

Switching Programme Summary – Issue 11, September 2019

Programme milestones

The Delivery Group on 3rd October approved three significant Programme milestones: L1-04, L1-05, and L1-06 (Programme Plan Re-baselined, External Physical Interfaces Baselined, and Programme Parties Mobilised respectively).

This represents a significant step forward for the Programme, and we would like to thank all Programme Participants for the significant amount of work that was put in to reviewing the material and participating in the consultation that was fundamental to achieving these milestones.

The CSSIA (Core Systems and Services Integration Approach) is in the final review stages and on track for its approval milestone on 15th October Implementation Group.

CSS Simulator

The SI presented on the high level approach to the CSS PIT, SIT and UIT Simulators at an ad hoc Testing Working Group on 9 October. Participants were requested to provide names of individuals requiring access to Jira and Github by 16th October if they would like to access these systems when they go live on 23rd October.

A recording of the WebEx has been made available on Salesforce at this link: <https://switchingprogrammeportal.force.com/s/detail/a034J0000059GuuQAE> for any party that was unable to attend the WebEx.

Programme Participants are encouraged to send through comments and questions to the SI PMO at DCCSIPMO@netcompany.com.

Adaptor Services

The use of an adaptor service is discretionary and has the potential to reduce risk for CSS users. Parties looking to utilise an adaptor service will need to confirm the impact on their plans as an early priority.

Ofgem is in the progress of considering how adaptor services can engage with the Programme in a practical way to reduce Programme delivery risk and ensure that the Programme is aware of potential single points of failure.

Baselined products

The End to End Switching Design Arrangements representation in ABACUS has now been updated and a new version published reflective of the latest approved Change Requests. All other baselined products are available on the Switching Programme web-portal (Salesforce); if your organisation does not already have an account to access, please email us at SwitchingPMO@ofgem.gov.uk.

Switching Compensation

Following the implementation of our first tranche of our new Guaranteed Standards for Switching, which became effective on 1st May, we are now consulting on a second tranche.

On 20th September we published a policy consultation and Statutory Instrument, the purpose of which is to introduce Guaranteed Standards to cover delayed switches, causes of (rather than the resolution of) erroneous transfers, and delays to the issue of final bills. Under the proposals we are consulting upon, gaining suppliers will be required to compensate customers if their switches are delayed beyond 21 days or if

they suffer an erroneous switch, and losing suppliers are required to make a payment if they unduly delay the issue of a final bill.

We encourage participants in the Switching Programme to consider both the policy consultation and Statutory Instrument and to let us know their views. The consultation can be found [here](#).

Participants in the Switching Programme should also be aware that we plan to make a second mandatory Request for Information (RfI) to collect data on how many compensation payments had been made against the first tranche of Guaranteed Standards in October. This RfI will collect data on payments made by suppliers against the four existing Guaranteed Standards in the third quarter of 2019.

Participants in the Switching Programme can contact SwitchingCompensation@ofgem.gov.uk with any questions on either the consultation or the RfI.

What's coming up in diaries

Ofgem Meetings:

Switching Programme Data Working Group (DWG):

Wednesday 23rd October, 10.30am at Ofgem, 10 South Colonnade

DWG - Data Migration Solution Catalogue WebEx Broadcast:

Wednesday 16th October, 2.30pm via WebEx

DWG - Data Migration Solution Walkthrough:

Tuesday 5th November, 10.30am, at DCC, Ibex House, 42-47 Minories

Security Advisory Group:

Tuesday 22nd October, 1.30pm at Ofgem, 10 South Colonnade

Regulatory Design User Group:

Wednesday 30th October, 10.30am at ELEXON, 350 Euston Road

Switching Programme Design Forum:

Monday 21st October, 1.00pm at Ofgem, 10 South Colonnade

Monday 4th November, 1.00pm at Ofgem, 10 South Colonnade

Switching Programme Testing Working Group:

Wednesday 16th October, 3.30pm at 10SC or WebEx

Switching Delivery Group:

Date for the next pre-Delivery Group WebEx is to be confirmed

Switching Implementation Group:

The next Implementation Group meeting will take place on Tuesday 15th October