

Meeting notes & actions.

Actions circulated on post-meeting email issued on 16 June 2021:

- **Action: Forum Topics Concluded.** Forum members to review slides 7-9 (Topics Concluded) and provide the Chair with any comments on content.
- **Action: Ongoing Forum Topics:** Forum members to review slides 10-12 and provide views to the Chair on any additional topic areas that should be included and considered by the Forum.
- **Action: Question set paper.** Forum members to review the paper and provide the Chair with any comments on content.
- **Action: Risk 001: Testing arrangements.** Forum members to consider and provide views to the Chair on two questions. 1) What is the appetite of Forum members to engage with and support testing of the E2E PCW/Supplier process (outside of formal programme testing arrangements)? and 2) What are Forum member views on the scope and structure of any potential testing arrangements?
- **Action: Retail Energy Location.** Forum members to advise the Chair of any further thoughts or concerns on this topic, further to recent engagements with DCC.

Discussion points.

**1. Forum 'inbox' and overview of Topics Concluded**

- A review of slides 6-9 of the pack provided an updated view on all topic areas that remain open and those which are deemed to be concluded.
  - Topics concluded include – Collective Switching, Confidence Code, Energy Switch Guarantee, Definition of Relevant Date, Customer Requested Switch Dates, Credit Vetting, Consumer Consent to bill during cool-off, Opening Meter Reads, Prepayment Meters, Vulnerability / PSR, Objections, Determining the Supply Start Date, PCW switching programme engagement and Warm Homes Discount.
- Open topics on slides 10-12 have been allocated for consideration against future Main Forum meetings and Working Groups.

**2. Auto-Switching**

- Slides 19-20.
- A Supplier requested that the Forum undertook a detailed discussion on this topic, urged full engagement with Auto-Switching Service Providers and volunteered to provide examples of issues being encountered.
- Concerns were expressed about customer detriment.
- The request for further discussion was supported by many Forum members, both Suppliers and PCWs.
- It was acknowledged that the reliability of switching is as important as speed of switch. Noted that the switching programme delivers digital transformation of the industry and there must be no outliers.

- Data capture needs and customer messaging/engagement principles should apply to all types of switching service providers.
- The Chair noted that Auto-Switching Service Providers are not within the current scope of the Forum's Terms of Reference.
- Citizens Advice offered to share data relating to Auto-Switching sites and root causes of complaints.
- A PCW observed that shorter switching timelines could increase the frequency of switching driven by commission-based service providers, potentially increasing the risk and volumes of customer detriment.
- The Chair summarised the conversion, acknowledging strong support for further discussion and a proposed way forward.
- **Action: Auto-Switching future discussion.** The Chair to engage with the RECCo Board and seek to extend the remit and membership of the Forum, to enable a dedicated meeting on Auto-Switching to be undertaken.
- **Action: Provision of data – Auto-Switching.** All Suppliers are invited to provide examples and volumetric data to the Chair, that can be shared anonymously with the Forum at any future deep dive session on this topic.
- **Action: Auto-Switching.** The Chair to contact the Energy Ombudsman with an invitation to provide any data or comments relating to Auto-Switching.

### 3. One Fail All Fail (OFAF)

- Slide 21-22.
- The Forum accepted the following proposal.
- *'As there is no material change to the current circumstances associated with the progression of dual fuel switches, it has been concluded that there are no OFAF related implications to the PCW-Supplier processes associated with the introduction of the new switching arrangements.'*

### 4. Testing Arrangements (Risk R001)

- The exclusion of PCWs from switching programme E2E testing was regarded as an important risk/issue that needs to be mitigated.
- It was noted that until recently, PCWs have been largely unaware of the Retail Energy Location (REL) and changes to Enquiry Services.
- The Chair advised that programme E2E testing is due to commence on 12 July 2021 and the scope cannot be changed at this stage.
- Subsequently, any testing of PCW/Supplier/End Consumer processes will need to be separate, voluntary and possibly not multi-lateral.
- A suggestion was made to include PCWs within programme business readiness / assurance activities.
- A Supplier commented that the appetite for testing will be driven by the scale of change being delivered by PCWs as a result of the programme.
- However, there is a concern / risk regarding how any testing arrangements would work in practice in the absence of any over-arching governance for this activity.
- **Action: Testing arrangements.** The Chair to engage with relevant programme and parties and to ascertain how best to take forward true E2E testing requirements.

**5. AOB**

- **Consumer perceptions of the energy market.** When discussing slide 38, a PCW member observed that consumer awareness of the Confidence Code is generally low and therefore affects very few consumer choices of PCW.
- **Retail Energy Location.** The impact on PCWs is now much clearer, following the REL information session held by the DCC on 14 June, and is much higher than anticipated.
- PCWs noted disappointment that they were not involved or considered in the design and advised that some PCWs have no access to EES / GES.
- It was noted that, post session, there are now more 'unknowns that knows'. DCC advised that notes from the 14 June session will be issued shortly for review and comment, and that these will be used to shape the way forward, including engagement with Enquiry Service providers.
- **Transition/Cutover arrangements.** This was highlighted as an important topic and will be discussed at the Working Group meeting on 28 July.
- **Micro-Business Strategic Review.** A forum member asked if the decision to introduce new arrangements for cooling-off in this market sector will be considered by this group.
- The Chair advised that the forum would keep this on the horizon, but focus of the group will remain on the domestic market, in line with the Terms of Reference.