axis Telecom Ltd
Axpo UK Ltd
Barrow Shipping Limited
BES Utilities
Better Energy
BP
Breeze Energy Supply
Brilliant Energy Limited
Bristol Energy
Brook Green Supply
Bruntwood Energy Services Ltd
Bryt Energy Ltd
Business Power and Gas
Cardiff Energy Supply
Ceres Energy Limited
CNG Limited
Corona Energy Retail
Crown Energy
Daligas Limited
Delta Gas and Power
D-Energi
Dual Energy Direct Ltd
Dyce Energy Ltd
E (Gas and Electricity) Limited
Ecotricity
Effortless Energy Ltd

ENGIE
ENI Trading and Shipping
Enstroga
Entice Energy Supply Ltd
EPG Energy Limited
Equinor Energy Trading Ltd
ESB Energy limited
Eversmart Energy Ltd
F & S Energy Limited
Fischer Energy
Flogas
Flow Energy Limited
Gazprom Energy
GnERGY Limited
Good Energy Limited
Great Western Energy Ltd
Green Energy
Green Network Energy Ltd
Gulf Gas & Power UK
Haven Power Limited
I Supply
IAZFS Limited (t/a MB Energy)
Igloo Energy
Logicor Energy Limited
Marble Power Limited
Nabuh Energy Ltd
Opal Gas Limited
Orbit Energy Limited
Orsted
Our Power Energy Supply Ltd
People's Energy Limited

PFP Energy Supplies Limited
Planet 9 Energy Limited
Pozitive Energy Ltd
Pure Planet Limited
Regent Gas
Robin Hood Energy Limited
Shell Energy
Simplicity Energy Limited
SmartestEnergy Limited
Snowdrop Energy Supply Ltd
So Energy Trading Ltd
Solarplicity Supply Limited
Squeaky Clean Energy Ltd
Statkraft
Switch Business Gas & Power
Together Energy
Tonik Energy Limited
Total Energy Gas Supplies Ltd
Total Gas & Power Limited
Toto Energy Ltd.
Tru Energy Limited
UK National Gas Ltd
United Gas & Power
Ure Energy Limited
Utility Point
Vayu
Xcel Power Limited
Yorkshire Gas and Power
Yu Ltd
Zebra Power Limited
ZOG Energy Ltd