

Meeting notes & actions.

1. Subjective assessment of Forum progress/outlook.

- Slide 5 of the pack was introduced and will be updated as required as the Forum progresses its activity. Summary:
 - Forum has been well supported with high engagement.
 - Several large topic areas still to be considered, but confidence that Forum timeframe remains robust.
 - View that overall risk to programme is being reduced through engagement and ability to raise and discuss concerns.
 - Numerous actions being progressed, Forum nature means that most actions or outputs are likely to become recommendations for progression by industry participants.

2. Forum 'Inbox'.

- Slide 6 has been established to ensure that all the topic areas which require Forum discussion are captured and subsequently scheduled for future discussion.
- This will be developed to enable tracking and capture outcomes.

3. Update from meeting 1 of the Data, Validation & Transfer Working Group.

- Update provided, see slide 8.
- Items noted for consideration at the next working group session.
 - Change of Tenancy, Supply Point Consumption, Related Meters.

4. Update from meeting 1 of the Consumer Communication & Engagement Working Group.

- Update provided, see slide 10.

5. Forum 'Question sets'.

- The Chair advised the Forum that the 'Question sets' detailed within the Terms of Reference Appendix have been developed into individual papers that seek to capture updates and progress against each.
- Additional questions raised within the Forum sessions will also be captured.
- **Action:** *The Chair to circulate the initial drafts post-meeting.*

6. Confidence Code discussion.

- The Forum discussed and considered whether any amendments are required to the Confidence Code, due to the implementation of Faster & More Reliable Switching arrangements.
- The discussion generally concluded that no amendments were probably required, but PCWs to further consider.
- **Action:** *PCWs to advise the Chair of any views or observations on potential impacts to the Confidence Code, in addition to those discussed at the Main Forum meeting on 18 May (see slide 13) by cop on 25 May.*

7. Energy Switch Guarantee discussion.

- The Forum discussed and considered whether, in addition to the obvious changes required to commitment 3 (relating to overall switch speed), there are any other amendments required to the Energy Switch Guarantee arrangements?
- It was noted that commitment 6 (relating to cool-off) will also require amendment, as under the new arrangements, the consumer will be unable to ‘stay with their current supplier’ if they cancel – the consumer will need to take specific action as the switch will have already occurred.
- **Action:** *Suppliers to advise the Chair of any views or observations on potential impacts to the Energy Switch Guarantee, in addition to those discussed at the Main Forum meeting on 18 May (see slide 15) by cop on 25 May.*

8. Collective Switching – for discussion and decision.

- The Forum discussed and considered the following proposal:
 - *‘As the topic is out of scope of the Forum’s ToR, that it is added to the Risk Register and immediately flagged to the switching programme / Ofgem for their awareness and consideration of any required interaction with or communication to, Collective Switch providers.’*
- General agreement that consumer motivation for switching in these circumstances will not be speed of switch.
- Noted that generally, customers cannot specify a switch date under collective switch arrangements.
- Noted that possibly, the only change to the existing process will be the speed of progressing the switch at the back end of the process i.e. the acquiring Supplier will have to process the switch, from the Relevant Date, in accordance with the revised licence condition (5 working days rather than 21 days).
- The changes impacting on PCWs (e.g. any new data capture requirements) are expected to also be applicable to collective switch providers. Therefore important that they have visibility of outputs.
- It was mentioned that the obligation should possibly be on Suppliers to ensure that Collective Switching providers they are engaged with, are made aware of new faster switching arrangements.
- An observation was made that clear guidance for collective switch services is essential.
- There is no clear view of who should own any requirement to communicate to collective switch providers, relating to the switching programme and transition to the new arrangements. View that Ofgem might be best placed to further consider this.
- **Action:** *Forum members to advise of any views or observations on Collective Switching (and proposed way forward) further to discussions on this topic at the Main Forum on 18 May (see slide 16) by cop on 21 May.*

9. Update on Action: MF1-008 – Future engagement with Data Enquiry Service Providers.

- General agreement that access to DES & ECOES is fundamental to the efficient delivery of a faster switch.
- It was agreed that the Forum should refer to these services as the Gas Enquiry Service (GES) and the Electricity Enquiry Service (EES).
- It was agreed that it might be helpful for representatives of these services to be invited to meeting 3 of the Data Capture, Validation & Transfer Working Group in June, if there are specific questions or issues to be considered.
- **Action:** *The Chair to ensure that the topics of GES & EES are discussed at meeting 2 of the Data Capture, Validation & Transfer Working Group on 27 May.*

10. Update on Action: D1-012 – Retail Energy Location.

- Keith Foster (DCC) advised the group that a REL information session for PCW's will be held during week commencing 7 June
- **Action:** *DCC to issue invite for the REL information session.*
- **Action:** *PCWs to advise the Chair if there are any specific questions that they would like to be addressed at the REL session.*

11. Update on Action: MF1-010 – PCW programme engagement.

- In response to this action, Keith Foster DCC advised the group that DCC were proposing to establish a monthly catch-up session with PCWs to discuss wider switching programme progress and updates.
- The proposal was positively received by PCWs.
- **Action:** *DCC to issue invites for future PCW programme engagement sessions.*