

Switching Programme Change Request Form



Ofgem use only:

Change request No.	CR-E06	Date CR submitted	4 September 2018
Change request status:	Approved	Current CR version:	0.1
Change Window:	6	Version date:	

Please submit this completed form to the Ofgem Switching Programme PMO Team
(SwitchingPMO@ofgem.gov.uk)

Change Requestor's details – Change Requestor to complete

Name: Jenny Boothe
Organisation: Ofgem
Email address: jenny.boothe@ofgem.gov.uk
Telephone number:

Please note that by default we will include the name and organisation of the Change Requestor in Switching Programme's published Change Log. If you do not wish to be identified please tick this box

Change Title – Change Requestor to complete

Alignment of Switching Speed text between the OBC and Operational Choreography products

Change summary – Change Requestor to complete

The purpose of this change request is to align the text between the OBC and the Operational Choreography document in relation to the switching speed for pre-payment metered customers.

The OBC published on 22 June 2018 sets out the following policy position:

In concluding that the Switching Programme will "introduce a requirement to switch a customer within five working days of entering into a contract, unless the consumer has requested a later date." "The requirement will apply to pre-payment meters. Suppliers should put processes in place to ensure that top-up keys can be received by consumers within the five working days."

The Operational Choreography document, also published on 22 June states, at paragraph 4.27 that "Where a top-up device needs to be sent by post to the consumer, it is unlikely that switching a traditional prepayment meter will be possible in less than 5 working days."

The text in the Operational Choreography document needs to be amended to reflect the intent of the OBC. This change requests proposes the text below to replace the text of paragraph 4.27:

"Where a top-up device needs to be sent by post to the consumer, ~~it is unlikely that switching a traditional prepayment meter will be possible in less than 5 working days~~ *the supplier needs to ensure it has arrangements in place to ensure the customer receives the device within five working days.*"

Justification for change – Change Requestor to complete

To ensure that all the DB4 products accurately and consistently reflect the programme policy intent with respect to customers serviced by pre-payment meters.

Requested Decision Timing – Change Requestor to complete

This change request is not urgent however to ensure all DB4 products are aligned and consistent this Change request should be approved as soon as possible to ensure the intent of our policy is clear and accurately reflected in all the DB4 products

Programme Products affected by proposed change – Change Requestor to complete

Operational choreography

Change Advisory Team (CAT) Lead:	Jenny Boothe, Ofgem
Contact details:	jenny.boothe@ofgem.gov.uk
PMO Lead:	Ofgem
Contact details:	sharina.begum@ofgem.gov.uk

Change Assessment Team – Initial Assessment (Triage)

Please provide a summary of the initial assessment made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.

Design Impact and resource input required for IA?

No

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?

No

Alignment Impact and resource input required for IA?

No

Commercial/Procurement Impact and resource input required for IA?

No

Regulatory Impact and resource input required for IA?

No

Security Impact and resource input required for IA?

No

Confirm Programme Products impacted by the change request?

No

Major or Minor Change?

Minor

Change Process Route

Full

Change Window

6

To be submitted to the Design Forum on:

24 September 2018
01 October 2018 (Meeting)

Approval Authority:

Programme Manager (DA Chair)

Target Change Decision Date:

12 October 2018

Checked for completeness by: (Name & Role)

PMO Manager

Date:

05/10/18

Impact Assessment – Overall

N/A
This change is a house keeping change ensuring the Programme’s policy is accurately reflected in all our DB4 products.

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

Impact Assessment – Resource Effort

0.25 FTE

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

Impact Assessment – Programme OBC

N/A

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

Impact Assessment –Programme Design & Architectural Principles

Design Principle	Description	RAG Status & Summary
Impact on Consumers		
1 Reliability for customers	All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience.	N/A
2 Speed for customers	Customers should be able to choose when they switch. The arrangements should enable fast switching, consistent with protecting and empowering customers currently and as their expectations evolve.	N/A
3 Customer Coverage	Any differences in customer access to a quick, easy and reliable switching process should be minimised and justified against the other Design Principles.	N/A

4 Switching Experience	Customers should be able to have confidence in the switching process. The process should meet or exceed expectations, be simple and intuitive for customers and encourage engagement in the market. Once a customer has chosen a new supplier, the switching process should require the minimum of effort from the customer. The customer should be informed of the progress of the switch in a timely manner.	N/A
Impact on Market Participants		
5 Competition	The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.	N/A
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	N/A
7 Design – robustness	The end-to-end solution should be technically robust and integrate efficiently with other related systems. It should be clearly documented, with effective governance. The new arrangements should proactively identify and resolve impediments to meeting consumers’ and industry requirements. These arrangements should be secure and protect the privacy of personal data.	N/A
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	N/A
Impact on Delivery, Costs and Risks		
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	N/A
10 Implementation	The plan for delivery should be robust, and provide a high degree of confidence, taking into account risks and issues. It should have clear and appropriate allocation of roles and responsibilities and effective governance.	N/A

Architectural Principle	Description	RAG Status & Summary
1 Secure by default & design	All risks documented & managed to within the tolerance defined by the organisation or accepted by the Senior Risk Owner	N/A
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	N/A
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	N/A
4 One Architecture	One single definitive architecture prevails	N/A
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	N/A
6 Data is shared & accessible	Users have access to the data necessary to perform their duties; therefore, data is shared across enterprise functions and departments.	N/A
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	N/A
8 Requirements-based change	Only in response to business needs are changes to applications and technology made. E.g. only industry arrangements affecting switching will be impacted.	N/A

9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	N/A
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Summary: -

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

Impact Assessment – Programme Plan

N/A

Assessment completed By: (Name & Role)	Date:
Switching Programme PMO Lead, Ofgem	05/10/18

Impact Assessment – Security

N/A

Assessment completed By: (Name & Role)	Date:
Switching Programme Security Lead, Ofgem	05/10/18

Programme Recommendation

Recommend approval

Assessment completed By: (Name & Role)	Date:
Switching Programme Design Lead, Ofgem	05/10/18

Next Steps

Change Request Decision

DA Approval

Change Approved:	Yes
Decision maker: (Name & Role)	Date:
Switching Programme Manager, Ofgem	12/10/18
