



PCW/Supplier Forum

Main Forum – Meeting 2
18 May 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</i>
2	<i>Update from Data, Validation & Transfer Working Group</i>
3	<i>Update from Consumer Communication & Engagement Working Group</i>
4	<i>Consider implications to Confidence Code & Energy Switch Guarantee arrangements</i>
5	<i>For discussion & decision: Collective Switching</i>
6	<i>Actions Log update</i>
7	<i>Risk Register review</i>
8	<i>Diary Planning & approach to future meetings</i>
9	<i>AOB</i>

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

1. Introduction and meeting aims for today....

- Provide an update on the work progressed at the initial Working Group sessions:
 - Data Capture, Validation & Transfer (including a discussion on the initial outputs relating to Data Capture at point of sale - a further document has been issued ahead of this meeting)
 - Consumer Communication & Engagement Working Group
 - Initial updates against the Forum Questions detailed within the ToR Appendix
- Consideration of any implications of faster switching for the current Confidence Code and Energy Switch Guarantee
- Discuss Collective Switching and decide whether this requires further consideration or is out of scope
- A walkthrough of the various actions captured to date
- Review the Risk Register and consider any additions or escalations
- Provide oversight of the meeting dates 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	Current 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. We remain confident that sufficient time and expertise will be available, but it has not been possible to get ahead of schedule, as we had hoped.
Risk management			The risk register has lengthened, and mitigations are not always simple. However, overall risk to the Programme is reduced through ability to surface concerns.
Actions			Other than simple dissemination of information, actions are proving easier to create than complete. The nature of the forum is that most are likely to become recommendations for progression by industry participants

Forum 'Inbox'

- The 'Inbox' captures the various topics that require initial or further consideration at future Forum meetings.
 - Cutover / Transition implications
 - Vulnerable / PSR
 - Auto-Switching
 - Collective Switching
 - Credit Vetting
 - Prepayment meters
 - Standstill Period
 - Retail Energy Location
 - Cooling-off
 - Change of Tenancy
 - Market Sector Indicator
 - Opening Meter Reads / Point of Sale Reads
 - Meter types / appropriate tariffs
 - Relevant Date clarity
 - Use of Data Enquiry Services
 - Errors, Rejections, Erroneous Transfers
 - Customer requested switch dates

2. Update from Data, Validation & Transfer Working Group

Meeting aims:

- Focus on of Data Capture, specifically the capture of all required data items at the point of initial customer contact
- Understand current data capture arrangements. Identify changes required to facilitate faster switching.
- Consider whether there are differences in requirements depending upon the speed of switch.
- Address implications for vulnerable customers, i.e. the potential for customer detriment and opportunities to improve the process
- Map the high-level process /timelines for Data Capture, Validation & Transfer and consider against faster switching timescales.

Future meeting dates:

- Thursday 27 May
- Friday 25 June
- Wednesday 28 July
- Wednesday 25 August

Discussion areas:

- Auto-switching & customer consent
- Change of Tenancy information capture
- Accurate meter type information and related meters
- Market Sector indicators
- Warm Homes Discount information
- Differing switch speeds at point of transition
- Retail Energy Location
- Opening Meter Readings
- Misalignment of tariffs and meters
- Customer Requested switch dates

Key actions:

- Review draft catalogue of data items (existing & new)for omissions and amendment (D1-001 & D1-002) (all)
- Consider if speed of switch has any impact on data capture requirements (D1-004) (all)
- Ensure consideration of topics: Auto Switching, Change of Tenancy and Standstill at a future working group meeting (D1-005, D1-006, D1-011) (Chair)
- Clarify rights and obligations for PCWs regarding the use of REL (D1-012) (Chair)
- Identify current shortcomings in aligning meter types and tariff choices (all)
- Clarify regulatory position on opening reads captured at the start of the switch process (D1-013) (Chair)
- Review questions posed on Vulnerable Customer/PSR considerations (D1-003) (all)

Outlook:

- The next meeting will continue to discuss Data Capture and focus on Vulnerable Customer/PSR considerations, including the adoption of the standard industry data set for PSR.
- Change of Tenancy will be reconsidered: privacy issues, objections process, auto-switching etc., as will the role of PCWs in the credit vetting process and opportunities to capture Opening Meter Reads / Point of Sale Reads.
- Data validation remains a constant consideration, but will be the specific focus of the June meeting when it is planned to invite representatives from the providers of DES and ECOES.
- A separate meeting is being arranged on Retail Energy Location for PCWs.

Data Capture Requirements

- Post-meeting paper issued for review - 'Data Capture Requirements v0.2'
- For discussion at the next Working Group meeting on 27 May. **Are there any initial views?**

<u>Data Capture requirements</u>	v0.2	13 May 2021			
The table below details Data Items that are or should be captured at the initial point of consumer contact / point of sale by PCW's.					
It includes both existing and new Data Items that must be captured to facilitate Faster & More Reliable Switching at go-live and other additional Data Items that it might also be helpful to capture.					
Criticality (can the switch proceed without the data item?). This can be classified in two ways 1) the switch cannot proceed (from Supplier to CSS) without this information being provided, 2) the consumer switch / experience will be improved by data capture at the point of sale i.e. no further consumer contact will be required.					
RAG Key: Red = High, Amber = Medium, Green = Low					
Data Item	Existing / New	Validation required	Validation owner	Criticality (RAG)	Notes
Personal / Contact details					
Title, First Name, Surname	Existing			Red	
E-mail address	Existing			Amber	
Telephone/Contact Number(s)	Existing			Amber	
Date of Birth	Existing			Amber	
Credit Check related information	Existing			Amber	
Employment Status (for credit check)	Existing			Amber	
Residential Status (for credit check)	Existing			Amber	
Years at Residence (for credit check)	Existing			Amber	
Change of Tenancy indication	New			Green	Opportunity to ask the question (?) or capture any information provided
Supply Point / Consumption					
Date of Sale	Existing			Amber	
Supply Address	Existing			Amber	
Retail Energy Location	New			Red	Essential use/validation of information held on Data Enquiry Service portals

3. Update from the Consumer Communication & Engagement Working Group

Meeting aims:

- Focus on the typical consumer journey, alongside consumer perceptions and expectations.
- Consider the typical consumer journey and how this will be impacted by both a five working day and next working day switch.
- Understand the critical points of consumer engagement, whether/how will this need to change.
- Consideration of what a customer may reasonably expect to experience.

Future meeting dates:

- Thursday 3 June
- Thursday 1 July
- Wednesday 4 August
- Thursday 9 September

Discussion areas:

- Typical consumer journey – existing (PCW & Supplier)
- Review of messaging examples
- Implications for Collective Switching?
- What medium do PCWs use for messages?
- Are the future rules on speed of switch mandatory?
- How will PCWs handle customer requests for switches being enacted up to 28 days later?
- Access to Supplier Terms & Conditions

Key actions:

- Consumer requested switch dates – choice / no choice & information capture (C1-001) (all)
- Further consideration of messaging for consumers with traditional PP metering (C1-002) (Chair)
- Ensure that the comms needs of customers without internet access are not overlooked (all)
- Propose topics (but not wording) for ‘essential’ and ‘recommended’ customer messages, for future discussion (Chair)
- Clarification of Switch Speed licence obligations (C1-003) (Chair)

Outlook:

- Explore PSR messaging and the switch journey from a customer perspective.
- Consider how engagement of auto-switching customers affected by the shorter timescales?
- Can any message or engagement content be defined / agreed as essential?
- What messaging should be provided and by whom relating to PP customers: traditional, smart?
- Examine how cool-off rights can be presented simply and consistently in the context of faster switching.

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 initial draft paper for each question set – ‘Data Capture, Validation & Transfer’, ‘Consumer Communication & Engagement’ and ‘Policy & Governance considerations’ has been prepared, capturing answers/information/updates against each.
- These initial drafts will be issued after today’s meeting for Forum member review.
- The question sets will continue to be updated as the Forum’s work evolves.

4. Confidence Code & Energy Switch Guarantee

Confidence Code

'The Confidence Code sets out minimum requirements that a provider of an interactive price comparison service for domestic consumers must meet in order to be, and remain, accredited by Ofgem.'

Energy Switch Guarantee

'Energy providers have developed the Energy Switch Guarantee to make clear how you can switch your energy account from one energy provider to another in a simple, reliable and hassle-free way. Your new energy provider will take responsibility for the switch and offers the following commitments.'

Forum Terms of Reference (4.5.4) – Consider any implications to the scope of the existing Confidence Code and Energy Switch Guarantee arrangements.

Confidence Code

The following nine 'Requirements' are detailed with the current version of the Confidence Code.

1. *Independence and impartiality*
2. *Tariffs and price comparisons*
3. *Control and management*
4. *Payment methods*
5. *Results and filters*
6. *Quality of service and signposting to information*
7. *Accuracy and updating tariffs*
8. *Audits and monitoring*
9. *Complaint handling*

Are amendments required to the Confidence Code, due to the implementation of Faster & More Reliable Switching arrangements?

Energy Switch Guarantee

Supplier signatories to the Energy Switch Guarantee agree to the following commitments.

Hassle free

- 1. All energy providers use the same wires and pipes, therefore your energy supply will not be interrupted.
- 2. The switching service is free.
- 3. The switch will take no more than 21 days from the date your new provider receives your completed application.
- 4. Your new energy provider will not need to visit your home to complete the switch unless you agree otherwise.
- 5. Your new energy provider will arrange the switch, including contacting your current provider to let them know you are leaving.

In addition to Commitment 3, are any other amendments required to the Energy Switch Guarantee arrangements?

Signing up

- 6. Your new energy provider will send you details of your new energy supply agreement for you to check and you will have 14 days to change your mind. If you cancel in this time, you will stay with your current provider.
- 7. Your new and current providers will work together to make sure you are not charged twice for the same energy.

Issues or delays

- 8. If there are any problems making the switch, your new provider will contact you as soon as possible and will be responsible for putting the matter right.

Billing – your current provider’s responsibility

- 9. Following the switch your current provider will send you a final bill no later than six weeks after the switch.
- 10. If your current provider owes you any money, they will refund this to you no later than 14 days after sending you the final bill.

5. For Discussion & Decision: Collective Switching

- The Terms of Reference are silent on the topic of Collective Switching. Since approval of the ToR, question has been raised.

Will the new switching arrangements and faster switch speeds have any implications to Collective Switching?

- What are the views of Forum members?
 - Is the Collective Switch journey reliant upon switch speed or more process driven?
 - Does the move from a '21 day switch' requirement to a '5 Working Day switch' impact the processes that lead up to the point where the chosen Supplier starts to make contract offerings to consumers?
 - Or is the result of faster switching simply that the consumer will complete their switch quicker once they have agreed the contract with their new Supplier?
 - Is this the correct Forum to discuss this topic further?

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.

6. 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 May 2021

Ref	Date	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.	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	Ongoing

Data Capture, Validation & Transfer Working Group (1)

Actions Log

Version Date: 14 May 2021

Ref	Date	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.	Awaiting responses from Forum members	Forum members	Ongoing
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.	Awaiting responses from Forum members	Forum members	Ongoing
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.	Awaiting responses from Forum members	Forum members	Ongoing
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.	Awaiting responses from Forum members	Forum members	Ongoing
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 a future Working Group meeting.	Chair	Ongoing
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.	Chair	Ongoing
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.	Awaiting responses from Forum members	Forum members	Ongoing
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.	Awaiting responses from Forum members	Forum members	Ongoing

Data Capture, Validation & Transfer Working Group (2)

Actions Log

Version Date: 14 May 2021

Ref	Date	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 CCE Working Group meeting.	Chair	Ongoing
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.	Chair	Ongoing
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.	Action currently being progressed.	Chair	Ongoing
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?	To be considered at a future CCE Working Group meeting.	Chair	Ongoing
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

Consumer Communication & Engagement Working Group (1)

Actions Log

Version Date: 14 May 2021

Ref	Date	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.	Forum members	Ongoing
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.	Chair	Ongoing
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

7. 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 May 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.
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)
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 May 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)	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.

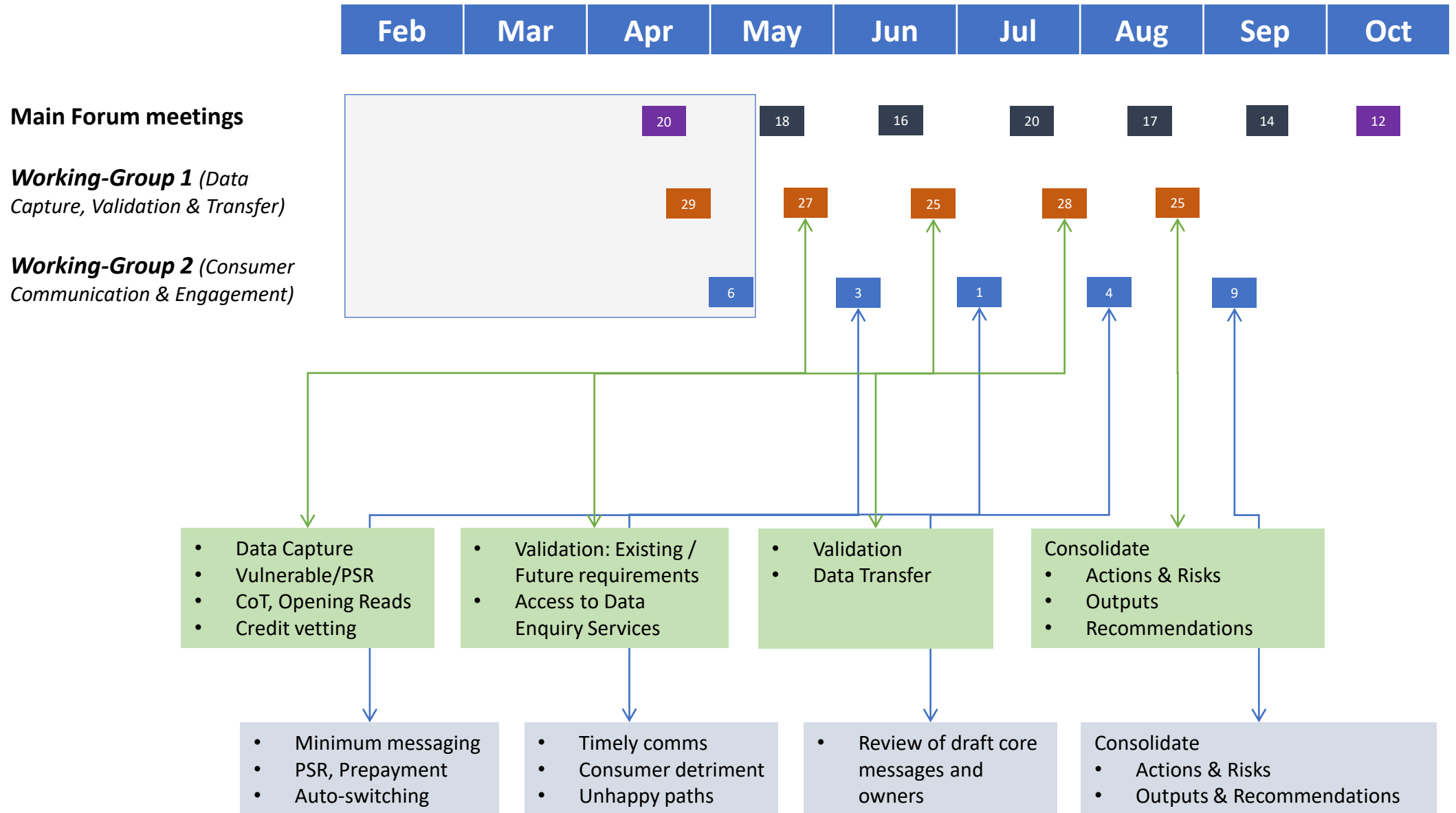
PCW/Supplier Forum Risks Register (Page 3)

Version Date: 14 May 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.
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	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.

8. Diary Planning & Approach

Proposed High-Level approach for future Working Groups



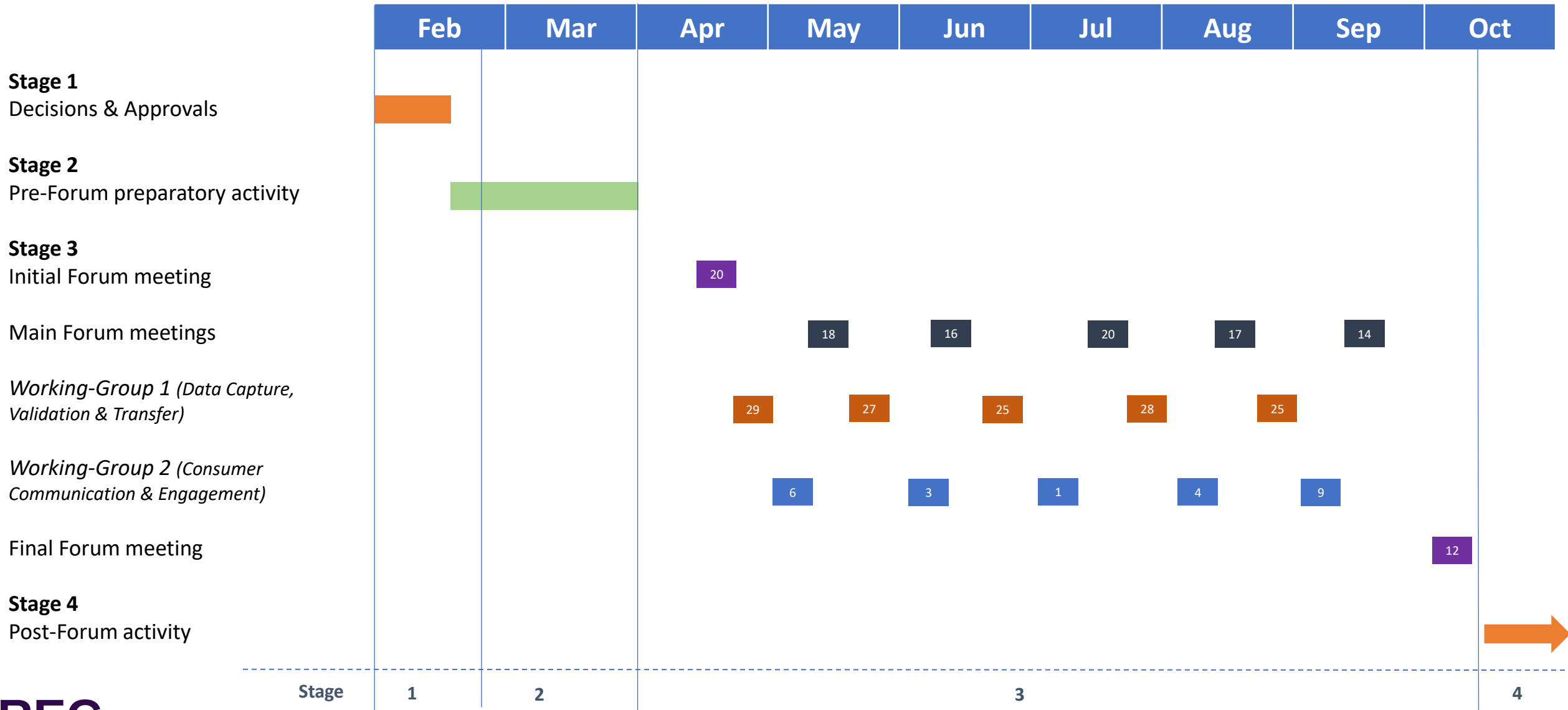
Future Meeting Dates

Date	Time	Meeting
Thursday 27 May	11am	<i>Data Capture, Validation & Transfer Working Group – meeting 2</i>
Thursday 3 June	2pm	<i>Consumer Communication & Engagement Working Group – meeting 2</i>
Wednesday 16 June	2pm	<i>PCW/Supplier Forum - Main Forum meeting 3</i>
Friday 25 June	2pm	<i>Data Capture, Validation & Transfer Working 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>

9. AOB

Appendices

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:

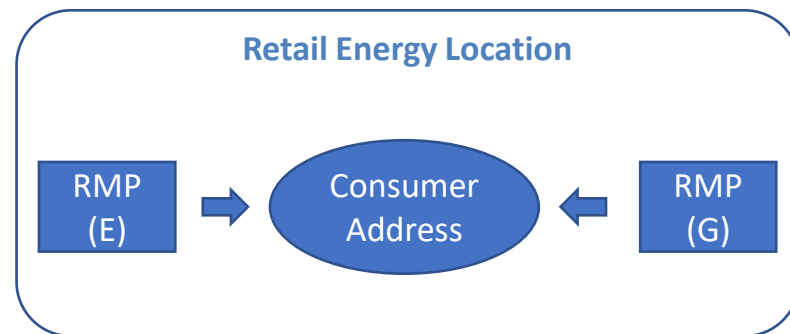
- Consider and address the questions detailed within the Terms of Reference Appendix.
- Enable and promote wide engagement from both PCWs and Suppliers.
- The maintenance and management of a Risks & Issues Log.
- The maintenance of an appropriate Work Plan and meeting schedule.
- Provision of monthly 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.*