

## Switching Programme Change Request Form

### Part A – For the requestor to fill in

#### Change Requestor's Details

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Organisation: DCC

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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

*Annex for incorporation into the End To End Integration Plan (REC v1.0 Programme Document)*

#### Change Summary

*Switching Programme will require collaboration between Existing Service Providers and the DCC (in its role as CSS System Integrator, CSS Provider, provider of the Smart Meter Data Service) for the DBT phase of the Programme. The existing service providers, the Systems Integrator and DCC (in its role as CSS Provider, provider of the Smart Meter Data Service) are signing a multiparty cooperation agreement (Memorandum Of Understanding), that sets out the way of working during the DBT phase.*

*The proposed Annex to the E2E Integration Plan mirrors the cooperation obligations in the Memorandum Of Understanding. It is hoped that setting out the rules of collaboration (in the DBT phase of the Switching Programme) in the regulatory framework, will help the timely delivery of the Programme.*

*The current change request submits the first proposed draft of the E2E Integration Plan Annex based on the information that is currently available. As more detail becomes available in DBT (due to work done by the CSS System Integrator together with the Programme participants), a second iteration of the Annex will follow (most likely in summer 2019). Examples of the additional information which will become available are – Risks & Dependencies; Defect Resolution Service Level Agreements. The proposed Annex highlights the information that will be incorporated as part of the second iteration.*



Annex (E2E IP) v1.1  
April 19.docx

<b>Change considerations &amp; viewpoint</b>	
<i>Please provide your considerations and views on change using information available to you and stakeholders you have engaged.</i>	
<p><b>Priority assessment for Change Request</b></p> <p><b>A Must; the final deliverable will not work without this change</b></p>	<p><i>REC v1.0 (Transition Schedule) requires Switching Data Service Providers (covering DCC and a number of Existing Service Providers) to adhere to the requirements of the E2E Integration Plan.</i></p> <p><i>This proposed Annex to the E2E Integration Plan, is seeking to bring cooperation obligations (placed on System Integrators, DCC and certain Existing Service Providers (Gas Retail Data Agent; Electricity Retail Data Agent, Switching Network Comms providers)) in to the switching regulatory framework. This will contribute towards ensuring the requirements of the Switching Programme in Design, Build and Test are delivered efficiently and in a timely manner by parties.</i></p>
<p><b>Base reason for Change</b></p> <p><b>Regulatory - Changes to regulatory products</b></p>	<p>Update the (D-4.3.2) E2E Integration Plan with the proposed Annex.</p>
<p><b>Rating of Change implementation</b></p> <p><b>Very Low</b></p> <p>Rating</p>	<p>There is no change that needs to be developed. The proposed Annex sets out the rules of collaboration in DBT.</p> <p>The proposed summer update will include additional detail – the areas to be updated are flagged in the draft Annex.</p>
<p><b>“Do nothing” implications</b></p>	<p>Whilst the Licences of REC Parties, and the REC set out high level obligations on Parties (and their contractors/ agents) to cooperate to deliver the requirements of the Switching Programme in DBT, there is nothing that exists currently in terms of low level/ specific requirements in the regulatory framework. Doing nothing (not setting out specific day to day cooperation requirements) increases the risk that parties do not work together effectively to deliver the requirements of the Switching Programme in DBT.</p>
<p><b>Potential stakeholders affected by the Change</b></p>	<ul style="list-style-type: none"> <li>- DCC;</li> <li>- Gas Retail Data Agent and their respective REC Party; and</li> <li>- Electricity Retail Data Agent, and their respective REC Party.</li> </ul>

<b>Alternative sought to reduce negative impact</b>	NA
<b>Identify any risks to the implementation of the Change</b>	NA
<b>Specialists and/or stakeholders consulted</b>	<ul style="list-style-type: none"> <li>- Regulatory Design User Group consulted on 29 April 2019; and</li> <li>- Consultation on Memorandum of Understanding which also contains cooperation obligations (set out in the Annex) has been undertaken.</li> </ul>

<b>Programme Products affected by proposed change</b>
<b><u>D-4.3.2 E2E Integration Plan</u></b>

Please submit this completed form to the Ofgem Switching Programme PMO Team ([SwitchingPMO@ofgem.gov.uk](mailto:SwitchingPMO@ofgem.gov.uk)) with the subject as the Change Request number and title.

### **Part B – For Ofgem Use Only**

<b>Change request No.</b>	CR-E40	<b>Date CR submitted</b>	16/04/2019
<b>Change request status:</b>	Submitted to DF	<b>Current CR version:</b>	v0.2
<b>Change Window:</b>	21	<b>Version date:</b>	17/04/2019

<b>Change Advisory Team (CAT) Lead:</b>	Name and organisation: Andrew Wallace
<b>Contact details:</b>	Email address: <a href="mailto:Andrew.Wallace@ofgem.gov.uk">Andrew.Wallace@ofgem.gov.uk</a>
<b>PMO Lead:</b>	Name: Matthew Finlay
<b>Contact details:</b>	Email address: <a href="mailto:Matthew.Finlay@ofgem.gov.uk">Matthew.Finlay@ofgem.gov.uk</a>

Initial assessment/Triage	
<i>Please provide a summary of the initial assessment, detailing any changes made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.</i>	
<b>Design &amp; Data Impact and resource input required for IA?</b> Yes	
<b>Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?</b> Yes	
<b>Alignment Impact and resource input required for IA?</b> Yes	
<b>Commercial/Procurement Impact and resource input required for IA?</b> Yes	
<b>Regulatory Impact and resource input required for IA?</b> Yes	
<b>Security Impact and resource input required for IA?</b> Yes	
<b>Confirm Programme Products impacted by the change request?</b> Yes	
<b>Major or Minor Change?</b>	Major

<b>Change Process Route</b>	Standard
<b>Change Window</b>	21
<b>To be submitted to the Design Forum on:</b>	Paper Date: 18/04/2019 Design Forum: 29/04/2019
<b>Approval Authority:</b>	Design Authority
<b>Target Change Decision Date:</b>	24/05/2019
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>
Matthew Finlay	17/04/2019

Impact Assessment	
<p>&lt;Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.</p> <p>Ensure coverage of Benefits - what will be achieved by making the change, who do those benefits accrue to; Costs - what sort of cost will be imposed as a result of the change, who will those costs fall to, what impact does that have on the programme business case, is there a clear cost benefit equation?&gt;</p>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Impact Assessment – Industry cost	
<p>&lt;Insert/embed the details of industry costs/benefits resulting from this change, including details of costs impacts if the change is not made. Does the change significantly divert industry resource away from established plans.&gt;</p>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Impact Assessment – Resource Effort	
<p>&lt;Insert/embed the resource costs in £ or FTE required to enact the change e.g. update documents etc. Covering - Who will bear the costs of making the change? Is resource available to do the work on the required timescales? Does the change significantly divert resource in the programme away from established plans.&gt;</p>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Impact Assessment – Programme	
<p>&lt;Insert/embed the assessment of impacts against the Programme’s Outline Business Case (OBC), especially taking account of any benefits to external parties.&gt;</p>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Green - Requestor to complete

Orange – Ofgem to complete

Blue - Impact Assessment Team to complete

## Impact Assessment – Programme Design & Architectural Principles

Design Principle	Description	RAG Status & Summary
<b>Impact on Consumers</b>		
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.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the customer.
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.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the customer.
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.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the customer.
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.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the customer.
<b>Impact on Market Participants</b>		
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.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the design of the process impacting market participants.
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the design of the process impacting market participants.
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.	This change is an update on the annex of the End to end integration plan. It sets out rules of collaboration in the DBT phase of the switching programme. The parties collaborating efficiently will have positive impact on how the parties will define the design.

**Green** - Requestor to complete

**Orange** – Ofgem to complete

**Blue** - Impact Assessment Team to complete

8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	Not applicable. This change is an update on the annex of the End to end integration plan. Because it sets out rules of collaboration in the DBT phase of the switching programme, it will help the timely delivery of the programme. Has no direct impact on the design of the process impacting market participants.
<b>Impact on Delivery, Costs and Risks</b>		
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	RAG status: Green. The End to end integration plan annex will help to increase the collaboration between the parties participating in the Switching programme. This will have an overall positive impact on the outcome of the programme, hence on the benefits the customer will experience.
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.	RAG status: Green. The End to end Integration plan annex will help to increase the collaboration between the parties participating in the Switching programme. This will have a positive impact on the implementation of the programme.

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	Not applicable. There is no architectural/design risk associated with the End to end integration plan
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	Not applicable. There is no architectural/design risk associated with the End to end integration plan
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	Not applicable. The End to end integration plan annex does not impact standards for products, services or processes.
4 One Architecture	One single definitive architecture prevails	Not applicable. The End to end integration plan annex does not impact the architecture.
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	Not applicable. The End to end integration plan annex does not have direct impact on the data.
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.	Not applicable. The End to end integration plan annex does not have impact the data needed by the users
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	Not applicable. The End to end integration plan annex does impact on the data definition and availability.
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.	Not applicable. The End to end integration plan annex does not impact business requirements.
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	Not applicable. The End to end integration plan annex does not impact quality characteristics of the implementation.

**Summary: - REC annex has no impact on architecture or design.**

<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>
Matthew Finlay	16/04/2019

Impact Assessment – Data cleansing / migration	
<i>&lt;Insert/embed the assessment of impacts in relation to planned data migration or cleansing activities.&gt;</i>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Impact Assessment – Programme Plan	
<i>&lt;Insert/embed the assessment of impacts against the Programme Plan. Ensure coverage of what the change does to programme timelines, taking into account impact on the procurement process, parties' implementation activities, testing or diversion of programme resources? Is the change necessary for go-live?&gt;</i>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Impact Assessment – Security	
<i>&lt;Insert/embed the assessment of impacts against the Programme's Security Strategy and baselined security products.&gt;</i>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Programme Recommendation	
<i>&lt;Insert the Programme's recommendation for decision, note this could be a minded to decision in advance of Design Forum&gt;</i>	
<b>Checked for completeness (Name &amp; Role):</b>	<b>Date:</b>

Change Request Decision	
<i>&lt;Insert the decision of the Approval Authority together with any conditions of the approval&gt;</i>	
<b>Changed Approved:</b>	<b>Yes / No</b>
<b>Decision Maker (Name &amp; Role):</b>	<b>Date:</b>

## Next Steps

*<If the change is approved, insert a summary of next steps here including which products are to be updated as a result of this CR and details of any stakeholder engagement required. Complete the table below detailing agreed timescales for product update, review & approval>*

<b>If Change Request is approved:-</b>	<b>Role</b>	<b>Date</b>
<b>Products updates to be completed by:</b>		
<b>Ofgem review dates:</b>		
<b>Product approval to be completed by:</b>		