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| **Switching Programme – Blueprint phase**  Senior Stakeholder Group – Draft Terms of Reference |

# Purpose of the Senior Stakeholder Group

The objective of the Switching Programme is to improve customers' experience of switching, leading to greater engagement in the retail energy market by designing and implementing a new switching process that is reliable, fast and cost-effective. In turn this will build consumer confidence and facilitate competition, delivering better outcomes for consumers.

To assist Ofgem in meeting this objective, the Senior Stakeholder Group will be a strategic-level forum to drive the programme forward. The group will discuss key programme challenges and issues, including commitments within members’ organisations.

# Ways of working

The Senior Stakeholder Group will meet every approximately every six months during the Blueprint phase, with the potential for further ad-hoc sessions to be called at the discretion of the Chair.

Meetings will be chaired by Ofgem’s CEO or his representative. There will also be senior-level representation from the Department of Energy and Climate Change (DECC), Citizens Advice, suppliers and other industry group representatives.

# Duties of the Senior Stakeholder Group

The duties of the group are to provide high-level support to the Switching Programme, drive forward progress and resolve issues. This includes:

* Ensuring appropriate resources are provided to the programme from members’ organisations and those they represent;
* Reviewing and discussing progress, identifying and mitigating key risks; and
* Advising on the high-level direction of the Programme in the context of its policy and implementation objectives and the realisation of benefits to consumers.

The group’s discussion will be recorded by the Ofgem secretariat and passed to the relevant governance or decision-making body for consideration.

# Rules of participation

## 5.1 Members are expected to be Executive level or equivalent, and have sponsorship responsibility for retail energy markets within their organisations.

## 5.2. A named alternate for each member shall be identified to ensure that meetings can take place where members are not able to attend. Alternates shall only attend when the member is not able to attend.

## 5.4. Ofgem will have the discretion to invite interested parties on an ad-hoc basis to attend any meeting to discuss specific issues. Members will provide recommendations to Ofgem as appropriate on additional ad-hoc attendees to be invited.

## 5.5. For the avoidance of doubt, any discussions in meetings and views expressed or implied in such discussions, or in associated documents, are without prejudice to, and shall not limit the discretion of Ofgem with regard to final decisions. Equally, views expressed by participants during meetings will not be treated as the formal position of the organisation they are representing and will in no way prejudice consultation responses.

## 5.7. It is the responsibility of the members to ensure compliance with competition law while participating within this group.

# Administration

## Ofgem will chair the Senior Stakeholder Group and provide secretariat functions.

## The Ofgem secretariat will provide agendas and papers at least 5 working days in advance of each meeting and summarise key discussions and actions within 10 working days of each meeting.

## Meetings will be held at Ofgem’s offices at Millbank, London unless otherwise arranged by the Chair.

## The schedule of meeting dates, agendas and minutes for the meetings will be published on the Ofgem website[[1]](#footnote-1).

# Review

The Terms of Reference, membership and operation of the Senior Stakeholder Group may be reviewed at any time to ensure that they remain appropriate for the requirements of the programme.

# Membership

8.1 Ofgem will invite members to participate in the Senior Stakeholder Group.

1. Before deciding whether to publish any information relating to the affairs of a particular licence holder or business, Ofgem is required to consider whether it is appropriate to redact any information on the basis that the information would or might, in our opinion, seriously and prejudicially harm the interests of that person (“confidential information”). In order to enable Ofgem to conduct this assessment (in the event that the possibility of publishing information is considered), senior stakeholder group members should indicate whether they consider any information to be confidential. Where appropriate, we may seek further representations from licence holders at a later stage in respect of any specific information Ofgem is proposing to publish for any other purposes. [↑](#footnote-ref-1)