

Switching Programme Summary – Issue 5, March 2019

Latest news

Programme governance representatives for DBT

Programme Participants have been busy finalising their representatives for the DBT governance groups. Below is the latest list of the governance representatives.

Part of our reasoning for having one member from each constituency on the governance groups was to provide a clear link between the Programme decision-makers and industry participants. Parties should take note of, and consider best how to engage with, their representative to ensure their views are raised.

Below are the details for the group representatives. The members themselves will be informing their constituents of how best to engage with them.

Delivery Group

Representative for	Name	Contact
Gas systems	Lee Foster	TBA
Electricity systems	Glenn Sheern	glenn.sheern@gemserv.com
Communication networks	Paul Gath	paul.gath@electralink.co.uk
Large suppliers	TBA	
Medium suppliers	Alison Russell	alisonrussell@utilita.co.uk
Small suppliers	Martin Evans	martin.evans@ssswitching.com
Non-dom suppliers	Gareth Evans	gareth@waterswye.co.uk
Gas shippers	Gareth Evans	gareth@waterswye.co.uk
Gas transporters	Gurvinder Dosanjh	gurvinder.dosanjh@cadentgas.com
iGT/iDNOs	Jenny Rawlinson	jenny.rawlinson@bu-uk.co.uk
DNOs	Tracey Pitcher	tpitcher@westernpower.co.uk

Implementation Group:

Representative for	Name	Contact
UK Link and DES	Ian Leitch	TBA
MPAS	Richard Warham	richard.warham@st-clements.co.uk
ECOES	Brendan McGarry	brendan.mcgarry@gemserv.com
Communication network	Emma Traynor	emma.traynor@electralink.co.uk
Large suppliers	TBA	
Medium suppliers	Lindsay Biginton	lindsaybiginton@utilita.co.uk
Small suppliers	Karen Lee	karen.lee@ssswitching.com
Non-dom suppliers	Gareth Evans	gareth@waterswye.co.uk
Gas shippers	Gareth Evans	gareth@waterswye.co.uk
Gas transporters	Chris Warner	Chris.warner@cadentgas.com
iGT/iDNOs	Katy Binch	katy.binch@espug.com
DNOs	Hazel Cotman	hazel.cotman@ukpowernetworks.co.uk

Switching compensation

Our new Guaranteed Standards for switching become effective on 1st May.

Guaranteed Standards are minimum service levels which all suppliers must adhere to. If the supplier breaches the Guaranteed Standard in a switch, they will be required to make an automatic compensation payment to the affected customer. All suppliers will be required to compensate domestic customers if they fail to resolve erroneous switches or refund credit balances within a set time period.

The Guaranteed Standards are intended to compensate customers for the inconvenience and cost suffered when switches go wrong. They are not intended to supersede or otherwise affect any aspect of the Switching Programme, other than that we expect the number of breaches of Guaranteed Standards will be reduced when reliability improvements are delivered as part of the Programme.

We are delivering the Guaranteed Standards – and associated compensation payments - in two tranches. The first tranche focusses on resolution of (rather than cause of) erroneous switches, and refunding credit balances. This first tranche will apply to all switches which are initiated by domestic customers on or after 1st May. The second tranche will cover delayed switches, causes of erroneous transfers, and delays to the issue of final bills. We are currently running workshops to develop our approach to this second tranche, and expect to publish a second Statutory Instrument to implement them in late summer or early autumn.

Our decision and associated papers can be found [here](#) and the Statutory Instrument text can be found [here](#).

You can contact switchingcompensation@ofgem.gov.uk with any questions about the Guaranteed Standards for switching.

RECCo Update

The RECCo Board held their inaugural meeting on 18th March. The Board discussed and agreed to various housekeeping matters, including appointing company secretary, secretariat, web development and legal advice contracts.

In line with the above, the Board agreed to the 2019/20 budget, which formally puts REC in a position to take over funding of Programme Coordinator and Licensed Party Assurance roles. Suppliers, as funding parties to the REC, will be receiving communication from RECCo shortly with information on invoicing.

What's coming up

DCC DBT business case consultation

Under the price control arrangements agreed between DCC and Ofgem and set out in Ofgem's October 2018 consultation on DCC's role during the DBT phase of the Switching Programme, DCC is obliged to set out a plan of activity and justify its forecast costs in an upfront business case.

DCC will be publishing this business case for the DBT phase later this week. The consultation will be hosted on the DCC website and a link will be circulated once it's live. The consultation is due to close 7th May and an industry workshop to discuss the business case is planned for w/c 29th April.

Consultation on enduring regulatory framework

In May we will consult on our proposals to change industry codes and licence conditions to deliver the Switching Programme enduring requirements. This will include the REC governance arrangements and operational schedules as well as the consequential changes to existing industry codes needed for go-live.

We will also consult on our policy proposals to consolidate industry codes, at the same time that the new Switching Arrangements go live, by collapsing the MRA and SPAA.

We expect this to be a twelve-week consultation.

Useful Links

As the Programme approaches its DBT phase, below we've set out some useful links developed during the Enactment phase:

[Retail Energy Code designation](#)
[Design, Build, Test phase plan](#)
[Change Management](#)
[E2E Design products](#)
[E2E Delivery products](#)

FAQ

There was a view from industry that the CSS was imposing a change on the format of the Meter Point Location (MPL) address which was held in, and sent from, the existing network systems (MPAS /UK Link).

Our explanation:

The CSS will master the Retail Energy Location (REL) which will include an address to be derived from one of these sources:

- **Manually Entered (ME) Address** – as provided by an incumbent Energy Supplier where the current derived REL is not reflective of an energy consumer's 'front door'
- **GB Standardised Address** – in a British Standard (BS7666) format as provided by the Address Service in response to an MPL or ME address input where a match can be made in the GB standard address list
- **Meter Point Location** – in the absence of the above, the REL will default to the address provided by the network system until such a time that a match can be made to a GB Standardised Address or a ME address is provided. The network systems provide the **MPL address as it is held in their system**, the Address Service will use this as an input to match to a British Standard where possible; there is no requirement for the network system to transform the MPL address data in their system, or during transmission to CSS.

Once initially determined (or following any updates), the REL will be displayed on ECOES and DES.

What's coming up in diaries

Ofgem Meetings:

Existing System Provider Forum:

Monday 13th May – 10am at Ofgem, 10 South Colonnade

Data Working Group:

Thursday 25th April – 10.30am at Gemserv, 8 Fenchurch Place

Wednesday 22nd May – 10.30am at Gemserv, 8 Fenchurch Place

Wednesday 19th June – 10.30am at Gemserv, 8 Fenchurch Place

Wednesday 17th July – 10.30am at Gemserv, 8 Fenchurch Place

Switching Programme Design Forum:

Monday 29th April – 9.30am at Ofgem, 10 South Colonnade

Monday 13th May – 1pm at Ofgem, 10 South Colonnade

Switching Delivery Group:

Tuesday 23rd April – 10am at Ofgem, 10 South Colonnade

Switching Implementation Group:

Tuesday 9th April – 10am at Ofgem, 10 South Colonnade

Regulatory Design User Group:

Monday 29th April – 1pm at BEIS Conference Centre, 1 Victoria St,
London

External Meetings:

Review of the consequential changes required in UNC as a result of the Ofgem Switching Programme:

Tuesday 16th April – 10.30am at Dentons, One Fleet Place (or by teleconference). Respond to enquiries@gasgovernance.co.uk