

Consumer Journey Forum – Terms of Reference

1 Objective of the Switching Programme

- 1.1 The objective of the 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. The ambition is for next-day switching.

2 E2E Consumer Journey – Business Readiness

- 2.1 Industry participants differentiate themselves through the consumer journeys and services they provide. Under the current supplier centric approach to the market, the consumer journey sits within the scope of the supplier's business processes. As such, it is critical that suppliers are assessing their business process change within the context of the E2E consumer journey, and ensuring that they have visibility of their agents, contractors and third-party intermediaries progress in order to deliver against the objectives of the Switching Programme.

3 Objectives of the Consumer Journey Forum (CJF)

- 3.1 Provide an open and transparent forum for all Suppliers to discuss and identify key issues and common themes associated with Business Readiness, that need to be mitigated and addressed by Suppliers to enable successful programme delivery and effective consumer engagement – whilst maintaining an understanding that each consumer journey may be different.
- 3.2 Provide transparent reporting of progress of the CJF to the programme Delivery Group and RECCo Board.
- 3.3 Seek to ensure there is a fair representation of the different types and scale/size of supplier organisations within the industry to ensure that different perspectives are provided when ideas, decisions and the impact of decisions are discussed.

4 Scope, Deliverables and Roles and Responsibilities of the Consumer Journey Forum (CJF)

- 4.1 Consider and progress mitigations of the Risks & Issues Log, identified by the 2020 CJF activity and captured within the CJF Closure Report document, dated 27 January 2021.
- 4.2 Discuss and progress any switching programme, consumer related topics or issues that arise from ongoing programme deliberations and Supplier activities to deliver against their Business Readiness requirements.
- 4.3 Consider any relevant, consumer journey impacting topics or issues that arise during the switching programme UEPT & E2E Testing activities.
- 4.4 Discuss and progress any appropriate topics or issues that arise from the PCW/Supplier Forum, which require or would benefit from focussed Supplier consideration, and the identification of any topics or issues that should be considered by the PCW/Supplier Forum.

- 4.5 Consider and progress essential elements from a consumer perspective which need to be factored into the base-line plan for Go-live.
- 4.6 Escalate and/or make recommendations on programme impacting, consumer related topics and issues to the switching programme Delivery Group, as required.
- 4.7 The CJF will maintain an up to date work plan.
- 4.8 The CJF will maintain and manage a list of Risks and Issues relating to its scope and escalate these as necessary to the switching programme Delivery Group.

5 Decision Making

- 5.1 The CJF collectively will be the principal decision makers on the content of any outputs from the forum.
- 5.2 Any recommendations or decisions made by the CJF will be agreed by consensus of the CJF, determined by those present at the time the decision is taken.
- 5.3 Where there is not consensus, the Chair has the ability to take decisions and/or make caveated recommendations to the switching programme Delivery Group, in the interests of efficiently progressing the deliverables of the CJF.

6 Ways of Working

- 6.1 The CJF will meet once a month or as deemed necessary by the Chair in consultation with CJF members.
- 6.2 All meetings will be chaired by independently and be facilitated by the chair.
- 6.3 All meetings will be held virtually, utilising appropriate, established video-conferencing tools.
- 6.4 Meeting attendance will be open to all Licenced Suppliers. The Chair may agree to the attendance of other non-supplier parties on a case by case basis.
- 6.5 The CJF will work in association with other switching programme groups as required to manage the following areas:
 - Identifying where a decision, issue or risk has implications for matters within the scope of any other group.
 - Where that is the case, alerting the other group to the decision/issue/risk and agreeing with the Chair of the relevant group how the matter is to be progressed.
- 6.6 The Chair and meeting secretariat will:
 - Collate and distribute meeting content and any supporting papers 5 working days in advance.
 - Capture and publish meeting minutes, including actions and decisions within 5 working days of the meeting.
 - Report progress and activities to the relevant programme governance groups as required.
 - Provide status updates to relevant parties as required.

7 Rules of Participation

- 7.1 It is the individual responsibility of all members of the group to ensure compliance with competition law while participating within this group.