

Meeting notes & actions.

Initial actions circulated on post-meeting email dated 27 May 2021.

- **Action** – all Forum members: **Data Capture** – further to our discussions on 27 May, please advise the Chair of any further comments you have on the topics of Change of Tenancy, Credit Vetting, Opening Meter Reads, Market Sector Indicator, Consent to bill during cool-off, Consumer Requested switch dates.
- **Action** – all Forum members: **Vulnerability/PSR** – consider the questions on slide 19 (of the 27 May slide pack) and advise the Chair of any views you have on this topic and/or any implications associated with the introduction of a faster switching timeframes.
- **Action** – all Forum members: **Data Validation** – ahead of the June Working Group meeting (on 25 June) please consider the following questions in readiness for discussion. 1) What are the critical data items that require validation? 2) How will validation requirements change (who, when, how etc) with the advent of faster switching?
- **Action** – all Forum members: **Gas & Electricity Enquiry Services** – advise the Chair of your views on whether presentation by GES and EES would be beneficial at a future Working Group session. If so why? What would you like to achieve from this? - please consider the following two questions: 1) Are there specific questions or concerns that you have for GES/EES to consider and respond to? 2) Are these questions best answered in writing, through your own bilateral engagement with these parties or through presentation and discussion at this Forum?

### Data Capture discussion

Further to the actions progressed following Working Group meeting 1, this meeting continued to consider Data Capture and specifically discussed the Data Items below.

#### **1. Warm Homes Discount (Action D1-009)**

- Issue closed; no further action. PCWs complying with the Confidence Code will include this; for others it is discretionary.

#### **2. Speed of Switch (Action D1-004)**

- Agreed that this can be closed, but potentially re-opened in the future, if the definition of 'Relevant Date' is different from expectations.

#### **3. Change of Tenancy (CoT)**

- Two forum members advised that this is a critical data item for a range of reasons.
- It can avoid invalid objections and improve reliability.

- Another Forum member noted that it will become more important as switching volumes increase.
- A PCW advised that they aim for simplicity, avoiding non-essential data, but that CoT looks relatively easy to include. However, data is needed on how many switches are possibly affected.
- **Action:** *The Chair to seek data on existing usage of the CoT flag.*
- There was a view expressed that for auto-switching services, customer consent must be obtained before any switch is progressed. Therefore, erroneous switches for new occupiers should not arise.
- Parties note that erroneous switches do occur after CoT – data to demonstrate this would be helpful.
- Faster switching may not change anything, but we should consider whether reliability of switching can be improved.
- **Action:** *The Chair to seek data on the number of Erroneous Transfers associated with CoT.*

#### **4. Credit Vetting**

- Issue closed. General sense was that no action is required and that parties can agree arrangements between themselves bilaterally.

#### **5. Opening Reads**

- PCWs commented that the introduction of capturing this data item is likely to make customers drop out of the process. Meters can be hard to access and/or read.
- A Supplier member noted that in the future switching will progress ahead of Meter Technical Details being received, increasing the risk of incorrect registers being used.
- The Chair walked through the differing rules for gas and electricity. A Supplier suggested that an explanation should be sought as to why the processes for gas and electricity are not consistent.
- **Action:** *The Chair to raise the issue of inconsistency with Andrew Amato (Ofgem).*

#### **6. Market Sector Indicator (MSI)**

- A PCW advised that the address provided by the consumer is used to identify businesses, which subsequently opens a differing sales journey and a different dialogue.
- No specific flag is sent to Suppliers but the files are provided separately. View expressed that the existing routines work and that no change is required.
- A Supplier advised that the new CSS uses the MSI held on file, but that it will be updated from Supplier data provided via the current acquisition process for any subsequent switches.

- Therefore Suppliers will need PCWs to validate the value held in the Gas Enquiry Service / Electricity Enquiry Service to avoid setting incorrect expectations (e.g. a next day switch).
- A PCW noted that everything comes from the address and that anything additional is superfluous.
- The Chair noted that this issue will require further consideration at the next Working Group session, when the group discusses Data Validation.
- **Action:** *All Forum members to consider how to implement the validation of the Market Sector Indicator ahead of the next Working Group meeting.*

#### **7. Consent to Bill during cool-off**

- Opinions were divided over whether consent is required.
- A PCW thought that anyone agreeing to a supply must expect to pay for consumption.
- However, legal advice given to some Suppliers is that consent is essential (reference to ‘express request’ within the Supply Licence and Statutory Instrument) and that without it, the Supply Start Date (SSD) would not occur until after the end of the cooling-off period.
- This clearly has implications to the expectations of moving to a default next day switch as standard.
- In the absence of any consensus it will be dependent upon parties to progress this new requirements on a bilateral basis.
- **Action:** *Further written comments are invited from all Forum members on the criticality of capturing consent at the point of sale / any challenges associated with achieving this.*

#### **8. Customer Requested Switch dates**

- The Chair noted that as there appears to be no specific change to the regulation, there is nothing to indicate that a choice of switch date must be offered to the consumer, therefore no change is required to existing PCW/Supplier processes and arrangements.
- PCWs noted that there was a reluctance to present additional decisions, particularly a ‘niche feature’ that is at odds with faster switching.

#### **9. Vulnerability/PSR**

- The Chair reminded the Forum that there are a set of ‘Standard Industry Codes’ in use, that has been agreed across gas, electricity and water.
- A PCW described the varied Supplier requirements as a ‘solved problem’, but agreed that a standard list would be a simplification.
- **Action:** *All Forum members to provide comments on whether the use of the industry standard data list should be adopted by all parties.*

**10. Gas Enquiry Service / Electricity Enquiry Service**

- The Chair advised that representatives of these services could be invited to present at a future Forum session if it would be useful.
- Refer to the aforementioned action on all Forum members to provide views to the Chair on any topics that would benefit from engagement with the GES/EES providers.