

Meeting notes & actions.

Data Capture requirements

Version v0.3 of the document was reviewed by the group. It should be noted that the RAG related 'Impact if missing' columns have been included simply to provide a high level view of their criticality, based upon views that have been expressed. Forum members will have their own specific views on the impacts of any missing information and currently agree individual requirements within their bilateral arrangements.

Action: All Forum members to provide any comments on the content of the latest Data Capture Requirements document.

Action: The Chair to subsequently update and circulate for review, a draft final version of the Data Capture requirements documents.

Data Validation

Personal/Contact details data items

No comments on these data items. There are no new data validation requirements.

Supply Point/Consumption data items

A Supplier expressed a preference for PCWs to provide the Supply Address, Retail Energy Location (REL) and the Meter Point Reference Numbers.

Another Supplier provided an outline of switching programme Change Request 073 (CR-D073¹) which is currently being considered by the programme, and observed that there are currently too many uncertainties over Ordnance Survey Licensing constraints, and ambiguity on the use of REL, for the CR to be progressed. View provided that this needs to conclude before validation questions can be fully addressed on these data items.

It was noted that PCW access to the Electricity Enquiry Service (EES) and Gas Enquiry Service (GES) is 'essential' but can only currently be achieved by Suppliers stipulating this in their commercial agreements with PCWs.

¹ CR-D073 'Changes to the Registration Services Schedule of the REC v3 to require that the REL is consulted when initiating a switch'

PCWs note that access to EES and GES is not currently possible for all. The Chair advised that this has been acknowledged within the Risk Register and further understanding of the challenges and blockers to these services is required.

The Chair also noted that concerns relating to industry data access had been flagged by some PCWs during the preparatory stage of this activity. There was strong support for identifying and challenging all the obstacles to data access.

Action: *The Chair to engage with PCWs to ascertain current views on the challenges and blockers that prevent PCW accession to and/or use of the Data Enquiry Services.*

On the topic of prepayment, meter validation was noted to be important; e.g. next day switching cannot be offered for traditional PP metering, where a physical payment device needs to be provided to the consumer.

On meter type validation, a PCW noted that there is some internal consistency checking undertaken currently (i.e. does the tariff match the declared meter type?) but not externally.

Related meters were flagged as a reason for failed switches but all agreed that this could not be a question reasonably asked of consumers. Therefore, Suppliers believe that it should ideally be part of the MPxN validation process undertaken by PCWs.

There was some discussion about what consumption data was available from GES and EES. There is a view that there is some inconsistency between gas and electricity.

Action: *The Chair to ascertain what consumption related data can be accessed from GES/EES.*

On Market Sector Indicator (MSI), it was agreed that this piece of information is not 'switch critical' and that there is no new data capture requirement of PCWs. A Supplier commented that Suppliers should adopt processes that ensures the MSI is not incorrectly updated for subsequent switches. This may involve direct customer contact.

Tariff & Payment information

Paperless billing. There was discussion about whether there is a requirement for validation. Currently no, however, there may be circumstances where some sort of validation might be useful, for example where it might be tied to the choice of tariff.

Consents / Additional information

There are no data items within this section that are considered to require validation as most are existing.

Consent to bill during cool-off cannot be validated as this will be a binary choice made by the consumer.

Standstill Period

It was agreed that Suppliers should be responsible for checking this before setting the Supply Start date and submitting the switch request to the CSS.

PCW role in validation

A PCW signalled concerns over the apparent high level of supplier expectation – in terms of validation to be undertaken by PCWs. The PCW noted that they cannot commit to validation when many do not have access to the industry data from the Data Enquiry Services, for a range of reasons. It was also mentioned that PCWs have had no input to the new faster switching designs and requirements.

The Chair noted that today's conversation was the initial point of data validation discussion and that views from both Suppliers and PCWs need to be understood and considered.

Vulnerability / PSR

In the absence of any substantive feedback on this topic, from the action on forum members at the previous meeting, this topic is now deemed to be concluded, as detailed within the Main Forum slide pack on 16 June (under Topics Concluded). An updated 'Topics Concluded' overview will be circulated for information in due course.

Future meetings

The Chair advised that as there is only a limited number of working group meetings remaining, it may be prudent to extend future sessions by 30 minutes to ensure that there is adequate time to discuss the remaining topics.

Action: *The Chair to amend future meeting invites to 150 minutes duration.*