

Switching Programme Summary – Issue 15, February 2020

Covid-19 & Programme mitigation plan

Programme Participants have no doubt been following the latest on the Covid-19 virus. Ofgem continues to follow the advice of the Government.

In relation to the implementation of the Switching Programme, we have asked the System Integrator to work with the Parties under Integration to understand their business continuity plans, particularly in the context of the Programme. In particular we have asked them to assess the following three scenarios:

- a) having everyone working from home;
- b) having staff managing caring responsibilities and
- c) operating with up to 20% of staff off sick.

We are currently focussing on Parties under Integration, as these parties are on the Programme critical path. However we acknowledge that if the situation develops we will need to assess the impact to the Programme timeframes in the event that there are a large percentage of the UK workforce unable to work for an extended period of time.

In terms of other actions we are assessing programme meetings on a daily basis. As always, for the bulk of the governance meetings a webex facility is made available for parties to call into. The webex technology is scaled to allow 1000 participants to phone into a meeting. We will also look to make this option available for meetings that are traditionally face to face e.g. Delivery Group and Implementation Group.

Ofgem acknowledges all Programme Participants will be managing a range of issues associated with this risk. Ofgem has today written to all suppliers setting out our expectations under these circumstances. We have added this letter to Salesforce [here](#) for ease of access.

DPIA approval

The Switching Programme Security Board baselined the Data Protection Impact Assessment (DPIA) on 26 February 2020. This version of the DPIA has been updated to reflect the various activities taking place during the Design, Build and Test (DBT) and the transition phases of the Programme. The DPIA is available via Salesforce [here](#).

Change Management

As the Programme moves from design and build into System Integration Testing, it was felt appropriate that the Programme undertake a review of the Change Control and Management Process and its efficacy. It was concluded that adjustments were required to improve the overall ways of working across relevant parties. The key changes to the process are as follows:

- The DCC are responsible for the coordination of the Preliminary Impact Assessment (PIA) and Ofgem will submit formal requests to DCC and the SI requesting the completion of the PIA contributions. The DCC will subsequently request the PIA contributions from DCC Service Providers and the SI will request the PUI to provide PIA responses.
- The PIA window was extended from 8 working days to 10 working days. This would enable greater coordination between the likely impacted parties to ensure a high-quality PIA is developed and submitted.
- The scope and remit of the Programme's Change Advisory Team meeting has been extended to include a responsibility to review and sign-off the PIA after the PIA has been submitted.
- The Full Impact Assessment activity, owned and coordinated by DCC, will run in parallel to the Industry Consultation stage of the CCM Process.

Please be advised that the latest iteration of the process is available on Salesforce [here](#).

If you have any questions of the Programme's Change Control and Management Process please do not hesitate to contact SwitchingPMO@ofgem.gov.uk.

Switching Programme Roadshows

Planning has commenced for the next roadshow event, which is due to be scheduled for mid-May. This event will have a strong focus on testing, including requirements and pre-requisites for UEPT and End to End Testing and ways of working in testing and as usual there will be lots of opportunities to ask questions. Keep a look out for communications announcing dates and locations.

As noted above, with respect to the outbreak of the Covid-19 virus Ofgem is reviewing programme meetings on a daily basis. Please note that the industry events are subject to official guidance on large events and gatherings. We are planning for an alternative communication mechanism if a face to face gathering is not able to take place.

Industry Bilateral meetings

Following bilateral meetings held in October - December 2019, where 96% of parties who replied to the survey said they thought another meeting would be useful, the Programme Coordinator will be reaching out to schedule further bilateral meetings with ~30 programme participants during April to May 2020.

The Programme Coordinator has taken on board feedback and will be making improvements to the process, for example by circulating the agenda and meeting materials ahead of the meeting date, enabling parties input into the agenda topics and summarising the key points and actions following the meeting.

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Query Management process

A reminder to parties to utilise the Salesforce query submission function when parties are wanting to raise any query with the Switching Programme. Please refrain from emailing contacts directly as this helps us triage queries and ensure timely responses and tracking of frequently asked questions so we can share helpful information with a wider audience. The Programme is working with the Systems Integrator to refine the process, investigating the use

of JIRA to allow parties to raise queries directly to the SI. More information will be made known to parties once this has been fully developed.

Regulatory Group representatives

The Regulatory Group recently met for the first time to approve the baselining of an initial set of REC v2.0 documents. The group will continue to meet throughout REC v2.0 development as the decision making authority on the detail in the REC and associated consequential code changes. The group is chaired by Arik Dondi, Head of Switching Arrangements, and will involve representatives of relevant industry/code groups as well as DCC. Details of industry and code representatives are set out below. The Regulatory Design User Group remains the open working group for developing and refining the content of the REC and details of upcoming meetings are available in Salesforce.

Representative for	Name	Contact
RECCo	Elizabeth Lawlor	info@retailenergycode.co.uk
SPAA EC	Mark Olliver	mark.olliver@electralink.co.uk
Gas Transporter	Hilary Chapman	hilary.chapman@sgn.co.uk
MRASco	Dan Simons	dan.simons@gemserv.com
i(DNO)	Peter Olsen	peterolsen@energyassets.co.uk
Non domestic suppliers	Gareth Evans	gareth@waterswye.co.uk
Domestic suppliers	<i>To be confirmed</i>	<i>To be confirmed</i>

Settlement Reform newsletter

The Settlement Reform team have just launched the first edition of their new monthly newsletter via the daily Ofgem newsfeed. These newsletters will provide a round up of all that is happening within the Settlement Reform programme, including updates on working groups, consultations, stakeholder events, and more. In addition to being a regular information source, the newsletter is intended to become a conduit for engaging with Ofgem alongside the formal consultation or Request for Information routes. A link to the newsletter can be found [here](#), as well as contact details for getting in touch with the Settlement Reform team, and subscribing to the daily newsfeed. For any questions, please get in touch with Ofgem via the Half-Hourly Settlement team mailbox at half-hourlysettlement@ofgem.gov.uk. To receive

daily email alerts from Ofgem (which will include the Settlement Reform newsletter on the day it is published), please sign up [here](#).

What's coming up in diaries

Ofgem Meetings:

Data Working Group:

Wednesday 18th March – 10.30am, Ofgem

Wednesday 22nd April – 10.30am, to be confirmed

Regulatory Design User Group:

Monday 30th March - 10am, Webex/Ofgem

Tuesday 12th May - 10am, Webex/Ofgem

Design Forum:

Monday 23rd March – 1.00pm, Webex

Monday 6th April – 1.00pm, Webex

Testing Working Group:

Friday 13th March – 10.30am, Webex/Ofgem

Thursday 9th April – 10.30am, Webex/Ofgem

Switching Delivery Group Pre-Meeting Webex:

Wednesday 25th March – 1.30pm

Switching Delivery Group:

Tuesday 31st March – 10.30am (closed group)

Switching Implementation Group:

Tuesday 17th March (closed group)

Cutover Working Group:

Wednesday 18th March – 2.30pm, Ofgem