



PCW/Supplier Forum

Main Forum – Meeting 3
16 June 2021

Competition Act Reminder

- In taking part in this meeting, participants are confirming that they have undergone relevant training to raise their awareness of, and ensure compliance with, applicable competition law, including the Competition Act 1998 and Articles 101 and 102 EC and that they will not discuss matters that would or might lead to any breaches of competition law.

Agenda

Item	Topic
1	<i>Introduction & meeting aims (including summary of topics concluded)</i>
2	<i>Update from Data, Validation & Transfer Working Group</i>
3	<i>Update from Consumer Communication & Engagement Working Group</i>
4	<i>Topic for discussion: Auto-Switching</i>
5	<i>Topic for discussion: One-Fail-All-Fail (OFAF)</i>
6	<i>Risk for discussion: R001 – Testing arrangements</i>
7	<i>Actions Log update</i>
8	<i>Risk Register review</i>
9	<i>Diary Planning</i>
10	<i>AOB</i>

The FMRS Programme Plan remains on track to delivery the new faster & more reliable switching arrangements within an Implementation Window of 6 June 2022 to 15 August 2022

Meeting aims....

- Provide an update on the work progressed at the Working Group sessions:
 - *Data Capture, Validation & Transfer*
 - *Consumer Communication & Engagement Working Group*
 - *Updates against the Forum Questions detailed within the ToR Appendix*
- Summary of Forum topic areas considered and now regarded as concluded
- Discuss Auto-Switching and decide whether this requires further consideration or is out of scope
- Discuss concept of One-Fail-All-Fail (OFAF) and any implications
- Consider Risk R001 'Testing arrangements'
- A review of the various actions captured to date
- Review the Risk Register and consider any additions or escalations
- Outlook - meeting agendas and work plan for the next couple of months
- Finally, provide an opportunity for parties to raise any items of AOB

Subjective assessment of progress/outlook

Topic	Initial RAG	May RAG	June RAG	Outlook
Terms of Reference and objectives				Forum has been well supported with high engagement. The active participation and interest from PCWs is in itself reducing the programme implementation risk
Scope				There remain several large topics (e.g. data validation & transfer) that have yet to be considered but we remain confident that sufficient time and expertise will be available to progress the full scope of the ToR
Risk management				No significant new risks have been identified in the last month. Mitigations will rely on cooperation between industry parties
Actions				The number of open actions is stable. The nature of the forum is that most are likely to become recommendations for progression by industry participants

Forum 'Inbox'

- The Inbox is regarded as manageable with several topics now considered as having progressed sufficiently to merit as being classed as 'discussions concluded'.

Topic areas concluded

Data capture:

- ✓ Vulnerability / Priority Services Register
- ✓ Credit Vetting
- ✓ Consumer consent to bill during cool-off
- ✓ Opening Meter Readings
- ✓ Forward-dated switch requests
- ✓ Determining the Supply Start Date

Other

- ✓ Relevant Date
- ✓ Prepayment meters
- ✓ Confidence Code
- ✓ Energy Switch Guarantee
- ✓ Collective Switching
- ✓ Objections
- ✓ Warm Homes Discount
- ✓ PCW switching programme engagement

Open topics (including)

- Auto-Switching
- Cutover/Transition
- Standstill Period
- Data Validation & Transfer
- Use of/access to Enquiry Services
- Retail Energy Location
- Data Transfer
- Unhappy paths
- OFAF
- Market Sector Indicator
- Meter Types/appropriate tariffs
- Cooling-off messaging
- Error, Rejections, Erroneous Transfers
- Feedback mechanisms
- Testing arrangements

Topic	X-Ref.	Update
Collective Switching	Risk R012 Question 17	The following position has been endorsed by the Forum and communicated to the switching programme/Ofgem. <i>'As the topic of Collective Switching is out of scope of the Forum's Terms of Reference, 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.'</i>
Confidence Code	ToR 4.5.4 Question 34	The following position has been endorsed by the Forum and communicated to Ofgem. <i>'Following Forum consideration, it has been concluded that no amendments are required to the existing Code of Confidence arrangements as a result of the introduction of Faster & More Reliable Switching and that this view be communicated to Ofgem for information.'</i>
Energy Switch Guarantee	ToR 4.5.4 Question 35	The following position has been endorsed by the Forum and communicated to the independent Chair of the Energy Switch Guarantee. <i>'There will be a requirement to amend the wording of the existing Energy Switch Guarantee commitments, as a result of the introduction of Faster & More Reliable Switching. Specifically, Commitment 3 will require amendment to align with revised Supply Licence Conditions. In addition, Commitment 6 will require re-wording to take into consideration revised cooling-off arrangements.'</i>
Definition of Relevant Date (when the switch 'clock' starts)	Risk R008 Question 21, 31, 32	The following position has been discussed and understood by Forum members. <i>'Ofgem have published updated proposed drafting for the gas and electricity supply licences in May 2021, which includes an updated definition of 'Relevant Date' – see clause 14A.20. In practice, the switch 'clock' will start at the point when the Supplier determines that sufficient information to conduct the switch has been provided, regardless of the sales channel.'</i>
Customer Requested Switch Dates	ToR 4.4.4 Question 22	The following position has been endorsed by the Forum. <i>'The Forum agrees that as there are not any material changes to the current obligations, as detailed within the Supply Licence Conditions, no changes to existing arrangements are required unless agreed bilaterally between parties.'</i>
Credit Vetting	Question 14	The following position has been endorsed by the Forum. <i>'The Forum agrees that there will be no changes required to the existing Data Capture requirements that enable credit vetting to take place.'</i>

Topic	X-Ref.	Update
Consumer consent to bill during cool-off	Question 30	<p>The Forum has mixed views on the interpretation of the Supply Licence & Statutory Instrument obligations, however there is Supplier consensus that express consent must be received by the consumer.</p> <p><i>'There is a requirement for the existing Data Capture arrangements to be amended such that express consent (or not) from the consumer is captured at the point of sale and subsequently provided by the PCW to the acquiring Supplier. The process required for delivering this, including the wording to be used to explain the consent to the consumer, will be subject to bilateral agreement between the PCW and the Supplier.'</i></p>
Opening Meter Reads	Question 3	<p>The Forum has mixed views on the potential benefits of capturing an opening meter reads at the point of sale. It has been noted that there are differences between future gas and electricity opening meter read arrangements and this has been flagged to Ofgem. The following position has therefore been endorsed by the Forum.</p> <p><i>'A view has been reached that the current arrangements for the capture of opening meter reads should remain as-is, with collection being the responsibility of the Supplier, unless a Supplier bilaterally agrees otherwise with a PCW.'</i></p>
Prepayment meters		<p>The following position has been endorsed by the Forum.</p> <p><i>'There is a general consensus that no specific messaging from PCWs is necessarily required for prepayment meter switch requests (as standard), though it has been acknowledged that some Suppliers may wish to bilaterally agree bespoke messaging with a PCW.'</i></p>
Vulnerability / Priority Services Register	Question 5	<p>The Forum acknowledged that currently, the Supplier requirements of PCWs to capture this information at the point of sale are variable. The following position has subsequently been endorsed by the Forum.</p> <p><i>'Suppliers and PCWs will continue to agree on a bilateral basis, whether and how to capture this information from consumers at the point of sale. Suppliers have a obligation to identify, capture, record and update this information where applicable and there is a general Forum consensus that the consumer experience can be improved and that where questions are asked and information captured at the point of sale, it should ideally be consistent with the standard industry codes that are utilised across gas, electricity and water. Further, there is consensus that a switch can proceed without this information being captured, but Suppliers will need to consider the timing of obtaining information within the context of faster switching timeframes, particularly a next day switch. It has also been acknowledged that some consumers may be cautious about providing personal data to PCWs.'</i></p>

Topic	X-Ref.	Update
Objections	Question 20	Forum discussions have concluded and are summarised below. <i>'The current rules on why existing Suppliers may object will continue to be valid under faster switching arrangements. It will be the responsibility of PCWs to review their current messaging as required. The objection window parameters will change at go-live. The window for domestic will be 1 working day and the window for non-domestic will be 2 working days.'</i>
Determining the Supply Start Date (SSD)	Question 21	The following position has been endorsed by the Forum. <i>'In accordance with the definition of 'Relevant Date', the Forum has agreed that Suppliers are best placed to determine the Supply Start Date (SSD) and be responsible for communicating this date to the consumer.'</i>
PCW switching programme engagement	Risk R011	This topic has been concluded. <i>'Ofgem have confirmed that all switching programme meetings and events, with the exception of the three overarching governance groups, are open for attendance by any impacted or interested party. PCWs are therefore welcome to attend and actively engage. In addition the DCC have established a monthly switching programme engagement/update session with PCWs and a separate series of sessions are being undertaken by the DCC to provide further information about the Retail Energy Location.'</i>
Warm Homes Discount (WHD)		This topic has been concluded. <i>'The Forum noted that PCWs who are signatories to and complying with the Ofgem Confidence Code will include this requirement, for other it will remain discretionary. There are no additional implication associated with the implementation of faster switching.'</i>

PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Ongoing

Version Date: 16 June 2021

Topic	X-Ref.	Update
Cooling-off Period	Question 18, 30, 32	<i>This topic will be further discussed at meeting 3 of the Consumer Communication & Engagement Working Group on 1 July.</i>
Standstill Period	Question 18, 19	<i>This topic will be further discussed at meeting 3 of the Data Capture, Validation & Transfer Working Group on 25 June.</i>
Retail Energy Location	Risk R011 Question 9	<i>This topic will be further discussed at meeting 3 of the Data Capture, Validation & Transfer Working Group on 25 June.</i>
Auto-Switching	Risk R009 Question 15, 23	<i>This topic will be discussed at the Main Forum meeting on 16 June.</i>
Metering data (rejections / tariff errors)	Risk R006 Question 4	<i>This topic will be further discussed at meeting 3 of the Data Capture, Validation & Transfer Working Group on 25 June.</i>
Change of Tenancy	Risk R009 Question 16	<i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i>
One Fail All Fail (OFAF)	Question 25	<i>This topic will be discussed at the Main Forum meeting on 16 June.</i>
Transition / Cutover implications		<i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i>
Data Enquiry Services	Risk R002 Risk R010 Question 7, 8	<i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i>

PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Ongoing

Version Date: 16 June 2021

Topic	X-Ref.	Update
Process failures (errors, rejections & erroneous transfers)	Question 12	<i>This topic will be discussed at the Main Forum meeting on 20 July.</i>
Testing arrangements	Risk R001	<i>This topic will be discussed at the Main Forum meeting on 16 June.</i>
Market Sector Indicator		<i>This topic will be further discussed at meeting 3 of the Data Capture, Validation & Transfer Working Group on 25 June.</i>
Next steps & principles for consumer messaging	Question 21, 27	<i>This topic will be further discussed at meeting 3 of the Consumer Communication & Engagement Working Group on 1 July.</i>
Potential for consumer confusion (reduced timeframe for multiple comms)	Risk R007	<i>This topic will be further discussed at meeting 3 of the Consumer Communication & Engagement Working Group on 1 July.</i>
Unhappy path messaging		<i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i>
Approach to ensuring comms consistency & accuracy		<i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i>

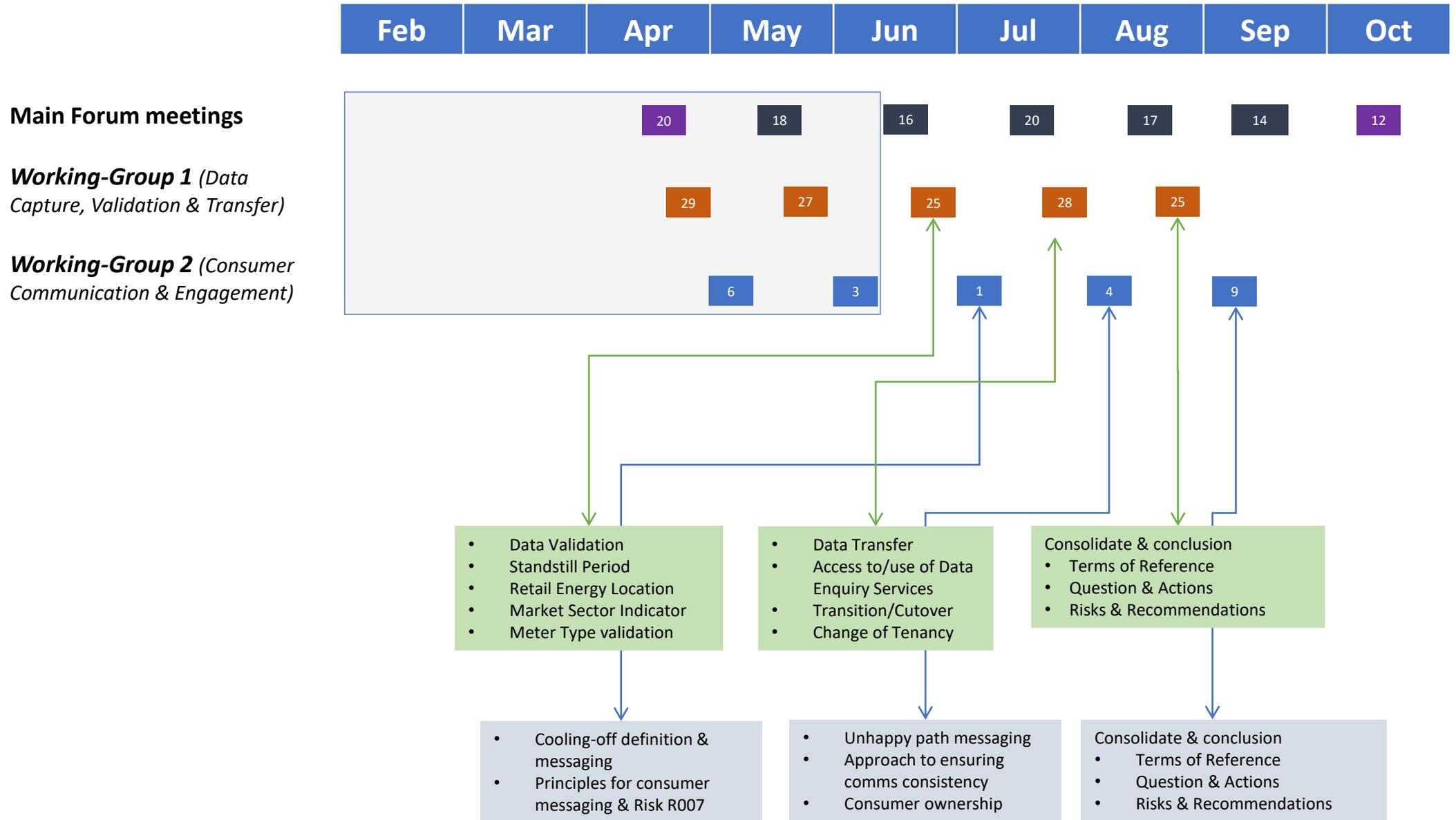
PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Ongoing

Version Date: 16 June 2021

Topic	X-Ref.	Update
Ownership of the consumer relationship	Question 24	<i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i>
Differing Supplier offerings (switch speeds) at go-live	Question 26	<i>This topic will be further discussed at meeting 3 of the Consumer Communication & Engagement Working Group on 1 July.</i>
General Data Capture requirements at point of sale	Risk R003 ToR 4.3.1, 4.3.2	<i>Ongoing discussion at the Data Capture, Validation & Transfer Working Group.</i>
General Data Validation requirements at point of sale	ToR 4.3.4 Question 6	<i>This topic will be further discussed at meeting 3 of the Data Capture, Validation & Transfer Working Group on 25 June.</i>
Data Transfer mechanisms/ timeliness of data provision	Risk R004 ToR 4.3.3 Question 10, 11	<i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i>
Feedback mechanisms	ToR 4.3.5 Risk R005 Question 13	<i>This topic will be discussed at the Main Forum meeting on 20 July.</i>
Consumer communication & engagement	ToR 4.4.1, 4.4.2, 4.4.3	<i>This topic is being progressed via the Consumer Communication & Engagement Working Group.</i>
Clarity of Regulatory policies	ToR 4.5.1	<i>This topic will be progressed via the Main Forum.</i>
Future Target Operating Model		<i>This topic will be progressed via the Main Forum.</i>
Consumer perceptions & expectation		<i>This topic is being progressed via the Consumer Communication & Engagement Working Group.</i>

Proposed approach for future Working Group meetings



2. Update from Data, Validation & Transfer Working Group

Meeting aims:

- Continued discussion on Data Capture, specifically views on the content of the Data Capture Requirements document.
- Consider Data Capture topics in more detail: Change of Tenancy, Opening Meter Readings, Market Sector Indicator & Credit Vetting.
- Identify and discuss any implications for vulnerable customers, potential for customer detriment or poor experience.
- Consider engagement requirements with the providers of the Gas & Electricity Enquiry Services.
- Review the high-level process / timelines for Data Capture, Validation & Transfer and consider against faster switching timescales.

Future meeting dates:

- Friday 25 June – 2pm
- Wednesday 28 July – 2pm
- Wednesday 25 August – 2pm

Discussion areas:

- Warm Homes Discount
- Speed of Switch
- Change of Tenancy
- Credit Vetting
- Opening Meter Readings
- Market Sector Indicator
- Consent to bill during cool-off
- Customer Requested Switch Dates
- Vulnerability / Priority Services Register
- Gas & Electricity Enquiry Services

Key actions:

- Forum members to:
 - Data Capture. Advise of any further comments on the topics of Change of Tenancy, Credit Vetting, Opening Meter Readings Market Sector Indicator, Consent to bill during cool-off, Consumer Requested switch dates.
 - Vulnerability/PSR. Consider questions posed during discussion and any implications associated with the introduction of faster switching timeframes.
 - Data Validation. Consider 1) what are the critical data items that require validation? and 2) how will validation requirements need to change?
 - Gas & Electricity Enquiry Services. Advise on whether engagement with service providers would be beneficial and any specific questions or concerns that need to be addressed.

Outlook:

- The next meeting will continue to seek to finalise discussions on Data Capture, including Market Sector Indicator.
- Commence discussions on point of sale Data Validation requirements.
- Consideration of any process implications associated with the Standstill Period.
- Discuss latest Forum member views relating to the Retail Energy Location and requirement for future discussions / actions on this topic.
- Consider Risk R006 – ‘Industry metering data triggers unnecessary rejections or tariff errors’

Reminder: Forum members to provide views on key actions ahead of 25 June meeting

3. Update from the Consumer Communication & Engagement Working Group

Meeting aims:

- Continued discussion on the topic of the typical consumer journey, alongside consumer perceptions and expectations.
- Continue to discuss and agree where the consistency of consumer communication/messages may be beneficial.
- Agree approach to Customer Requested switch dates, further to action from the first working group meeting.
- Consideration of the journey from a consumer perspective, including what a customer may reasonably expect to experience.

Future meeting dates:

- Thursday 1 July – 2pm
- Wednesday 4 August – 2pm
- Thursday 9 September – 2pm

Discussion areas:

- Update of the definition of 'Relevant Date'
- Consumer communication – minimum messaging requirements
- Speed of switch messaging
- Consent to be billed in cool-off period
- Standstill period
- Prepayment
- Priority Services Register
- Customer Requested switch dates
- Unhappy path messaging
- Cool-off definition and messaging

Key actions:

- Standstill Period. Further discussion required when considering Data Validation at the next Data Capture, Validation & Transfer Working Group meeting.
- Unhappy path. Agreement that more focus is required on messaging and impacts to consumers.
- Cool-off definition & messaging. Requirement to confirm the correct legal definition of when cool-off commences and ensure that future consumer messaging is consistent with this.
- Principles for consumer messaging. Preparation of a document detailing draft standards and principles for consistent, initial consumer messaging.

Outlook:

- Consider and agree accurate and consistent definition of point of cool-off commencement and associated messaging requirements.
- Agree principles for consumer messaging – what are the key communication element that require consistency in information provision.
- Consider messaging associated with 'unhappy path' consumer journeys.
- Consumer ownership – establish parameters of who owns consumer communication at relevant process points, particularly communication of process problems or failures.

Forum Question sets

- The Terms of Reference Appendix details a series of questions that were captured during the Consumer Journey Forum activity during 2020 and during the preparatory phase activity for this Forum in February/March 2021.
- Additional questions are also being captured as we progress through the Forum activity.
- An updated, consolidated version of the 'Question set' paper will be issued following today's meeting for Forum member review and comment.
- The paper will continue to be updated as the Forum's work evolves.

4. For Discussion & Decision: Auto-Switching

- The Terms of Reference are silent on the topic of Auto-Switching however, it is a topic that has been raised on several occasions during the early Forum sessions.
- The services offered by Auto-Switching (AS) providers vary, but at high-level:
 - *The consumer provides the AS provider with details such as address, current tariff and supplier details, current energy usage etc.*
 - *The AS provider will undertake research on the best deals available based upon relevant parameters provided, amongst the Suppliers that have permitted access to their tariffs*
 - *The consumer may have the option to set preferences such as choosing to switch between certain supplier types only, types of tariffs, or more eco-friendly tariffs*
 - *Finally, the AS provider will calculate potential savings and select the best available plan, switching to the consumer to the new tariff.*
- Some of the challenges discussed to date at the Forum are associated with what happens when the consumers contract is subsequently due for renewal and the consequences when, for example, a change of tenancy has taken place.

Auto-Switching continued....

- The challenges associated with Auto-Switching processes are an existing industry issue, however there appears to be no obvious industry group or forum to discuss these issues or to engage with AS providers.
- The membership of the PCW/Supplier Forum does not extend to AS providers, although it is acknowledged that some PCW members may also offer Auto-Switching services.
- It is also acknowledged that not all Suppliers actively engage with Auto-Switching providers (from an acquisition perspective), though all have the possibility of being impacted as losing Suppliers.
- **Questions for the Forum:**
 - *Are there any new Auto-Switching related issues that are specifically emerging from the advent of faster and more reliable switching? If so, what are they?*
 - *If there are, should this Forum further consider the topic of Auto-Switching? (being cognisant that this would require a change to the Forum's Terms of Reference & membership and which may also require RECCo Board approval)*
 - *Is there actually a more specific requirement for discussion at a separate Forum/session with relevant parties invited, to discuss existing concerns associated with Auto-Switching? If so, consideration is required to how this is taken forward and by who?*

5. For Discussion: One Fail All Fail (OFAF)

- The concept of One Fail All Fail (OFAF) has been introduced within the switching programme design.
- It provides the acquiring Supplier with the ability to apply an OFAF flag to a dual fuel switch request, should they wish to do so.
- The application of this flag will result in both the gas and electricity switch requests being aborted, in the event that either of the requests fail during the switch process.

Example: Where an OFAF flag has been used. A dual fuel switch request is submitted to the CSS. Both requests are accepted by the CSS, the gas supply point receives a valid objection from the existing gas Supplier, the electricity supply point does not. In this circumstance the switch process for both supply points will cease.

- When this occurs, it will be the responsibility of the acquiring Supplier to manage subsequent communications with the consumer.

Question for the Forum: *What are the implications of OFAF (One Fail All Fail) switch requests?*

One Fail All Fail (OFAF) continued....

- The existing switching processes permit Suppliers to progress dual fuel switches, although these are currently progressed by separate gas and electricity industry arrangements.
- The concept of OFAF does not exist today and there will currently be occasions where one switch may complete, whilst the other one fails.
- These circumstances are currently managed by Suppliers and consumers are communicated to as required.

Proposal: As there is no material change to the current circumstances associated with the progression of dual fuel switches, it has been concluded that there are no OFAF related implications to the PCW – Supplier processes associated with the introduction of the new switching arrangements.

6. For Discussion: Risk R001 – Testing arrangements

- **Description & Impact:** *Currently, switching programme end-to-end testing arrangements exclude any PCW involvement, so is therefore missing the initial data capture process. This omission could expose end-to-end process shortcomings at go-live.*
- **Next Steps:** *Consideration needs to be given to if and how PCWs and Suppliers can/should, as required and appropriate, test relevant parts of the end-to-end switching process, outside of formal programme testing arrangements.*
- Note: *The switching programme E2E Testing phase is planned to commence on 12 July 2021*

What are Forum members views on any testing arrangements that are required to test the consumer facing elements of the end-to-end switching process?

7. Actions Log

- The Log captures all actions from the Main Forum and Working Group meetings.

PCW/Supplier Forum - Main Forum (1)

Actions Log

Version Date: 14 June 2021

Ref	Date raised	Action	Update	Owner	Status
MF1-001	20-Apr-21	Membership of Forum Working Groups. Forum members to advise the Chair via email of expression of interest at the earliest opportunity.	The initial sessions of both Working Group took place on 29 April and 6 May.	Forum members	Complete
MF1-002	20-Apr-21	Working Groups. The Chair to circulate joining details for these meetings to Working Group members.	Joining details for initial Working Group sessions circulated.	GW	Complete
MF1-003	20-Apr-21	Forum contact list. Forum members to advise the Chair of any other individuals within their organisations that require inclusion to the contact list.	The Forum contact list has been updated.	Forum members	Complete
MF1-004	20-Apr-21	Programme REL communication session on 26 April. The Chair agreed to forward on the invite to enquiring Supplier.	Invite forwarded.	Chair	Complete
MF1-005	20-Apr-21	PCW engagement in relevant programme sessions/events. The Chair to speak with Ofgem/the programme to discuss how best/appropriate to include PCWs on future, relevant switching programme events and/or sessions that also have relevance to them.	Ofgem have confirmed that all switching programme meetings and events, with the exception of the three overarching governance groups, are open for attendance by any impacted or interested party. PCWs are therefore welcome to attend and actively engage. (Circulated on 7 May). Follow-up action (MF1-010).	Chair	Complete
MF1-006	20-Apr-21	Concerns relating to Change of Tenancy and auto-switching arrangements. The Chair to add the CoT auto-switch concern to the Forum Risk Register.	This has been added to the Forum Risk Register (R009).	Chair	Complete
MF1-007	20-Apr-21	Performance of Data Enquiry Services. The Chair to add the Enquiry Service resilience and availability concern to the Forum Risk Register.	This has been added to the Forum Risk Register (R010).	Chair	Complete
MF1-008	20-Apr-21	Future engagement with Data Enquiry Service Providers. The Chair to continue to liaise with Enquiry Service providers and extend invites to relevant future sessions.	Ongoing activity. Data Enquiry Service Providers have advised of willingness to present at a future Forum session as required. 27/5 – Forum member action to provide topics for any future presentation by GES & EES service providers	Chair	Ongoing
MF1-009	20-Apr-21	Forum diary planning. The Chair to issue invites to the Forum contact list for all proposed meeting dates.	Calendar invites have been issued for all future Main Forum meetings.	Chair	Complete
MF1-010	7-May-21	PCW programme engagement. The Chair to engage with the Switching PMO and DCC to consider how to increase PCW awareness of and engagement with programme communications and events.	Ongoing activity with Switching PMO and DCC.	Chair	Complete

PCW/Supplier Forum - Main Forum (2)

Actions Log

Version Date: 14 June 2021

Ref	Date raised	Action	Update	Owner	Status
MF1-011	21-May-21	Forum Question sets. The Chair to circulate the initial drafts of question papers to Forum members.	Papers were issued to Forum members by email on 21 May.	Chair	Complete
MF1-012	21-May-21	Confidence Code. 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, by cop on 25 May.	Awaiting responses. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’	PCWs	Complete
MF1-013	21-May-21	Energy Switch Guarantee. 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, by cop on 25 May.	Awaiting responses. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’	Suppliers	Complete
MF1-014	21-May-21	Collective Switching. Forum members to advise of any views or observations on collective switching (and proposed way forward) further to discussion on this topic at the Main Forum on 18 May, by cop on 21 May.	Awaiting responses. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’	Forum members	Complete
MF1-015	21-May-21	Gas & Electricity Enquiry Services (GES & EES). The Chair to ensure that the topics of GES and EES are discussed at meeting 2 of the Data Capture, Validation & Transfer Working Group on 27 May.	The topic has added to 27 May Working Group agenda. 14/6 – topic discussed at 27/5 session, refer to action MF1-008.	Chair	Complete
MF1-016	21-May-21	Retail Energy Location. DCC to issue an invite for a PCW REL information session.	Expected to be held during week commencing 7 June. Awaiting progression by DCC. 14/6 – session being held on 14 June.	DCC	Complete
MF1-017	21-May-21	Retail Energy Location information session. PCWs to advise the Chair if there are any specific questions that they would like to be addressed at the REL session.	Awaiting responses. 14/6 – session being held on 14 June.	PCWs	Complete
MF1-018	21-May-21	PCW programme engagement. DCC to issue invites for future PCW specific, programme engagement sessions.	Awaiting progression by DCC. 14/6 – a monthly switching programme information/update session with PCWs has now been established by DCC.	DCC	Complete

Data Capture, Validation & Transfer Working Group (1)

Actions Log

Version Date: 14 June 2021

Ref	Date raised	Action	Update	Owner	Status
D1-001	29-Apr-21	Data Capture information. 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.	Closed – responses received and discussed at 27/5 Working Group meeting.	Forum members	Complete
D1-002	29-Apr-21	New Data Capture requirements. 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.	Closed – responses received and discussed at 27/5 Working Group meeting.	Forum members	Complete
D1-003	29-Apr-21	Vulnerable Customer/PSR considerations. Although this was not discussed (slide 11 - rolled over to the next WG session), all Forum members to review the questions posed and provide any initial thoughts or comments to the Chair.	Closed – responses received and discussed at 27/5 Working Group meeting.	Forum members	Complete
D1-004	29-Apr-21	Data Capture – Speed of Switch. 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.	Closed – responses received and discussed at 27/5 Working Group meeting.	Forum members	Complete
D1-005	29-Apr-21	Auto-Switching and customer consent. The Chair to include the topic of Auto-Switching on a future agenda for future group discussion.	To be considered at the Main Forum meeting in June. 14/6 – this topic has been included on the agenda for the 16 June Main Forum meeting.	Chair	Complete
D1-006	29-Apr-21	Change of Tenancy information capture. 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.	To be considered at a future Working Group meeting. 14/6 – this topic was discussed at the 27/5 Working Group session.	Chair	Complete
D1-007	29-Apr-21	Change of Tenancy information capture. The Chair to add Change of Tenancy to the list of Questions for this Working Group.	This has been added (Q16) and will be considered by the Working Group in due course.	Chair	Complete
D1-008	29-Apr-21	Domestic / Non-Domestic market sector indicator. All Forum members to consider whether the market sector indicator should be ascertained/captured as standard at the point of sale.	Closed – responses received and discussed at 27/5 Working Group meeting.	Forum members	Complete
D1-009	29-Apr-21	Capture of Warm Homes discount information. All Forum members to consider whether information relating to Warm Homes Discount eligibility should be ascertained/captured as standard at the point of sale.	Closed – responses received and discussed at 27/5 Working Group meeting.	Forum members	Complete

Data Capture, Validation & Transfer Working Group (2)

Actions Log

Version Date: 14 June 2021

Ref	Date raised	Action	Update	Owner	Status
D1-010	29-Apr-21	Differing Supplier switch speeds at go-live. 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.	To be considered at a future Consumer Comms Working Group meeting. 14/6 – this topic was discussed at the 3/6 Working Group session.	Chair	Complete
D1-011	29-Apr-21	Standstill Period. The Chair to ensure that the Standstill Period topic is picked up when the Working Group consider Validation.	To be considered at a future Working Group meeting.	Chair	Ongoing
D1-012	29-Apr-21	Retail Energy Location. The Chair to approach Ofgem/DCC and request that a specific REL information session for PCWs is held at the earliest opportunity.	A request has been made to DCC/Ofgem, which has been positively received. Currently awaiting provision of possible dates. 21/5 update: DCC have confirmed that a PCW REL information session is due to be scheduled for w/c 7 June. Refer to action MF1-016.	Chair	Complete
D1-013	29-Apr-21	Opening Meter Readings. The Chair to provide clarity on the opening meter read windows that will be effective for both gas and electricity at go-live.	Clarity provided and topic discussed at the 27/5 Working Group meeting.	Chair	Complete
D1-014	29-Apr-21	Consumer consent to bill for energy usage during cool-off - obligation. The Chair to provide clarity on where the obligation resides.	Information provided as a post-meeting note within the meeting notes issued on 7 May 2021.	Chair	Complete
D1-015	29-Apr-21	Consumer consent to bill for energy usage during cool-off. The Chair to ensure further consideration on this topic at the Consumer Communication & Engagement Working Group – how should this be explained/presented to the consumer at the point of sale?	Ongoing consideration at Working Group meetings – see Action D1-025.	Chair	Complete
D1-016	29-Apr-21	Working Group diary planning. The Chair to issue calendar invites to the Forum contact list for future Working Group meetings.	Calendar invites for future DCVT Working Group meetings were issued on 6 May 2021.	Chair	Complete
D1-017	27-May-21	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.	Awaiting Forum member responses.	Forum members	Ongoing
D1-018	27-May-21	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.	Awaiting Forum member responses.	Forum members	Ongoing

Data Capture, Validation & Transfer Working Group (2)

Actions Log

Version Date: 14 June 2021

Ref	Date raised	Action	Update	Owner	Status
D1-019	27-May-21	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?	Awaiting Forum member responses.	Forum members	Ongoing
D1-020	27-May-21	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?	Awaiting Forum member responses.	Forum members	Ongoing
D1-021	27-May-21	Change of Tenancy. The Chair to seek data on existing usage of the CoT flag.	To be progressed by the Chair.	Chair	Ongoing
D1-022	27-May-21	Change of Tenancy. The Chair to seek data on the number of Erroneous Transfers associated with CoT.	To be progressed by the Chair.	Chair	Ongoing
D1-023	27-May-21	Opening Meter Reads. The Chair to raise the issue of Opening Read window inconsistency (in gas & electricity) with the switching programme (Ofgem).	To be progressed by the Chair. 14/6 – this issue has been raised with Ofgem, currently awaiting a response.	Chair	Ongoing
D1-024	27-May-21	Market Sector Indicator. All Forum members to consider how to implement the validation of the Market Sector Indicator ahead of the next Working Group meeting.	Awaiting Forum member responses.	Forum members	Ongoing
D1-025	27-May-21	Consent to bill during cool-off. 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.	Awaiting Forum member responses.	Forum members	Ongoing
D1-026	27-May-21	Vulnerability/PSR. All Forum members to provide comments on whether the use of the industry standard data list should be adopted by all parties.	Awaiting Forum member responses.	Forum members	Ongoing

Consumer Communication & Engagement Working Group (1)

Actions Log

Version Date: 14 June 2021

Ref	Date raised	Action	Update	Owner	Status
C1-001	6-May-21	Consumer requested switch dates. All Forum members to consider: Should the consumer be offered a choice of switch date at the point of sale? Or, should the process remain consistent with today i.e. no choice at point of sale, with an additional capability for consumer requests to be captured and passed on?	Awaiting responses from Forum members. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’	Forum members	Complete
C1-002	6-May-21	Consumer messaging – Prepayment meters. The Chair to ensure that Prepayment messaging is considered further at a future Working Group meeting.	To be scheduled for discussion at a future Working Group meeting. 14/6 – this topic has been discussed and closed, refer to ‘Forum Inbox – topics concluded update slides’	Chair	Complete
C1-003	6-May-21	Switch Speed Supply Licence obligations. The Chair to circulate the current and future proposed Supply Licence Condition text for information.	Information issued to Forum members by email on 14 May.	Chair	Complete
C1-004	6-May-21	Working Group diary planning. The Chair to issue calendar invites to the Forum contact list for future Consumer Communication & Engagement Working Group meetings.	Calendar invites for future DCVT Working Group meetings have been issued.	Chair	Complete
C1-005	3-Jun-21	Standstill Period. View captured that this could be an interim requirement and a view noted that it is possibly easiest for a Supplier to validate and ensure alignment with Supply Start Date.	Topic to be discussed at the next Data Capture, Validation & Transfer Working meeting on 25 June.	Chair	Ongoing
C1-006	3-Jun-21	Unhappy path. A view was expressed that more focus is required on messaging around the ‘unhappy path’ and impacts to consumers.	To be scheduled for discussion at a future Working Group meeting.	Chair	Ongoing
C1-007	3-Jun-21	Cooling-off definition & messaging. There are differing views on when the cooling-off period commences and there is inconsistent messaging within existing communications.	To be scheduled for further discussion at the next Working Group meeting.	Chair	Ongoing
C1-008	3-Jun-21	Principles for Consumer messaging. The Chair to prepare a document detailing draft standards and principles for consistent, initial consumer messaging.	To be circulated and discussed at a future Working Group meeting.	Chair	Ongoing

8. Risk Register

- Update on status of existing risks
- Forum consideration of any additional risks for inclusion
- Identification of any risk that requires immediate escalation

PCW/Supplier Forum Risk Register (Page 1)

Version Date: 14 June 2021

ID	RISK	DESCRIPTION & IMPACT	NEXT STEPS
R001	Testing arrangements	Currently, switching programme end-to-end testing arrangements exclude any PCW involvement, so is therefore missing the initial data capture process. This omission could expose end-to end process shortcomings at go-live.	Consideration needs to be given to if and how PCWs and Suppliers can/should, as required and appropriate, test relevant parts of the end-to-end switching process, outside of formal programme testing arrangements. 14/6 – this risk is to be considered at the Main Forum meeting 3 on 16 June
R002	Incomplete validation against established industry data sources (DES and ECOES).	For a variety of reasons, the consistent access to and utilisation of industry data, by PCWs, is not universal. There are also challenges associated with obtaining or deriving consumption data. The advent of the Retail Energy Location (REL) and the programme requirement/expectation that this will be utilised when initialising new switch requests, will make future access to DES and ECOES by all parties essential.	There is a requirement to establish, understand and address the obstacles that are currently preventing universal access to industry data sources and how these obstacles can be removed ahead of go-live.
R003	Inconsistency in Supplier data capture requirements (by PCWs)	Suppliers have diverse product offerings, different approaches to capturing information such as vulnerable customer/priority register information and differing risk appetites to process elements such as credit vetting. Lack of a consistent or standardised data capture approach introduces complexity and cost.	Whilst recognising the requirement for differentiation, consider the development of a minimum data set, information that is required to enable a faster switch (both 5 working day and next day switch). 14/6 – this is currently being progressed by the Data Capture, Validation & Transfer Working Group
R004	Differing data communication arrangements, between PCWs and Suppliers	The existing arrangements facilitate a diverse range of data communication/provision solutions. Whilst current arrangements are predominantly based upon batch processing solutions, processes are starting to evolve (in a non-standard manner), with the introduction of differing API solutions.	Whilst respecting existing commercial arrangements between PCWs and Suppliers and being cognisant of strategic reform that might take occur under the auspices of the Energy White Paper, consider any changes that might be required to better facilitate the implementation of faster switching arrangements in Summer 2022 and consider what an ideal, future target operating model will need to look like to enable next day switching as standard.

PCW/Supplier Forum Risks Register (Page 2)

Version Date: 14 June 2021

ID	RISK	DESCRIPTION & IMPACT	NEXT STEPS
R005	Switch status updates and feedback mechanisms between PCWs and Suppliers	There is a lack of consistent, robust feedback mechanisms that prevent the efficient and timely flow of information between PCWs and Suppliers during the switch process. All parties in the change of supply chain are therefore not always aware of the switch status, particularly problematic where there are process delays and a lack of certainty over which party the consumer might make contact with to investigate/complain.	Consider what improvements could be made to the existing arrangements to mitigate any process issues or consumer detriment.
R006	Industry metering data triggers unnecessary rejections or tariff errors	Many Suppliers treat legacy two-rate rate meters as single rate for billing. Problems can occur where this is not transparent to PCWs.	Further consideration required to establish the extent of this risk and what actions could be undertaken to mitigate.
R007	Potential for customer confusion as the timeframe for switch completion dramatically reduces	The overlap of standstill, cool-off and speed of switch has the potential to confuse customers, particularly if multiple communications are being received from multiple sources (PCW, Old Supplier, New Supplier) within a short period of time. Additional confusion as to who 'owns' the customer at which point of the process, particularly an issue where there is a rejection or blockage in the switch process.	To be considered and addressed by the Customer Communication & Engagement Working Group.
R008	Absolute clarity required of 'relevant date' (when the switch clocks starts ticking) RISK CLOSED	All switch processes, requirements and obligations will rest on the clear definition of 'relevant date'. This is particularly important when trying to manage customer communications and expectations, measuring overall switch timeframes & performance and enabling compliance with legislation and guaranteed standards.	Ofgem are currently in the process of providing clarity within revised licence drafting. 14/6 – Ofgem published updated proposed drafting for the gas and electricity supply licences in May 2021, which includes an updated definition of 'Relevant Date' – see clause 14A.20. In practice, the switch 'clock' will start at the point when the Supplier determines that sufficient information to conduct the switch has been provided.'

PCW/Supplier Forum Risks Register (Page 3)

Version Date: 14 June 2021

ID	RISK	DESCRIPTION & IMPACT	NEXT STEPS
R009	Change of Tenancy events and Auto-Switching arrangements.	Change of Tenancy (CoT) events can cause particular problems with auto-switching, including the creation of erroneous transfers and customer inconvenience/detriment.	Further Forum discussion required to consider what improvements could be made to mitigate customer detriment. 14/6 – the topic of Auto-Switching is due to be discussed at the Main Forum meeting 3 on 16 June
R010	Data Enquiry Services – future resilience and availability improvements.	It will be critical for Data Enquiry Services to have high levels of resilience and availability as the industry moves to faster switching timeframes.	Requirement to engage with Data Enquiry Service providers to discuss and consider any actions necessary.
R011	Retail Energy Location – limited PCW engagement/education of REL requirements and impacts RISK CLOSED	To date PCWs have had minimal information provided to them about the introduction of the Retail Energy Location and there is currently nothing in place to enable formal engagement with DCC/Ofgem on this topic.	The Chair has taken an action to speak with DCC/Ofgem and seek the provision of REL information session for PCWs. 14/6 – the DCC held a REL information session for PCWs on 14 June. Future sessions will be established by DCC to follow-up on discussion and actions agreed.
R012	Collective Switching providers – lack of awareness of switching programme RISK CLOSED	There is a risk that parties who are responsible for progressing collective switch arrangements are unaware of the switching programme and therefore unaware of any potential implications, specifically in relation to transition/cutover from the existing to the new arrangements.	14/6 - the Chair has written to the switching programme/Ofgem advising of the position that has been endorsed by the Forum on this topic/risk. <i>'As the topic of Collective Switching is out of scope of the Forum's Terms of Reference, 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.'</i>

9. Diary Planning & Approach

Future Meeting Dates

Date	Time	Meeting
Friday 25 June	2pm	<i>Data Capture, Validation & Transfer Group – meeting 3</i>
Thursday 1 July	2pm	<i>Consumer Communication & Engagement Working Group – meeting 3</i>
Tuesday 20 July	2pm	<i>PCW/Supplier Forum - Main Forum meeting 4</i>
Wednesday 28 July	2pm	<i>Data Capture, Validation & Transfer Working Group – meeting 4</i>
Wednesday 4 August	2pm	<i>Consumer Communication & Engagement Working Group – meeting 4</i>
Tuesday 17 August	2pm	<i>PCW/Supplier Forum - Main Forum meeting 5</i>
Wednesday 25 August	2pm	<i>Data Capture, Validation & Transfer Working Group – meeting 5</i>
Thursday 9 September	2pm	<i>Consumer Communication & Engagement Working Group – meeting 5</i>
Tuesday 14 September	2pm	<i>PCW/Supplier Forum - Main Forum meeting 6</i>
Tuesday 12 October	2pm	<i>PCW/Supplier Forum - Main Forum meeting 7 – final session</i>

10. AOB

Consumer perceptions of the energy market – Q1 2021

- For Forum member awareness and information.
- The latest version of this survey was published by Ofgem on 11 June 2021
Link: [Consumer Perceptions of the Energy Market – Q1 2021 | Ofgem](#)
- *‘Ofgem in conjunction with Citizens Advice uses a regular survey to monitor domestic consumers’ perceptions about the quality of service in the energy market. Ofgem uses this information to support its monitoring and compliance activities.’*
- The survey includes a section on Switching, which included the following information:
 - **Use of Price Comparison Websites**
 - *67% who switched used a price comparison website (consistent with previous waves)*
 - **Source of energy deal information**
 - *PCWs remain the most commonly used source of information about energy deals (45%)*
 - **The Ofgem Confidence Code**
 - *Most of those who have heard of the Ofgem Confidence Code or PCW accreditation said that it influenced their choice of price comparison website*
 - **Satisfaction with the switching experience**
 - *There is high satisfaction with the switching process and the ease of comparing suppliers and their prices (consistent with previous quarters)*
 - *Satisfaction with switching remains higher among those who used a price comparison website compared to those who did not*
 - **How many consumers are considering switching**
 - *23% are thinking of switching supplier, significantly more compared to most of 2020*

Appendices

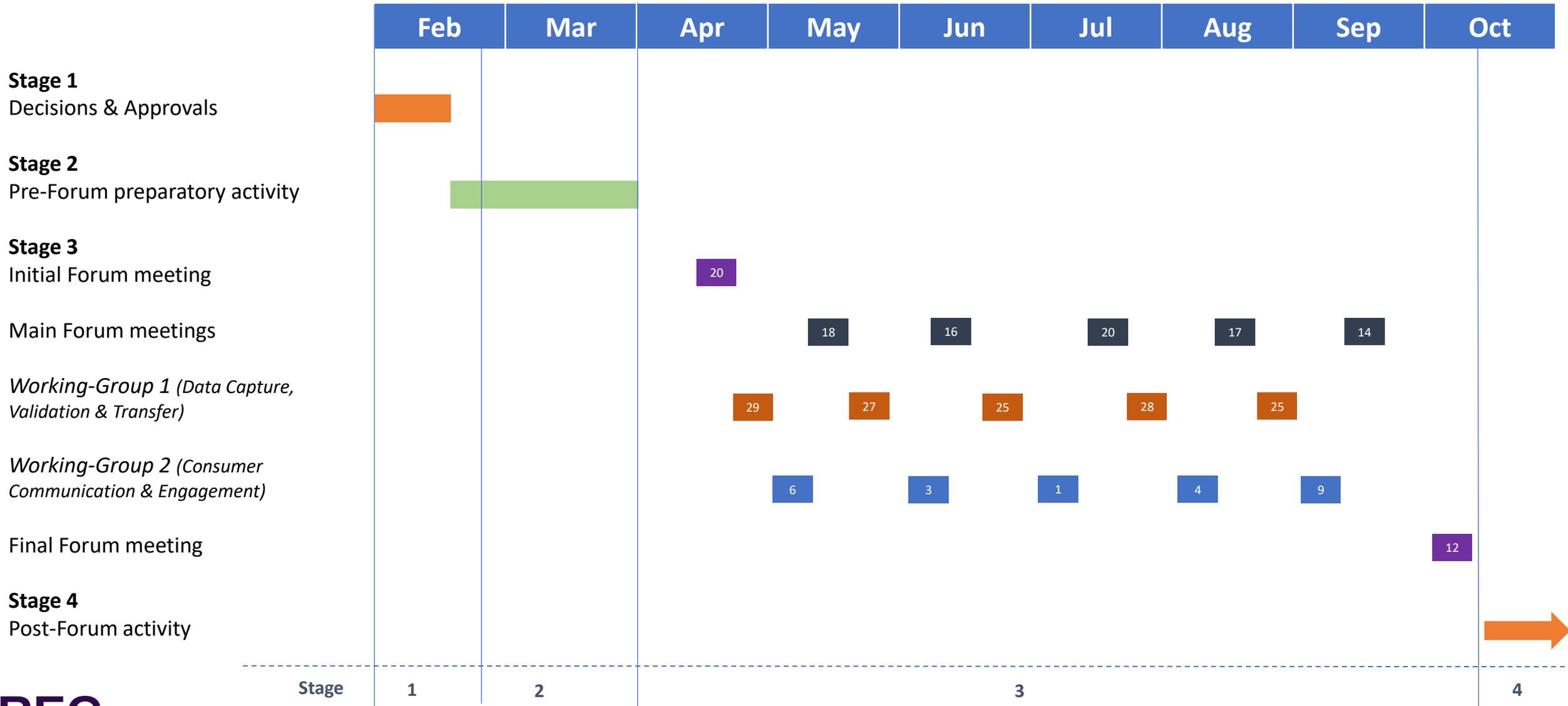
Key Acronyms

Acronym	Description
CSS	Centralised Switching Service
DBT	Design, Build & Testing activities to develop the CSS
DCC	Data Communications Company
DES	Gas Data Enquiry Service
DNO	Distribution Network Operator
DSP	DCC's Data Services Provider
E2E	End-to-End (Testing)
EES	Electricity Enquiry Service (future)
ECOES	Electricity Central Online Enquiry Service
ET	Erroneous Transfer
GES	Gas Enquiry Service (future)

Acronym	Description
GSOP	Guaranteed & Overall Standards of Service
GT	Gas Transporter
iDNO	Independent Distribution Network Operator
iGT	Independent Gas Transporter
MPAN	Meter Point Administration Number (Electricity)
MPRN	Meter Point Reference Number (Gas)
MPL	Meter Point Location
OFAF	One Fail All Fail
PAB	Performance Assurance Board
PSR	Priority Services Register
REC	Retail Energy Code

Acronym	Description
RDUG	Regulatory Design User Group
RMP	Registerable Meter Point
SI	System Integrator (Netcompany)
SLC	Supply Licence Condition
SP	Supply Point
SPDG	Switching Programme Delivery Group
SPIG	Switching Programme Implementation Group
SRO	Senior Responsible Officer (Ofgem)
SSD	Supply Start Date
UPRN	Unique Property Reference Number
WHD	Warm Homes Discount

PCW/Supplier Forum Work Plan v1.1



Forum Scope & Terms of Reference

- Enabling structured engagement between PCWs and Suppliers, to identify impacts from implementing Faster & More Reliable Switching in order to minimise risks to programme delivery.
- Primary focus on any changes that are required to ensure a positive consumer journey/experience.

Ofgem's stated objectives for Faster and More Reliable Switching programme are:

- To improve customers' experience of switching and build confidence
- To increase engagement in the retail energy market and facilitate competition
- Ambition for next-day switching

This will require a **reliable, fast and cost-effective process, underpinned by timely and accurate data**. It should provide a platform for product and service innovation.

- The scope of this activity is focussed on **Domestic** change of supplier requests that originate from PCW sales channels **only**, and the identification of risks and issues unique to this channel that may be impacted by the shorter switching timelines.
- It excludes any individual arrangements or agreements that are or need to be in place between parties, commercial or otherwise.
- The Terms of Reference reflect discussions held with interested parties during the Forum preparatory phase in March.

Forum Purpose, Objectives & Deliverables - overview

Data Capture, Validation & Transfer	Consumer Communication & Engagement	Policy & Governance
<p>Capture</p> <ul style="list-style-type: none"> • Minimum data set for a faster switch • Standardisation vs customisation • Vulnerability & PSR • Any new requirements 	<ul style="list-style-type: none"> • Typical consumer journey • Consumer perceptions & expectations • Minimum messaging requirements and timing • Standardisation vs customisation • Treatment of vulnerable consumers • Avoidance of consumer confusion or detriment • Consumer requested Supply Start Dates and tailored requests 	<ul style="list-style-type: none"> • Definition clarity of ‘relevant date’ – when the clock starts ticking for a switch • Understanding regulatory policy baseline and changes to existing arrangements • Licence condition requirements including revised speed of switch • Linkage to Guaranteed Standards and provision of compensation payments • Impacts to Confidence Code and Energy Switch Guarantee arrangements • Consideration of transition from old arrangements to new • Governance of forum outputs
<p>Validation</p> <ul style="list-style-type: none"> • Access to industry data • Expectations & timing • Use of Retail Energy Location 		
<p>Transfer</p> <ul style="list-style-type: none"> • Current & future arrangements • Progression of technology • Standardisation & Ownership 		

Consideration of future Target Operating Model vs requirements for introduction of new arrangements in Summer 2022

Cognisance of progression of the Energy White Paper ‘Powering Net Zero Future’ activity

Forum Purpose, Objectives & Deliverables – overview (continued)

In addition:

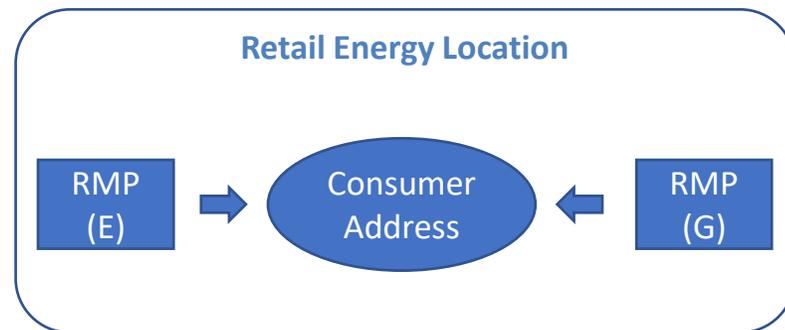
- Consider and address the questions detailed within the Terms of Reference Appendix.
- Enable and promote wide engagement from both PCWs and Suppliers.
- The maintenance and management of a Risks & Issues Log.
- The maintenance of an appropriate Work Plan and meeting schedule.
- Provision of monthly progress updates to the RECCo Board and programme Delivery Group.
- Cross-check with the Non-Domestic sector at an appropriate point.

Overview of Regulatory policies

Topic	Summary
Switch speed	<ul style="list-style-type: none"><i>The CSS is being built and tested to deliver a next working day switch and will permit a future switch date of between 1 & 28 working days.</i><i>Licence obligations will be changed to five working days, from the current twenty-one days at the point of go-live.</i><i>Expectation that a next day switch will become the industry norm, Ofgem not ruling out further regulatory intervention should this not occur.</i>
Relevant date	<ul style="list-style-type: none"><i>The point at which the switch 'clock' starts ticking and from which regulatory obligations commence.</i><i>Ofgem mindful of potential for delays between the point at which PCWs sign up a new customer and the conveyance of information to the gaining Supplier.</i><i>Ofgem to monitor post go-live and believe that a significant step would be the standardisation of data flow and processes between PCWs and Suppliers.</i>
Standstill period	<ul style="list-style-type: none"><i>The period of time following a switch, where a consumer is unable to switch away from their current Supplier.</i><i>A configurable value, set to five calendar days from go-live, with Ofgem having a longer-term wish to reduce the period to zero - when evidence suggests it is appropriate to do so, thus enabling a consumer to potentially switch every day.</i>
Cooling-off	<ul style="list-style-type: none"><i>The period of cool-off will now extend past the point of the effective switch date, whereas today, the cool-off period normally concludes before the switch takes effect. This provides additional complexity to todays arrangements.</i><i>Consumers will have a choice if they decide to invoke their cool-off rights - to return to their previous Supplier on equivalent terms, enter into new contract with a different Supplier or stay with their current Supplier and enter into a new contract,</i><i>Introduction of a new obligation to capture consumer consent for Supplier to bill for energy used during the cool-off period.</i>
Retail Energy Location	<ul style="list-style-type: none"><i>Ofgem view the introduction of the REL as a core feature of the switching reforms to improve reliability.</i><i>The REL will be displayed on ECOES and DES and will be available to all industry parties.</i><i>Ofgem are considering the introduction of obligations to require its utilisation.</i>
Objection window	<ul style="list-style-type: none"><i>The new arrangements will amend the length of the Objection Window (for Suppliers) from five working days, to one working day for Domestic switches and two working days for Non-Domestic switches.</i>

Retail Energy Location*

- *Introduction of the Retail Energy Location (REL) is a core feature of the reforms to improve reliability of switching.*
- *The Retail Energy Location (REL) concept emerged from the programme E2E design work as a means of tackling problems around the matching of meter points and addresses, thereby improving switching reliability.*
- **The REL is a composite of two elements;**
 - *a Registerable Metering Point (RMP) which represents the MPxN; and*
 - *the address where the energy supply is being measured (consumer's address or premises served)*



- *The REL will be displayed on ECOES and DES and will be available to all industry parties to use as they wish.*
- *We are currently considering a regulatory requirement to ensure use of the REL for data validation during the switching process.*