

Meeting notes & actions.

Data Capture discussion

Actions circulated on post-meeting email dated 30 April 2021.

- **Action:** All Forum members to review the Data Capture information on slide 9 and provide comments to the Chair on the data items listed and any additional items that should be included for a domestic switch, based upon current arrangements.
- **Action:** All Forum members to advise the Chair if there are any additional, new Data Capture requirements introduced by the introduction of faster switching arrangements that need to be considered, other than those captured on slide 10?
- **Action:** Slide 11 – although this was not discussed (rolled over to the next WG session), all Forum member to review the questions posed and provide any initial thoughts or comments to the Chair.
- **Action:** All Forum members to flag to the Chair any views on whether the speed of switch (5 WD vs Next WD) has any impact on Data Capture requirements?

1. A question was raised about auto-switching and whether customer consent should be captured.

- It was noted by a Supplier that when a consumer uses an auto-switching service, the first switch is normally fine, however problems can arise with subsequent switches e.g. following a change of tenancy event.
- A Supplier commented that it might be helpful to capture the date when the customer consented to the switch. A question was subsequently asked as to whether capturing this date would actually help.
- It was agreed that auto-switching needs specific consideration and that this will be an agenda item for a future meeting.
- The Chair noted that a risk has already been included on the Risk Register relating to auto-switching (R009).
- **Action:** The Chair to include the topic of Auto-Switching on a future agenda for further group discussion.

2. Requirement to capture Change of Tenancy information at the point of sale.

- Whilst discussing data items to be captured at the point of sale, the potential to also capture whether a Change of Tenancy (CoT) was flagged.
- The current industry Change of Supply (CoS) processes enable the acquiring Supplier to mark the CoS request with a CoT indicator, which is subsequently passed onto the existing Supplier and should prevent an objection being raised.
- There was some discussion, and concerns raised, about what information relating to a CoT can actually be captured ahead of a consumer having legal ownership / tenancy rights of the property they are looking to switch.
- It was agreed that this should be discussed further at a future meeting.

- **Action:** *The Chair to include the topic of Change of Tenancy information capture at the point of sale on a future agenda for further group discussion.*
- **Action:** *The Chair to add Change of Tenancy capture to the list of Questions for this Working Group.*

3. Provision of accurate meter type information and related meters.

- A Supplier noted that meter type information is important, particularly information on related meters.
- This becomes more pertinent as the time for validation reduces when enacting a faster switch than today.
- It was suggested by a PCW that this may only be an issue for non-domestic supply points and further noted that when progressing non-domestic switch requests, there is a considerable number of additional data items that need to be captured.
- The Chair noted that the focus of the Forum was on domestic switch requests, however para. 4.12 of the Terms of Reference states that a cross-check of work done by this Forum will be undertaken with the non-domestic sector.

4. Domestic / Non-Domestic market sector indicator, inclusion in Data Capture requirements.

- It is important for the acquiring Supplier to be aware of the whether the supply point being switched is Domestic or Non-Domestic, this is required in order to set the Supply Start Date, as there are different objection window lengths.
- There was discussion about a situation where a supply point changes from one market sector designation to another.
- The new contract will determine the market sector relevant at the time, there will be no validation undertaken by CSS against the existing value.
- It was noted that domestic premises covered by a Housing Association contract are treated as a non-domestic contract.
- **Action:** *Forum members to consider whether the market sector indicator should be ascertained/captured as standard at the point of sale.*

5. Capture of Warm Homes Discount information.

- A supplier noted that this information may not currently be captured by PCWs.
- Information captured by PCWs are often tailored to Supplier requirements, so this information might be captured in some instances.
- It was noted that some Suppliers do not support tariffs for WHD so this does need to be a consideration.
- A Supplier advised that this was definitely required for auto-switching providers.
- **Action:** *Forum members to consider whether information relating to Warm Homes Discount eligibility should be ascertained/captured as standard at the point of sale.*

6. Differing switch speeds at point of transition to new switching arrangements.

- A question was asked about how the variety of switch speeds at go-live should be handled.

- Whilst the licence condition on Suppliers will require a backstop switch speed of five working days, there is an expectation from Ofgem that a next day switch should become the norm post go-live.
- Ofgem have consistently advised that Suppliers will be able to progress a next day from the point of go-live if they can demonstrate that there will not be any consumer detriment.
- It was noted that it is likely that some Suppliers will be early adopters of next day switching, but each Supplier will determine their own approach at go-live.
- This topic requires further discussion at the Consumer Communication & Engagement Working Group.
- Brief discussion about the implications of the Standstill Period, which requires consideration.
- **Action:** *The Chair to ensure that the communication of the Supply Start Date to the consumer is picked up by the Consumer Communication & Engagement Working Group.*
- **Action:** *The Chair to ensure that the Standstill Period topic is picked up when the Working Group considers Validation.*

7. Retail Energy Location.

- The Chair made reference to a programme REL Communication session that was held for programme participants on 26 April, noting that whilst informative there appears to be many questions Supplier questions outstanding on access, use storage etc.
- All Suppliers, Licenced Parties and their agents will have access to the REL for switching purposes only. The REL will be accessible via the gas and electricity data enquiry services.
- The existing arrangements associated with gaining access to personal data held by data enquiry services, already have consumer consent requirements.
- Suppliers noted that in the future, the customer version of the meter point address is of little interest and that the REL will be key in enabling the switch request.
- The Chair noted that there is a specific requirement for PCWs to also have access to the presented material and the opportunity to ask questions on all elements related to the REL.
- **Action:** *The Chair to approach Ofgem/DCC and request that a specific REL information session for PCWs is held at the earliest opportunity.*

8. Opening Meter Readings.

- There was a discussion on whether the initial point of information capture provides an opportunity to obtain an opening meter reading from the consumer.
- It was noted that the meter read window parameters for gas are now different to the electricity arrangements.
- **Action:** *The Chair to provide clarify on the opening meter read windows that will be effective for both gas and electricity at go-live.*

9. Consent from consumer to permit Suppliers to bill for energy used in the cooling-off period, should a consumer exercise their right to cool-off.

- A new requirement being introduced by faster switching arrangements, as the cooling-off period now occurs after the switch has taken place.
- Consideration needs to be given to how consumer consent can be captured by PCWs.
- Should consent not be provided by the consumer, it will be up to the Supplier to how they proceed with the switch request.
- **Action:** *The Chair to provide clarity on where the obligation resides.*
- **Action:** *For further consideration required at the Consumer Communication & Engagement Working Group – how should this be explained/presented to the consumer at the point of sale?*
- **Post meeting update:** *Refer to the Supply Licence, clause 14.A.3(f) and the Statutory Instrument entitled – The Consumer Contracts (Information Cancellation and Additional Charges) Regulations 2013, clause 36.*

10. Misalignment of tariffs and meters

- Suppliers note that the identification of the correct meter type and the offering of a correct tariff at the point of sale is a significant problem that needs to be addressed. e.g. two-rate meters being billed by Suppliers singularly.
- The Chair advised that this has already been captured within the Risk Register (R006) and will be further discussed by the Forum.

11. Customer Requested Switch Dates

- The new arrangements allow consumers to advise a Supplier of a specific future date that they wish their switch to occur.
- General agreement that there is no requirement for PCWs to pro-actively offer the consumer a choice of switch date, but PCWs should be able to capture any specific request and pass this information onto the Supplier.
- General agreement that, as per the current arrangements, it will be the responsibility of the Supplier to advise the consumer of the Supply Start Date. This will be determined once the Supplier has confirmed that they have all the information required to progress the switch request, which will then be the 'Relevant Date'.
- Expectation that customer requested switch dates will be edge-case scenarios, but still important that this information is captured and transferred.

12. Agenda item – Vulnerable Customer / Priority Register considerations

- Due to time constraints, this item will now be discussed at the next Working Group meeting on 27 May.

13. Future Forum and Working Group meeting dates.

- The Chair advised that for diary planning purposes, calendar invites/placeholders will be issued for all planned Forum and Working Group meetings, in alignment with the Work Plan v1.0 within the slide pack Appendix.
- **Action:** *The Chair to issue calendar invites to the Forum contact list for future Working Group meetings.*