



Consumer Journey Forum

CJF15 – 22 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</i>
2	<i>Review of Actions Log</i>
3	<i>Overview of Topics for future CJF consideration & proposed Work Plan</i>
4	<i>Example: A recent consumer switching experience</i>
5	<i>Topic for discussion: Regulation</i>
6	<i>Topic for discussion: Vulnerability / PSR</i>
7	<i>PCW/Supplier Forum update</i>
8	<i>Risk Register</i>
9	<i>Work Plan & Diary Planning</i>
10	<i>AOB</i>

1. Introduction & meeting aims

- Review the actions from the last Consumer Journey Forum meeting.
- We will review the outputs from the Risk Register review undertaken at CJF14 and consider how this has been developed into a proposed forward work plan.
- Review a recent consumer switching experience – discuss observations and what additional challenges are associated with a faster switch.
- Consider the topic of Regulation – risks 6, 9 & 22.
- Consider the topic of Vulnerability / PSR – risks 18 & 19.
- Receive an update from the PCW/Supplier Forum activity.
- Consider any AOB items.

2. Review of Actions Log

Consumer Journey Forum

Actions Log

Version Date: 22 June 2021

Ref	Date raised	Action	Update	Owner	Status
C1-001	27-May-21	Risk Log. Do you have any additional thoughts or comments on the next steps associated with any of the Risks detailed within the Risk Log?	27/5 - awaiting forum members responses.	Forum members	Ongoing
C1-002	27-May-21	Future CJF topics. What topics would Forum members like to discuss at future CJF sessions?	27/5 - awaiting forum member responses.	Forum members	Ongoing
C1-003	27-May-21	Future CJF topics. Chair to engage with Citizens Advice and the Energy Ombudsman to discuss any consumer related issues or topics that should be considered by the CJF.	18/6 – conversations have been scheduled with both Citizens Advice and the Energy Ombudsman.	Chair	CLOSED
C1-004	27-May-21	PPMIPs. DCC to identify if there have been any switching programme related PPMIP engagement?	17/6 - DCC have confirmed that there has been no programme interactions with PPMIPs.	DCC	CLOSED
C1-005	27-May-21	Risk 5 Closure – Objections. Chair to flag this risk to the REC Performance Assurance Board, specifically in relation to the identification of any misuse of the Change of Tenancy indicator.	18/6 – this action has been completed.	Chair	CLOSED
C1-006	27-May-21	Risk 8 Closure – Erroneous Transfers. Chair to flag this risk to both the Post-Implementation Working Group and the REC Performance Assurance for their consideration.	18/6 – this action has been completed.	Chair	CLOSED
C1-007	27-May-21	Risk 22 – Design Clarity. Forum members to advise the Chair on any specific areas of concern relating to outstanding E2E design clarity.	27/5 - awaiting forum member responses.	Forum members	Ongoing

3. Overview of Topics for future CJF consideration

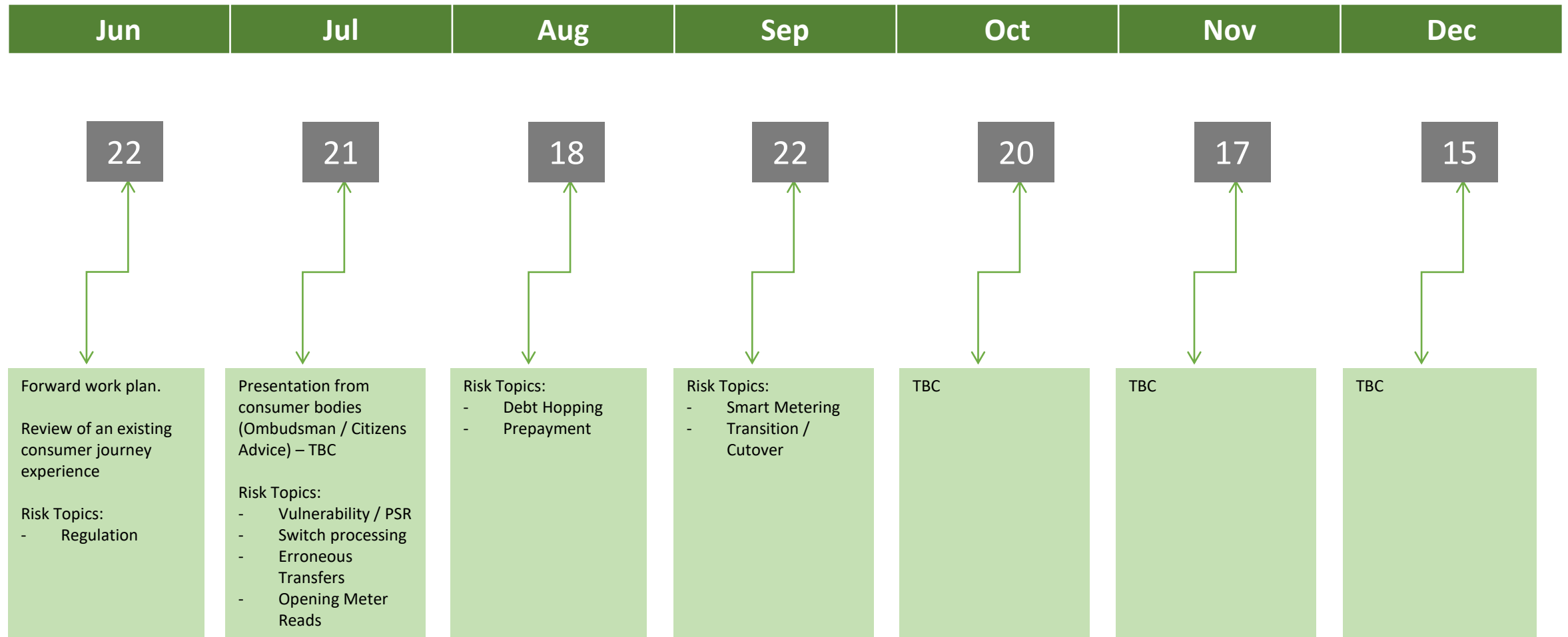
- At CJF14 we reviewed the Risk Register (version dated 27 January)
- Of the original 22 risks, two risks have been identified as requiring raising to an alternative industry group for consideration (Risks 5 & 8) and three risks have now been closed
- Three new risks have been added to the Register, leaving a total of 20 outstanding risks requiring CJF consideration
- Each of the outstanding risks have subsequently been allocated against one of nine specific topic areas
- These nine topic areas will form the basis of discussions at future CJF sessions

Topics for future CJF consideration

Topic	Risk Ref.	Notes
Communication	1	<i>Requirement to consider more generic (non-PCW sales channel) communication and engagement topics. This topic is due to be discussed at CJF16 (21 July).</i>
Debt Hopping	4, 10	<i>Some concern expressed that this topic is not being picked up elsewhere in the programme. To be considered at CJF17 (18 August).</i>
Regulation	6, 9, 22	<i>Concerns about multiple change of supplier events, cooling-off, standstill and clarity of E2E design. This topic is due to be discussed at CJF15 (22 June).</i>
Prepayment	7, 13, 17, 20	<i>Concerns about misdirected payments, delivery of physical prepayment devices, discretionary credit, debt assignment protocol and PPMIPs. To be considered at CJF17 (18 August).</i>
Smart Metering	14, 25	<i>Concerns related to SMETS1 switches and engagement with SECAS about the change to DNO credentials. To be considered at CJF18 (22 September).</i>
Switch Processing	12, 15, 24	<i>Concerns about processing of switch requests, metering agent flows and DCC outages & traffic management. To be considered at CJF17 (18 August).</i>
Vulnerability / PSR	18, 19	<i>Potential differences of information held between Suppliers & DNOs and engagement challenges. This topic is due to be discussed at CJF15 (22 June).</i>
Opening Meter Reads	16, 21	<i>Concerns associated with ability to meet obligations for opening meter reads and replacement / disputed / missing reads. This topic is due to be discussed at CJF18 (22 September).</i>
Transition / Cutover	23	<i>Consumer experience considerations associated with cutover to the new arrangements. This topic is due to be discussed at CJF18 (22 September).</i>
Erroneous Transfers		<i>There is a need to continue the focus on ETs and how work on the ET Performance Assurance Board will be progressed.</i>

Proposed Work Plan for future CJF meetings

Updated slide



Forum views welcome on the proposed Work Plan and the prioritisation of topics

Risks closed

- The following risks have now been closed.

Risk 2 – *There is a significant risk associated with the lack of formal programme engagement with PCWs.*

This risk has been mitigated by the formation of the PCW/Supplier Forum and PCWs greater, more general engagement with the programme.

Risk 3 – *There is a risk that Suppliers would not be able to complete the billing process in time.*

The consensus of the CJF is that this risk is the responsibility of individual Suppliers to resolve and ensure ongoing compliance with billing related requirements and obligations.

Risk 5 – *There is a risk that losing Suppliers cannot complete the objection processes in time.*

Forum acknowledged that the risk associated with completing objections in time is a current activity for Suppliers to manage. Consensus to flag this risk to the REC PAB, with regards to the identification of any misuse of the Change of Tenancy flag.

Risk 8 – *There is a risk that Erroneous Transfers may increase as a result of complex industry data processing (Xoserve, ECOES, third parties such as PCWs).*

Forum consensus that this risk should be flagged to both the Post Implementation Working Group and the REC Performance Assurance Board for consideration. These actions have been completed.

Risk 11 – *With the closure of the CJF there will no longer be a forum within the switching programme structure to specifically discuss and progress risks and issues associated with the consumer journey.*

This risk has been mitigated by the re-constitution of the CJF.

4. Example: A recent consumer switching experience

Example: A customer with SMETS2 smart meters who is on the Priority Services Register and receives Warm Homes Discount.

- The switch was expected to be straight-forward, however the process was *'not easy with numerous mistakes.'*
- Overall the consumer journey was not great - it was a protracted process with too many manual interventions for smart meters that work.
- Highlights:
 - *No longer on Warm Homes Discount*
 - *Dropped off of the Priority Services Register*
 - *Request received for photos of the SMETS2 meter (readings), but photos not then used for gas*
 - *Different transfer days for electricity and gas*
 - *Billing was incorrect and confusing*
 - *Numerous emails and text messages required to resolve issues*
 - *Eventually had to make contact with a friend at the Supplier to get to root cause*

The consumer experience (1)

- Day 1:** Transfer initiated for both fuels via a PCW
- Supplier A (new Supplier) provides an initial email with details of the switch, direct debit information and a request for meter reads (with date)
 - PCW message received advising that the switch is in progress
 - Welcome email received from Supplier A
- Day 2:** Supplier B (old Supplier) sends a sorry you're leaving us email
- Day 9:** Comms from Supplier A – we have contacted Supplier B and the switch is approved. (Expected start date provided)
- Day 12:** Direct Debit commences with Supplier A.
- Comms from Supplier B – your DD has been cancelled.
 - Photos of smart meter (reads) sent to Supplier A
- Day 13:** Supplier A comms – send us a meter reading in the next 10 days
- Supplier B sends comms – your energy bill is ready to view (consumer thought this was final bill)
 - Supplier B comms – your payment is being processed
- Day 18:** Supplier A comms – Welcome - you're a new customer

The consumer experience (2)

Day 20: Query received about Warm Homes Discount

Day 26: Supplier A comms – no Warm Homes Discount due to on supply being from (SSD – Day 18)

Day 27: Supplier A comms – the industry accepted the meter readings you gave us

Day 30: Supplier B comms – view you bill (consumer notes that the bill has an estimated meter read for gas)

Numerous Whatsapp and text messages to Supplier B querying the final bill and estimate meter reading used for gas

Day 41: Consumer email sent to Supplier A to query whether on Priority Services Register

Day 43: Supplier B comms – apply £4.11 credit to account but unable to issue final bill based on final meter read
- Supplier A comms – not on the Priority Services Register and provides link to register details

Consumer has major frustrations getting a response to request for final bill with the correct meter reading.

A complaint was raised by the consumer, no response received so engagement with Supplier B ‘friend’

Day 49: Supplier B comms – handover reads have been accepted by the industry (electricity on (Day 26) and gas on (Day 33)

Day 50: Consumer email to Supplier B (friend) asking why electricity photo accepted but not gas.

Day 51: Supplier B comms – gas meter read estimate because Supplier A did not provide read to Supplier B. Not able to produce an amended final bill.

The consumer experience - observations

- **What are Forum member observations of the consumer experience example?**
- **What additional challenges are associated with a five day / next day switch?**
- **Does this identify any additional risks or concerns that the CJF need to consider?**
 - Smart metering
 - Opening meter reads
 - Final bill provision
 - Vulnerability
 - Warm Homes Discount

5. Topic for discussion - Regulation

- An update of the licence definition of 'Relevant Date'.
- Consideration of the associated risks from the Risk Register
- Any other Regulation related observations

For information - Update on definition of Relevant Date

- Ofgem have published the updated, proposed Supply Licence changes for switching. The Forum will utilise this definition as the basis for all future discussions.
- The accompanying explanatory note advises that it represents *'our current view of the text which we intend to use for the statutory consultation on the Switching Programme licence changes. That statutory consultation is due to begin in December 2021.'*
- Further that *'Programme parties and licensees should therefore be mindful that the proposed drafting will be subject to further consultation (i.e. the statutory consultation), so may be subject to further change as a result of responses to that consultation.'*

Definitions for condition 14A.20

“Relevant Date” means:

- (a) the day on which a Customer:
- i. has entered into a Contract with a new Gas Supplier and
 - ii. has provided the Gas 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) or where a Customer enters into a Contract with a new Gas 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.

Regulation

- Consideration of related Risks 6, 9 & 22 from the Risk Register

Risk 6 – *Multiple Change of Supply events, interaction with standstill, cooling-off, overlaid with legacy meters can cause huge complexities with the processes and different read windows.*

- *This could result in increase costs from inaccurate readings/billing.*

Risk 9 – *There is a risk that if the Standstill Period is set to zero for go-live, consumer behaviour may change and industry may not be able manage serial switchers appropriately.*

- *This could result in a greater number of serial switchers and the opportunity for incremental small debt to build up. This could also result in potential settlement implications*

Risk 22 – *Lack of clarity on the E2E design.*

- *This is likely to manifest in delays to testing or increased operational issues. Identified by the Programme as a current issue and in the process of resolution, hence low priority.*

6. Topic for discussion – Vulnerability / PSR

- Consideration of the associated risks from the Risk Register
- Any other Vulnerability / PSR related observations

Vulnerability / PSR

- Consideration of related Risks 18 & 19 from the Risk Register

Risk 18 – *There is a risk that the DNO and the gaining Supplier may hold different information about a customer (vulnerability).*

- *Missing essential information about a customer may result in a failure to provide the correct support.*

Risk 19 – *There is a risk that engagement challenges with vulnerable customers increase due to the perception of increased barriers.*

- *Communications are misunderstood or not acted on sufficiently early.*

7. PCW/Supplier Forum update

- When considering the update, Forum members to advise if there are any topics that require additional consideration by the CJF

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

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:

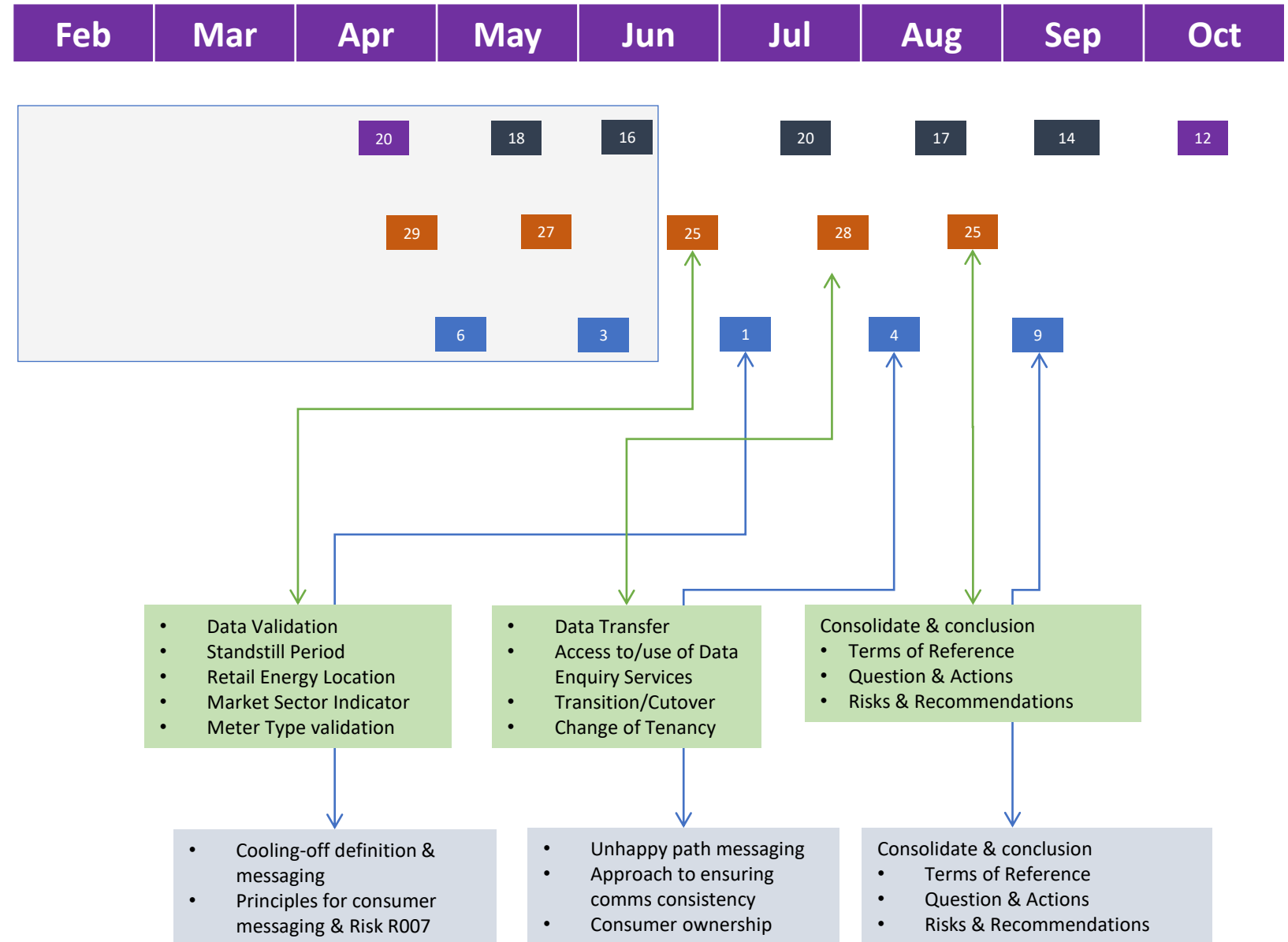
- Consider and agree accurate and consistent definition of point of cool-off commencement and associated messaging requirements.
- Agree principles for consumer messaging – what are the key communication element that require consistency in information provision.
- Consider messaging associated with 'unhappy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

Proposed approach for future PCW/Supplier Forum Working Group meetings

Main Forum meetings

Working-Group 1 (Data Capture, Validation & Transfer)

Working-Group 2 (Consumer Communication & Engagement)



8. Risk Register

- Latest version for information.
- Consider any new risks for inclusion.

Consumer Journey Forum Risk Register

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
1	<p>There is a risk that communications to consumers are not clear and all necessary information is not provided to them.</p> <p>TOPIC: Communication</p>	<p>This could result in:</p> <ul style="list-style-type: none"> a poor consumer journey which could have financial implications for Suppliers in complaints handling/consumer contacts that were not foreseen as part of the delivery of the Programme; dissatisfied consumers and unwanted switches occurring which could lead to additional Supplier costs in consumer contacts that were not foreseen as part of the delivery of the Programme; consumers not understanding why switches have been unsuccessful; the perception of switching as a hassle. 	<ul style="list-style-type: none"> The PCW/Supplier Forum is considering Consumer Communication & Engagement as part of its activities. 27/5: Forum consensus that whilst the PCW/Supplier is considering consumer communication associated with the PCW journey, there are more generic communication and engagement topics that should be considered by the CJF. 	Ongoing
2	<p>There is a significant risk associated with the lack of formal programme engagement with PCWs.</p>	<p>PCWs are involved in the critical, initial consumer touch-point for circa 65% of all switch events. The lack of formal engagement with PCWs creates a missed opportunity for ensuring a robust and efficient consumer experience, the requirement to ensure appropriate validation of consumer/industry data and accurate & consistent consumer communication. Essential to co-ordinate interactions between the PCW/Supplier(s)/Consumer in a next day switch world.</p>	<ul style="list-style-type: none"> Greater engagement with PCWs is required to mitigate this risk. The formation of a PCW/Supplier Forum would enable detailed cross-party consideration. COMPLETE: 27/5 - The PCW/Supplier Forum has been formed and is actively considering a range of topics and process issues associated with PCWs, alongside ensuring their greater, more general engagement with the programme. 	CLOSED
3	<p>There is a risk that Suppliers would not be able to complete the billing process in time.</p>	<p>This could result in a financial impact on both 'losing' Suppliers (lost revenue) and consumers (cash management).</p>	<ul style="list-style-type: none"> Further consideration required by Suppliers and the programme to ensure that processes enable parties to meet their licence obligations with respect to billing. COMPLETE: 27/5 - The consensus of the CJF is that this risk is the responsibility of individual Suppliers to resolve and ensure ongoing compliance with billing related requirements and obligations. 	CLOSED
4	<p>Debt-hopping is a risk with the new arrangements, and needs to be identified as an issue in operation.</p> <p>TOPIC: Debt-Hopping</p>	<p>This would be likely to result in increased costs for debt (either to recover or write off debt), increasing costs for all. We could see increased exit fees or additional risk mitigation measures by Suppliers.</p>	<ul style="list-style-type: none"> Further consideration is required to better understand the negative financial impacts to Suppliers and any potential mitigations. 27/5: Forum consensus that there is no evidence that the switching programme is addressing concerns associated with the potential for Debt-Hopping and further consideration by the CJF is required. 	Ongoing

Consumer Journey Forum Risk Register

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
5	<p>There is a risk that losing Suppliers cannot complete the objection processes in time.</p> <p>Raise with an alternative industry group</p>	<p>This could result in a financial impact on 'losing' Suppliers that are unable to prevent consumers with large debts switching.</p>	<ul style="list-style-type: none"> Further consideration is required to better understand the negative financial impacts to Suppliers and any process solutions. COMPLETE: 21/6 - Forum acknowledged that the risk associated with completing objections in time is a current activity for Suppliers to manage. Consensus to flag this risk to the REC PAB, with regards to the identification of any misuse of the Change of Tenancy flag. 	CLOSED
6	<p>Multiple Change of Supply events, interaction with standstill, cooling off, overlaid with legacy meters can cause huge complexities with the processes and different read windows.</p> <p>TOPIC: Regulation</p>	<p>This could result in increased costs from inaccurate readings/billing.</p>	<ul style="list-style-type: none"> Further consideration is required assess the potential complexities, impacts and any mitigations. 27/5: Forum consensus that further consideration is required on the impacts of the revised/new regulatory requirements once final legal text has been published. 	Ongoing
7	<p>There is a risk of misdirected payments if a Pre-payment device consumer invokes cooling off, the risk increasing if this is post a confirmed switch.</p> <p>TOPIC: Prepayment</p>	<p>This could result in a poor consumer experience and exception processes being required.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed via an appropriate industry pre-payment expert group to assess potential impacts and any mitigations. 27/5: Forum consensus that further consideration is required and that this should be progressed within a wider discussion on Prepayment. 	Ongoing
8	<p>There is a risk that Erroneous Transfers may increase as a result of complex industry data processing (Xoserve, ECOES, third parties such as PCWs).</p> <p>Raise with an alternative industry group</p>	<p>This could result in higher costs as, from 01 May 2020, Suppliers must pay the customer an auto payment of £30 when an Erroneous Transfer has been identified. Data quality issues to be mitigated to an extent by data cleansing.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed via an appropriate industry Erroneous Transfers expert group to assess potential impacts and any mitigations. COMPLETE: 21/6 - Forum consensus that this risk should be flagged to both the Post Implementation Working Group and the REC Performance Assurance Board for consideration. These actions have been completed. 	CLOSED

Consumer Journey Forum Risk Register

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
9	<p>There is a risk that if the Standstill period is set to zero for Go Live, consumer behaviour may change and industry may not be able to manage serial switchers appropriately.</p> <p>TOPIC: Regulation</p>	<p>This could result in a greater number of serial switchers and the opportunity for incremental small debt to build up.</p> <p>This could also result in potential settlement implications with such an uncertain customer base, which may be a particular risk with Third Party Intermediaries or auto switching sites.</p>	<ul style="list-style-type: none"> The potential impacts of a low-value Standstill Period requires further consideration, along with the provision of a clear pathway detailing how decisions to amend the Go-live period value will be assessed and undertaken in the future. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Regulation. 	Ongoing
10	<p>Faster switching with shorter supply periods (particularly for multiple switches in a short period of time) will result in an inability for Suppliers to recover fixed costs over the lifetime of contracts (e.g. PCW charges, cost of sales)</p> <p>TOPIC: Debt-Hopping</p>	<p>This may result in tighter terms and conditions or higher termination fees being introduced across the market, unfairly treating some consumers over others and risking reducing consumer mobility.</p>	<ul style="list-style-type: none"> Further consideration is required to better understand the negative financial impacts to Suppliers and any potential mitigations. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Debt-Hopping. 	Ongoing
11	<p>With the closure of the Consumer Journey Forum there will no longer be a forum within the switching programme structure to specifically discuss and progress risks and issues associated with the consumer journey.</p>	<p>This could result in valid consumer related risks and issues being side-lined or ignored, resulting in negative consumer impacts and experiences at go-live, potentially impacting the overall delivery of the business case.</p>	<ul style="list-style-type: none"> Consideration should be given by the switching programme to how consumer journey / consumer impacting risks and issues should be progressed for the remainder of the programme. COMPLETE: 27/5 - The CJF has been re-constituted. 	CLOSED

Consumer Journey Forum

Risk Register

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
12	<p>There is a risk that the CSS processing takes too long to permit the processing of switch requests (SR) that are dependent upon Registration Data validation (e.g. SR6.23) at various stages in the journey.</p> <p>TOPIC: Switch Processing</p>	<p>This could result in some SRs failing unnecessarily under the new switching arrangements. Where SR6.23 fails specifically, the 'gaining' Supplier will not be able to communicate with the SMETS2 meter.</p>	<ul style="list-style-type: none"> Further consideration is required to further assess and consider any required process solutions. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Switch Processing. 	Ongoing
13	<p>There is a risk that issuing and delivery of physical Pre-payment devices will not be possible in the 5 day / next day switch scenario.</p> <p>TOPIC: Prepayment</p>	<p>This could result in consumers not having devices available at the point of new supply.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any mitigations. Requirement to ensure switches can be completed in accordance with licence requirements. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Prepayment. 	Ongoing
14	<p>There is a risk that the new Supplier may not be able to reinstate the terms of the previous supplier during a Pre-payment meter switch with a SMETS1 Smart Meter.</p> <p>TOPIC: Smart Metering</p>	<p>This could result in a poor consumer experience where the consumer believed they had a Smart Meter and existing terms would be maintained.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any required process solutions. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Smart Metering. 	Ongoing
15	<p>There is a risk of incomplete or inconsistent Metering Agent flows and appointments if multiple switches occur in quick succession or if Standstill is set to zero.</p> <p>TOPIC: Switch Processing</p>	<p>This could result in complex exception processes being required resulting in supplier costs and poor consumer experience.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any required process solutions. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Switch Processing. 	Ongoing

Consumer Journey Forum Risk Register

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
16	<p>There is a risk on disputed / missing reads that need to be completed within a set window [70 days] within which there may be multiple switches.</p> <p>TOPIC: Opening Reads</p>	<p>Industry processing impact of accurately allocating Change of Supplier reads and consequential impact on consumer experience and customer billing.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any financial implications. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Opening Reads. The issues of read replacement and rules associated with the 'padding' of reads also require discussion. 	Ongoing
17	<p>There is a risk that consumers can switch before the 28 day period when discretionary credit can be considered debt, thus building up debt without objection as they go.</p> <p>TOPIC: Prepayment</p>	<p>Supplier increase in debt provision, resulting in potential increase of tariffs and inequitable treatment of consumers.</p>	<ul style="list-style-type: none"> Further consideration is required to better understand the negative financial impacts to Suppliers and any potential mitigations. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Prepayment. 	Ongoing
18	<p>There is a risk that the DNO and the gaining Supplier may hold different information about a customer (vulnerability).</p> <p>TOPIC: Vulnerability/PSR</p>	<p>Missing essential information about a customer may result in a failure to provide the correct support.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any required process solutions. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Vulnerability/PSR. 	Ongoing
19	<p>There is a risk that engagement challenges with vulnerable customers increase due to the perception of increased barriers.</p> <p>TOPIC: Vulnerability/PSR</p>	<p>Communications are misunderstood or not acted on sufficiently early.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed, potentially in liaison with relevant customer groups, to assess potential impacts and any mitigations. 27/5: What further Forum consideration is required on this risk? 	Ongoing

Consumer Journey Forum

Risk Register (Risk ID's 22 & before are from previous CJF activity)

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
20	<p>There is a risk that the Debt Assignment Protocol entry and negotiation processes are protracted and complex.</p> <p>TOPIC: Prepayment</p>	<p>This could result in consumers being able to hop several times in new faster Switching environment, leaving a legacy of small debt with a number of 'new' Suppliers.</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any financial implications. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Prepayment. 	Ongoing
21	<p>There is a risk that Suppliers will not be able to meet their obligations for opening meter reads on legacy (dumb) meters in a shorter timeframe.</p> <p>TOPIC: Opening Reads</p>	<p>This could result in potential logistic issues relating to the appointment and arrangement for an meter reading agent to attend and obtain an opening read and submit to the Supplier who submits it onto industry parties (Xoserve etc.).</p>	<ul style="list-style-type: none"> Consideration of this risk should be progressed to assess potential impacts and any required process solutions. 27/5: Forum consensus that this risk should be further discussed when considering the topic of Opening Reads. 	Ongoing
22	<p>Lack of clarity on the E2E design.</p> <p>TOPIC: Regulation</p>	<p>This is likely to manifest in delays to testing or increased operational issues. Identified by the Programme as a current issue and in the process of resolution, hence low priority.</p>	<ul style="list-style-type: none"> Ongoing consideration and awareness is required by the switching programme, on the status of design clarity, to ensure there are no impacts to testing or consequential programme delays. 27/5: Forum consensus that a degree of uncertainty on design clarity remains and that further discussion on this topic is required. 	Ongoing
23	<p>There is a risk associated with the consumer experience around cutover to the new arrangements.</p> <p>TOPIC: Transition/Cutover</p>	<p>This could result in problems or confusion with the consumer switching experience during a short period of time both before and after the Go-Live date.</p>	<ul style="list-style-type: none"> New 27/5: Forum consensus that this risk should be further discussed when considering the topic of Transition/Cutover. 	Ongoing

Consumer Journey Forum

Risk Register (Risk ID's 22 & before are from previous CJF activity)

22 June 2021

ID	RISKS	IMPACT	NEXT STEPS	Status
24	<p>There is a potential risk associated with outages and traffic management by the DCC.</p> <p>TOPIC: Switch Processing</p>	<p>This could negatively impact the ability for Suppliers to undertake processes in a timely manner, such as completing the billing process in time.</p>	<ul style="list-style-type: none"> New 27/5: Forum consensus that this risk should be further discussed when considering the topic of Switch Processing. 	Ongoing
25	<p>There is a requirement to engage with SECAS about the change to DNO credentials.</p> <p>TOPIC: Smart Metering</p>	<p>Concern about changing credentials and possible implications to information used in gas emergencies.</p>	<ul style="list-style-type: none"> New 27/5: Forum consensus that this risk should be further discussed when considering the topic of Smart Metering. 	Ongoing

9. Work Plan & Diary Planning

Future Meeting Dates

Date	Time	Meeting
<i>Wednesday 21 July</i>	<i>2pm</i>	<i>Consumer Journey Forum 16</i>
<i>Wednesday 18 August</i>	<i>2pm</i>	<i>Consumer Journey Forum 17</i>
<i>Wednesday 22 September</i>	<i>2pm</i>	<i>Consumer Journey Forum 18</i>
<i>Wednesday 20 October</i>	<i>2pm</i>	<i>Consumer Journey Forum 19</i>
<i>Wednesday 17 November</i>	<i>2pm</i>	<i>Consumer Journey Forum 20</i>
<i>Wednesday 15 December</i>	<i>2pm</i>	<i>Consumer Journey Forum 21</i>

10. AOB
