

Switching Programme Summary – Issue 9, July 2019

Latest news

Switching Compensation

The first tranche of our new Guaranteed Standards for Switching became 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. They are intended to sit alongside (rather than supersede) the work of the Switching Programme.

This first tranche focused on resolution of (rather than cause of) erroneous switches, and refunding credit balances. All suppliers are now required to compensate domestic customers if they fail to resolve erroneous switches or refund credit balances within a set time period. In July we made a Request for Information (RfI) to collect data on how many compensation payments had been made against these new Guaranteed Standards. This RfI is mandatory for all suppliers who supply domestic customers. Suppliers should have received an email and hard copy letter outlining the details of the RfI, and these details can be found [here](#).

We are currently working on a consultation and Statutory Instrument to introduce the second tranche of Guaranteed Standards. The second tranche will cover delayed switches, causes of (rather than the resolution of) erroneous transfers, and delays to the issue of final bills. We expect to publish this in late summer or early Autumn, and all participants in the Switching Programme will have the opportunity to respond to the consultation and Statutory Instrument.

Participants in the Switching Programme can contact SwitchingCompensation@ofgem.gov.uk with any questions.

What's coming up

Programme plan re-baseline

Now that the Programme has all DCC service providers on boarded, we've been busy revising the Programme Plan and expect to take this to the Delivery Group for re-baselining in August.

We will be holding two industry roadshows in Birmingham and London on the 8th and 9th August respectively. We'll use these to present the draft Programme Plan, allowing participants to ask their questions and provide feedback following the roadshows.

Event invitations have been distributed to Programme participants earlier this week. If you did not receive this from us, and would like to attend one of these sessions, please email us at SwitchingPMO@ofgem.gov.uk to advise.

Regulatory Group

Our latest [Retail Energy Code consultation](#) will close on 9th September. In advance of its closure we are planning towards the activity and decisions that will need to be taken through Switching Programme governance to enable the implementation of REC v2.

We published in our Full Business Case earlier this year the complete Switching Programme governance structure for the DBT phase, which included a new Regulatory Group to take decisions. We are now looking to set this group up to be ready for the first regulatory decisions required following our consultation.

As set out in the Full Business Case, the Regulatory Group will be based on a representative model including the following groups:

Ofgem – Head of Switching Arrangements
Ofgem – Legal Representative
DCC
Industry representatives – Supplier 1
Industry representatives – Gas Shipper
Industry representatives – GT
Industry representatives – iGT/iDNO
Industry representatives – DNO
Existing Code representative- MRA
Existing Code representative – SPAA
Existing Code representative – SEC
Programme Coordinator – PMO Support
RECCo

We will be in touch with relevant organisations to request nominations for members of the Regulatory Group.

For information

Communications network access options

We recently published a DCC document in the knowledge base section of the Switching Programme web-portal, which explains the Communications Network(s) options available to market participants to enable their transmission of data to/from the Central Switching System (CSS). You can the link through to that document in the web-portal [here](#).

What's coming up in diaries

Ofgem Meetings:

Data Working Group:

Wednesday 21st August – 10.30am at Ofgem, 10 South Colonnade

Regulatory Design User Group:

To be confirmed, expected to be the week commencing 16th September

To be confirmed, expected to be the week commencing 28th October

Switching Programme Design Forum:

Monday 12th August – 10am – WebEx or 10 South Colonnade

Switching Programme Testing Working Group:

Wednesday 21st August – 3.30pm at Ofgem, 10 South Colonnade

Wednesday 4th September – 2.30pm at Ofgem, 10 South Colonnade

Switching Delivery Group:

The August Pre-Delivery Group WebEx will take place on Wednesday 7th August at 2.30pm

The next Delivery Group meeting will take place on Tuesday 13th August

Switching Implementation Group:

September Switching Programme Implementation Group Meetings to be scheduled in due course.