Switching Programme Summary – Issue 14, January 2020

Related MPAN cleanse

The first related MPAN checkpoint milestone L3DA304 is due to be assessed on 19th February at Data Working Group. The latest cleanse progress data reviewed by DWG and discussed on 20th January indicates that the related MPAN cleanse target set and recorded in the NCD-0008 Data Cleansing Catalogue v1.1 is unlikely to be met.

This will not prevent us from moving through the milestone but will likely result in Ofgem contacting suppliers with regard to their poor performance. Ofgem will expect to see appropriate strategies identified by these parties for resolving their outstanding cleanse, and firm commitments regarding meeting the next target.

REL Data Request

Further to the REL data analysis results shared with Delivery Group and Data Working Group, DCC have now issued a further data request of networks and energy suppliers to support the address matching and REL creation process. The request can be found on Salesforce here. Licensed Parties are requested to confirm receipt to DCC (contact.switching@smartdcc.co.uk) of the request and key contact details by 20th March and data is to be submitted by Friday 17th April 2020.

Furthermore, those Licensed Parties who did not send REL data following the previous request in October must now send their data no later than Friday 28th February and ahead of the subsequent set required for April. If parties require further information they should contact DCC at contact.switching@smartdcc.co.uk

Price Comparison Website Forum

The Switching Programme convened this Forum to facilitate a discussion between parties on changes to suppliers systems and processes that require engagement from PCWs. The Forum covered the Switching Programme, including a refresher in the policy objectives which may have implications for Price Comparison Websites, as well as a discussion from EnergyUK on some of the key changes that domestic Suppliers were looking for Price Comparison Websites to consider.

A presentation was also given on the Data Access Agreement, with respect to access to DES and ECOES for Price Comparison Websites.

Core systems assurance updates

In order to support the Readiness Assessment 1 milestone (Solution Delivery Checkpoint) in early February, Expleo, the Core Systems Assurance (CSA) provider will provide its Checkpoint Report to the Delivery Group. On the basis of interviews with 14 organisations including DCC, the SI and parties under integration, the CSA team has been working with these parties to identify areas for improvement and progression as the parties move towards validation of their designs and into pre-integration testing.

Whilst there are many challenges in the next phases of the programme – including completing and validating designs and preparing for integration testing – it is clear from this work that the programme is maturing, parties are engaging increasingly well in tackling the challenges of the programme, and they have all worked very positively with the CSA team in their role as a critical friend of the programme with our common aim of achieving programme success.

Licensed party assurance

The Licenced Party Assurance provider, Moorhouse Consulting, has finalised its second assurance report, which fed into the Solution Delivery Checkpoint Milestone at the beginning of February. The emphasis of the next round of

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assurance has been on third-party IT service providers as well as Licenced Parties. Cooperation from the Licensed Parties continues to be excellent and we have been pleased with the extremely high level of cooperation from the service providers.

It has been encouraging to see the progress made by Programme Participants since our first review in the summer of last year. Some parties have now fully mobilised and are starting to deliver code from their early development sprints, which is an important step forward.

End to End Customer Journey Forum

This Supplier-Led Forum was suggested at the Delivery Group in November. The objective of the Forum is to establish an inventory of business processes which might be impacted by Switching, in supplier organisations, to help suppliers plan for any required changes to their own business processes. The intent is that the Consumer Journey Forum should be piloted, to facilitate discussion between Suppliers.

The Chair of the Forum is Graham Wood, acting as an independent chair to help facilitate conversation. If you are interested in attending the Forum, please contact Jo Thrower at jo.thrower@ofgem.gov.uk.

The draft Terms of Reference for the Forum are available via the Switching PMO, so please get in contact if you are interested in a copy.

Non-domestic suppliers have noted that there was no change to the consumer journey in the context of non-domestic switches, and as such it was agreed at the November Delivery Group to progress this as a domestic only matter.

The details for the first Consumer Journey Forum are set out below:

> Tuesday 25th February: 1:00pm – 4:00pm
>
> DCC Offices: Ibex House
>
> 42-47 Minories, City, London, EC3N 1DY

SCR guidance on MRA & SPAA changes

Code administrators for SPAA and MRA have published SCR guidance for parties considering raising changes to these respective codes or their subsidiary documents. These describe the assessment process for changes against the scope of the Retail Code Consolidation and Switching SCRs. You can read the MRA guidance here, and the SPAA guidance here.

Ofgem are also written to all the impacted industry code panels to confirm their processes for assessing code modifications. Once we have ratified our guidance with the relevant code bodies, we will be publishing this on the Switching Programme web-portal for parties to read.

What's coming up in diaries

Ofgem Meetings:-

Data Working Group:
   Wednesday 19 February – 10.30 AM, WebEx/Ofgem

Cutover Working Group:
   Wednesday 12 February - 10:00 AM, WebEx/Ofgem

Regulatory Design User Group:
   Thursday 27 February – 10.30 AM, WebEx or at Kings Cross, London
      N1C 4AX

Design Forum:
   Monday 24 February - 1:00 PM, WebEx/Ofgem

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Testing Working Group:

Wednesday 26 February - 9:30 AM, WebEx/Ofgem

Switching Delivery Group Pre-Meeting WebEx:

Wednesday 26 February – 12.00 PM, WebEx

Switching Delivery Group:

Tuesday 3 March (closed group)

Implementation Group Pre-Meeting WebEx:

Wednesday 12 February – 1.30 PM, WebEx

Switching Implementation Group:

Tuesday 18 February (closed group)

Security Advisory Group:

Wednesday 19 February (closed group)