



Making a positive difference  
for energy consumers

Tony Thornton (Gemserve)  
Andy Miller (Xoserve)

Direct Dial: 020 7901 7371  
Email: [rachel.clark@ofgem.gov.uk](mailto:rachel.clark@ofgem.gov.uk)

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Dear Tony and Andy

### **Response to consultation on Market Intelligence Service (MIS) development**

We welcome the opportunity to respond to the Gemserve and Xoserve consultation<sup>1</sup> on the vision, scope and first set of deliverables for a new Market Intelligence Service (MIS).<sup>2</sup>

We support this important industry initiative. It provides an opportunity to build on the current ECOES (electricity) and DES (gas) services by developing a dual fuel MIS that will support innovation, data reliability, industry efficiency and an overall improved consumer experience in the gas and electricity markets.

We encourage those that have interests in promoting innovation, reliability, industry efficiency and an overall improved consumer experience in gas and electricity markets to engage with this consultation and to help set the direction of the MIS and identify the services it should provide. This includes parties other than traditional energy suppliers that have new ideas on how to shape the market and meet consumer requirements.

We have published this response on our website to help bring it to the attention of all parties that may have an interest in this development. Responses to the Gemserve and Xoserve consultation should be sent **by 31st January 2018** to either [mis@gemserve.com](mailto:mis@gemserve.com) or [box.xoserve.ServiceD@xoserve.com](mailto:box.xoserve.ServiceD@xoserve.com).

As part of Ofgem's Switching Programme<sup>3</sup>, we developed and published our initial views on MIS requirements in our September 2017 consultation on reform packages to overhaul the current switching arrangements.<sup>4</sup> That document acknowledged the work by Gemserve and Xoserve to develop an industry-led MIS and we set out our initial view that this work should continue to be led by the industry.

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<sup>1</sup> Please see consultation letter here: <https://www.mrasco.com/meetings/jmdg>

<sup>2</sup> MIS development is being taken forward by Gemserve in its role as the central code body for the MRA and by Xoserve in its role as Central Data Service Provider under the UNC.

<sup>3</sup> This is an ongoing Ofgem work area. The objective of the Switching Programme is to improve consumers' 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 meet this objective we have consulted on introducing a dual fuel Centralised Switching Service (CSS) that will deliver reliable next working day switching. <https://www.ofgem.gov.uk/publications-and-updates/delivering-faster-and-more-reliable-switching-proposed-new-switching-arrangements>. We expect to publish our decision on the chosen reform package in early 2018.

<sup>4</sup> The MIS described in our September 2017 document was focused on bringing together ECOES and DES into a single, dual fuel service. The January 2018 consultation from Gemserve and Xoserve builds on this and is also looking at the wider opportunities for a MIS. We support this wider examination of market requirements.

We welcome the assurances that the scope of the MIS includes developments to support and advance the aims of the Switching Programme. It is important that the development of the MIS is fully aligned with the development of the new switching arrangements through the Switching Programme and that the scope of each is clear, and complementary to the other. In particular, the Switching Programme is looking to introduce changes to the stewardship and management of some industry data and it is important that the MIS is designed to accommodate and support those new data arrangements. The Ofgem Switching Programme will continue to work closely with industry on this initiative through our membership of the MIS Programme Board as well as the Joint MIS Development Group (JMDG).

We recognise that, as an industry initiative, developing the MIS will rely on funding and the cooperation of existing market participants. We are looking to the industry to respond to these challenges and to implement changes that meets consumer requirements in an efficient and timely manner.

Yours sincerely

**Rachel Clark**  
**Programme Director, Switching Programme**