



PCW/Supplier Forum

Main Forum – Meeting 1
20 April 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</i>
2	<i>Forum Scope & Terms of Reference</i>
3	<i>Work Plan & Approach</i>
4	<i>Working Groups</i>
5	<i>Regulatory Policy Baseline</i>
6	<i>Implications for Vulnerable Consumers</i>
7	<i>Risk Log</i>
8	<i>Diary Planning</i>
9	<i>AOB</i>

The aims of today's meeting....

- Opportunity to get the PCW and Supplier communities together for the first time
- To share and discuss the Forum Terms of Reference
- Ensure that all parties have a consistent view of the Forum scope and aims
- Share the Forum Work Plan, the role and constitution of the Working Groups and the overall delivery approach
- Provide all parties with a reminder of the relevant Regulatory Policy Baseline
- Have an initial conversation about any impacts to vulnerable customers
- Enable an early conversation on Risks & Issues and progress next steps
- Provide oversight of the meeting dates for the next couple of months
- Finally, an opportunity for parties to provide any general views or thoughts

1. Introduction

- The Forum is being sponsored by the Retail Energy Code.
- The activity will be independently led and chaired by Graham Wood, supported by Andrew Pearson.
- The work of the Forum will progress over the next six months and seek to deliver against the purpose, objectives & deliverables, detailed within the Terms of Reference.
- It is the first opportunity for PCW's and Suppliers to engage in a structured manner and come together to discuss the implications associated with the introduction of Faster & More Reliable Switching (FMRS).
- Active participation and engagement with the work of this Forum is encouraged, and will be essential in ensuring that the Forum can positively progress the topics and issues that are important to Forum members and enable readiness for the go-live of FMRS.

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

2. 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.

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 <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 	<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

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

Purpose, Objectives & Deliverables – overview (continued)

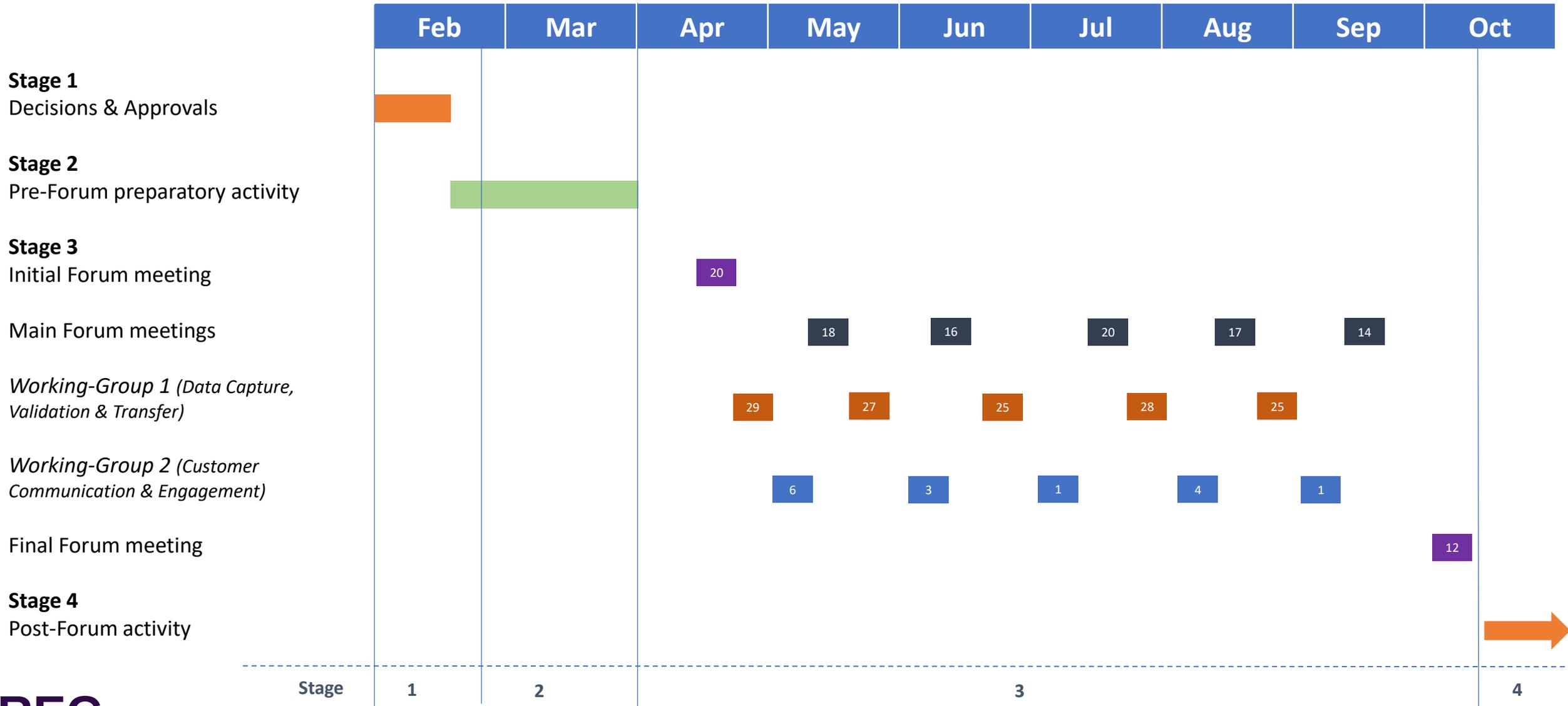
In addition:

- 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.

3. Work Plan & Approach

- The Work Plan has been devised to deliver against the Terms of Reference within a six month period, concluding by mid-October at the latest
- The timing will enable all parties to consider the Forum outputs and any consequential actions or changes that may be required ahead of go-live in Summer 2022
- The Work plan and approach will be continually reviewed and will evolve as required
- The approach structures the progression of activity across a Main Forum and two Working Groups
- All outputs will be circulated to all Forum members for review and feedback

PCW/Supplier Forum Work Plan v1.0



4. Working Groups

- Two Working Groups are being established to facilitate focussed discussion on two specific topic areas, as detailed within the Terms of Reference (ToR).
- The Data Capture, Validation & Transfer Working Group will focus on the progression of ToR clause 4.3 and will seek to address the relevant questions captured within the ToR Appendix, alongside any additional, associated matters.
 - The initial meeting of this Working Group will take place on Thursday 29 April
- The Customer Communication & Engagement Working Group will focus on the progression of ToR clause 4.4 and will seek to address the relevant questions captured within the ToR Appendix, alongside any additional, associated matters.
 - The initial meeting of this Working Group will take place on Thursday 6 May
- Membership of the two Working Groups is to be determined and we invite parties to submit expressions of interest.
- In order to ensure the Working Groups are both appropriately sized and delivery focussed, there are two membership prerequisites being put into place, which should be considered by parties when submitting expressions of interest.
 1. *That all members are subject matter experts within the topic areas being progressed by the relevant Working Group and;*
 2. *All Working Group attendees are able to actively and positively engage in detailed discussion and prepared to undertake any follow-up activities as required.*
- Please note that the deliberations and outputs from all Working Group sessions will be circulated to all Main Forum members, with detailed feedback and updates being provided at each of the monthly Main Forum sessions.
- Calendar placeholders for the future Working Group meetings have already been issued for diary planning purposes. Updated invites with joining details will be issued to WG members.

5. Regulatory Policy Baseline

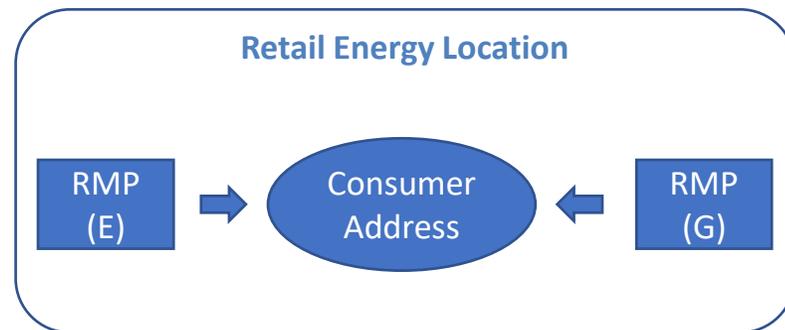
- Recap of regulatory policies underpinning the new switching arrangements.
- An overview of previously presented Ofgem material, including:
 - *Switch speed*
 - *Relevant date*
 - *Standstill period*
 - *Cooling-off*
 - *Retail Energy Location*
- It should be noted that some policy areas continue to be under industry consultation, with final licence drafting to be issued in due course.
- We will continue to monitor amendments to the regulatory policy current baseline and consider Forum implications as applicable.

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 today's 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.*

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

- For information, a programme Change Request (CR) is currently being progressed, which seeks to introduce requirements within the Retail Energy Code that the REL is consulted when a Supplier initiates a switch.
- Ofgem have advised that whilst taking this option forward (the option detailed within the CR) it: *'does not preclude us from taking forward the other options discussed at the last meeting (e.g. requiring suppliers to only use agents who have signed up to the enquiry services)'*
- More detailed discussion on the topic of the REL will be progressed at future Forum and Working Group meetings.

We would welcome any REL related questions that Forum members might have, in relation to the activities we are progressing under the Terms of Reference.

6. Implications for Vulnerable Customers

- An overview of current Priority Services Register arrangements.
- Differences between the existing Gas and Electricity arrangements when a Change of Supplier event takes place.
- Some initial observations and considerations from recent Consumer Journey Forum discussions.

Priority Services Register – Overview of current arrangements

About the Priority Services Register*

- The Priority Services Register is a free service provided by suppliers and network operators. Each energy supplier and network operator maintains its own register. To get on it, you need to contact your energy supplier.

Who is eligible*

- You are eligible if you - are of pensionable age, are disabled or chronically sick, have a long-term medical condition, have a hearing or visual impairment or additional communication needs, are in a vulnerable situation.

How to get on the register*

- You need to contact your energy supplier to get on the Priority Services Register. Each energy supplier and network operator maintains its own register.
- You can ask your supplier to pass your details on to your network operator, especially if you are dependent on your supply for medical reasons or if you have children under five years old.
- If you have a different supplier for your gas and electricity, you need to contact them both.
- If you switch supplier, you'll need to register for the service again with them.

Gas arrangements

- When a Change of Supplier event takes place, any Priority Service Register information held on Xoserve systems will be reset to a zero value. The new Supplier is required to submit any PSR information associated with the customer being acquired, to Xoserve.

Electricity arrangements

- DNO's do not delete PSR data held when a Change of Supplier event takes place, unless specifically requested to do so. DNO's do not notify the new Supplier of any PSR information they currently hold. The new Supplier should capture any PSR data from the customer as part of their acquisition process.

Initial observations & considerations from the CJF

- Identifying vulnerable consumers is a real challenge and in future there will be less time to mitigate issues at the Point of Sale and before a switch is executed. Suppliers currently have 3 weeks to engage with the consumer and identify any PSR/vulnerable information.
- There is a reliance on consumers identifying themselves for PSR or as vulnerable and there are already existing challenges in capturing this in the current switching timeframes.
- Digitally excluded consumers have always been greatly exposed. Faster switching timeframes will put more reliance upon digital communication and will exacerbate the current challenges.
- It is likely to result in more exceptions for vulnerable customers and reducing the switch speed further from 5 working days to next day will be even more challenging.
- The ability for consumers to switch more frequently and the introduction of new cooling-off arrangements may have additional implications.
- **Are there any further thoughts or observations from Forum members?**
- Further consideration will be given to this topic during Working Group deliberations.

7. Risk Log

- An initial version of the Risk Log has been prepared for discussion.
- Welcome Forum consideration of any additional risks for inclusion.
- The priority of each risk needs to be established and next steps agreed.
- Identification of any risk that require immediate escalation.

PCW/Supplier Forum Risks Log (Page 1)

Version Date: 12 April 2021

ID	RISK	DESCRIPTION & IMPACT	NEXT STEPS
001	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.
002	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.
003	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)
004	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 Log (Page 2)

Version Date: 12 April 2021

ID	RISK	DESCRIPTION & IMPACT	NEXT STEPS
005	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.
006	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.
007	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.
008	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.

8. Diary Planning

Date	Time	Meeting
Tuesday 20 April	2pm	<i>PCW/Supplier Forum - Main Forum meeting 1</i>
Thursday 29 April	2pm	<i>Data Capture, Validation & Transfer Working Group – meeting 1</i>
Thursday 6 May	2pm	<i>Consumer Communication & Engagement Working Group – meeting 1</i>
Tuesday 18 May	2pm	<i>PCW/Supplier Forum - Main Forum meeting 2</i>
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>

9. AOB

Appendices

Questions for Forum and Working-Group consideration



Data Capture, Validation & Transfer

- How are Suppliers assured of the accuracy and timeliness of data provided by PCWs? How do we achieve more consistent delivery?
- What information, in addition to tariff information, is required from Suppliers that PCWs should pass on to consumers during the first interaction?
- How can PCWs facilitate the capture of opening reads?
- What can be done to ensure that the current meter type is validated and provided to Suppliers?
- How can PCWs capture and pass on consumer specific data, (e.g., priority services register)?
- What validation activity do Suppliers require PCWs to carry out?
- How will PCWs and Suppliers use industry-available data to give the consumer a smooth sale journey?
- Can PCWs have access to industry data (ECOES and DES) to validate consumer-provided data?
- How can we ensure that the new Retail Energy Location (REL) is consistently used for validation?
- What changes need to be made to current data transfer processes to enable the timely provision of information?
- Can batch file processes be amended to address timing concerns such as lack of processing at weekends? Is batch processing viable in the future?
- How do we address errors, rejections and erroneous transfer requests in a timely manner?
- How can we ensure that there are robust feedback loops in place between Suppliers & PCWs?



Consumer Communication & Engagement

- How will PCWs make standstill periods, cool off periods and changes clear to consumers?
- How will a PCW know if there is a standstill period? What action would this trigger?
- How do PCWs communicate offers and the objection process to consumers?
- How will PCWs provide information to consumers about timelines for next steps in the switching process?
- How will future dated switches agreed with consumers be treated by PCWs and Suppliers?
- What are the implications of automated switching services?
- Who will own the relationship with the customer along the process, particularly when there are problems with the switch request, or the switch fails?
- What are the implications of OFAF (One Fail All Fail) switch requests?
- How will PCWs be aware of differing Supplier offerings at point of implementation, in terms of differing switch lengths?
- How do we ensure that customers are fully informed of process and timing expectations, but not over-promised or mis-informed?
- How do we generally ensure consistent, accurate messaging to consumers?



Policy & Governance

- How do obligations, consistent across all Suppliers, get applied to PCWs?
- What are the implications of cooling-off arrangements that will remain up to 2 weeks following a successful CoS event? When is a switch deemed to be successful?
- How will PCWs notify Suppliers of the 'clock' start for Suppliers when the switch is initiated through them, recognising that there could be different timings for different journeys?
- When does the 'clock start ticking' on a new switch request and how does this differ to the commencement of the cooling-off period?
- How can the structure of relationships between suppliers, PCWs and consumers be future-proofed against regulatory initiatives further down the line?
- Will there be a requirement to make changes to the Confidence Code?
- Are there any implications to the Energy Switch Guarantee arrangements?

Regulatory Policy Baseline - Switch speed*

- *The system will be built and tested to deliver a next-working-day switch.*
- *All parties completing UEPT will be expected to test successfully on that scenario. There will be no validation in the CSS that prevents a switch faster than 5 days at any point (unless standstill is engaged – see below).*
- *The system allows suppliers to set a switch date from any time from next-working day to 28 days forward.*
- *The Supply Licence will be amended to support faster switching and will set out a requirement to switch a customer within a minimum of five working days of entering into a contract, unless the customer has requested a later date.*
- *We expect all suppliers to be able to switch customers on a date of their choosing, and therefore to be capable of operating different switches at different speeds at the customer request. However, this flexibility is not a licence requirement.*

Regulatory Policy Baseline - Switch speed: Transition period*

- *At the point of go-live we will ask all suppliers to use 5 working days as their default switch speed in order to allow a period of live experience of the effect of the data improvement and other changes on reliability, in particular in relation to ETs.*
- *During this period, if a supplier wants to switch faster than within 5 working days, we would require them to provide additional evidence that they can do so without causing reliability issues.*
- *If that experience shows that reliability rates would not be adversely affected by a move to default next working day switching we will ask all suppliers to move to next day switching as a default.*
- *If the evidence shows that a move to a next working day switch across the industry would give rise to significant reliability issues then we would expect to keep the 5 working day default in place while solutions are found to the reliability issues.*
- *It should be noted that our expectation is that we will be looking to move to an industry default next WD switch within around 3 months of go-live.*

Regulatory Policy Baseline - Relevant date (updated proposal)*

Relevant date” means:

(a) the day on which a Customer:

(i) has entered into a Contract with a new Electricity Supplier and

(ii) has provided the Supplier or its Representative with sufficient information to conduct the switch and

(iii) the Customer would reasonably expect the switch to take place without further action on their part; or

(b) where a Customer enters into a Contract with a new Electricity Supplier on a day that is not a Working Day, or after 5pm on a Working Day, the next Working Day following the day specified in paragraph (a) above.

and for the purpose of this definition, the point at which a Customer enters into a Contract is the point at which the Customer has provided the Supplier or its Representative with sufficient information to conduct the switch and the Customer would reasonably expect the switch to take place without further action on their part.

Regulatory Policy Baseline - Relevant date (updated proposal)

– Policy intent*

- *As before, we are mindful of the potential for delays between the point at which price comparison websites or other agents sign up a new customer, and them conveying this to the supplier to submit a switch request to the CSS.*
- *Ofgem would monitor the materiality of this issue post go-live and expects suppliers to engage proactively with organisations acting as their agents to mitigate this risk.*
- *We believe a significant step in addressing this would be standardisation of the data flows and processes between PCWs and suppliers.*
- *Ofgem stands ready to take further action if necessary to ensure the realisation of faster switching.*

Regulatory Policy Baseline - Standstill period*

- *The Standstill period is a short period of time following a switch where a consumer is unable to switch away from their energy supplier. It is included to give sufficient time for data exchanges to occur and complete validation before a second switch occurs.*
- *The goal of the Switching Programme in the slightly longer term is to reduce the standstill period to zero, that is to no longer need it. This would provide fuller flexibility for faster switch speeds and would increase potential for innovation in the sector, e.g. deriving from automated switching and on the path to intra-day switching.*
- *As a cautious approach to the risk of abuse, we are proposing that after go-live there will be a Standstill Period of five calendar days from the Effective Switch Date. This means that if a consumer wishes to move suppliers again, they will only be able to request a subsequent effective switch date five working days after the previous switch.*
- *After go-live it will be possible to monitor the extent to which there is a problem with abusive switching, such that consumers avoid being billed by switching serially within short amounts of time. If there is evidence of widespread abuse, the standstill period can be maintained or extended. If there is no such evidence, it can be shortened or abolished through appropriate governance decision-making.*

Regulatory Policy Baseline - Cooling-off*

- *Domestic consumers have statutory 'cooling off' rights to cancel a services contract, normally within 14 days. Under the current working practices, suppliers start the switching process during the cooling off period and time the switch so that it concludes after the cooling off period finishes. This allows them to withdraw the switch if the customer cancels the contract. Speeding up the switching process so that a switch takes place during the cooling off period means that customers can cancel a contract during the cooling off period after the switch has taken place.*
- *The policy is for consumers who cancel, after they have been switched from supplier A to supplier B, to be given a choice on whether to return to their previous supplier (Supplier A) on equivalent terms to those they would have been on had they not moved (or on a different tariff), enter into a new contract with a different supplier (supplier C), or stay with their current supplier (Supplier B) by entering into a new contract with them.*
- *If a consumer cancels a contract after they have been switched, and if the consumer has taken no action despite being informed of their options by Supplier B, the consumer will remain on their contracted tariff for a grace period of 15 working days, after which Supplier B can move them on to a deemed contract tariff.*