

Meeting notes & actions

Rationale for programme recap

Slide 4. It was noted by one forum member that ‘Reduced prices’ might not be possible e.g. current market situation where prices are rising. Noted that the aim must be for prices to be more competitive and lower than they would otherwise have been, without FMRS.

Progress against Terms of Reference

Relevant Date. A forum member raised a query about which regulation sets out that the Relevant Date is when the Supplier has all the required information. It was noted that this was a generic interpretation of the Supply Licence Conditions by Suppliers and linked to the definition detailed within SLC 14A.20. There is a requirement for a consistent definition of ‘when the clock starts ticking’ which can accommodate differing approaches to process, including validation and transfer of information.

As previously discussed, bi-lateral agreements might seek to provide more confident messaging around Supply Start Date where parties were confident that processes were robust to deliver this.

Consumer Messaging Principles

It was noted that the wording under ‘Unpaid Debt’ does not take into account prepayment consumers that might be in debt or any linkage to the Debt Assignment Protocol.

Action: *The Chair will amend the slide to recognise that switches for prepayment consumers in debt could still proceed under DAP.*

A forum member commented that ‘Speed of Switch’ might not be applicable during the transition arrangements. This was agreed, but no changes are proposed at this time. The forum will address any transition related consumer messaging requirements as part of the Cutover/Transition discussion scheduled for 21 September.

Consumer Journey Perspective

When discussing Old Supplier communications, a question was raised – when attempting to save or win back a consumer, is the old Supplier obligated to spell out that the same terms are available? Suppliers should seek individual advice on obligations and opportunities with

regards to any save or win back activity taking place during the cooling-off period. It was noted that Suppliers may choose to offer better terms than the consumer had previously.

There was a discussion over the position, within the timeline, of the boxes relating to prepayment communications and what is Day 1. It was agreed that it would be clearer to spell out that 'Initiation = Point of Sale' and that 'Completion = Supply Start Date'.

Action: *The Chair to make agreed amendments to the slide.*

A forum member advised that the gaining Supplier does not have to send a specific message to the consumer about cooling-off options, this can be included within the Terms & Conditions. It was noted that the distinction between save and win back becomes blurred under FMRS.

Progress against 'Questions'

The Chair noted that all questions related to this Working Group have been addressed, with the exception of Q23 which will be considered at the Auto-Switching session on 14 September.

Actions Log

There is only one outstanding action, other than the new actions from this meeting. Action C1-011 will be progressed by the Chair now that the forum has concluded its discussions on Consumer Messaging Principles.

Risk Register

There are no outstanding risks associated with this Working Group.

Next Working Group meeting date

The work of this Working Group has been concluded, there are no further meetings planned.