

Meeting notes & actions.

### **Data Transfer**

Following discussion around slides 5 to 7, the Forum agreed the following position.

*‘The processes for data transfer between PCWs and Suppliers are agreed bilaterally. Though not directly impacted by the introduction of Faster and More Reliable Switching, Forum members agree that process improvements should be progressed when appropriate to increase the frequency and speed of transfer.’*

### **Data Capture**

Version v0.4 of the Data Capture requirements document was reviewed by the group with minimal additional comment provided.

**Action:** The Chair to circulate v0.4 for final Forum member review ahead of approval at the next working group meeting on 9 September.

### **Data Validation**

The Forum reviewed slides 13 to 16. General agreement with the position of there being no new data validation requirements for the Data Capture headings of ‘Personal/Contact Details’, ‘Tariff & Payment information’, ‘Payment/Bank details’ and ‘Consents/Additional information’.

It is acknowledged that further work is required on data items under the heading of ‘Supply Point/Consumption’, which links to ongoing discussions around access to industry data and access to/use of the Retail Energy Location. Further discussion to take place at the next working group meeting on 9 September.

Relevant Date: A question was asked seeking clarification of what had been said on this by whom and when. GW advised that Ofgem provided clarity when publishing latest version of revised Supply Licence drafting in May 2021.

**Action:** The Chair to circulate links to relevant documents.

Billing consent in cool-off: There were questions raised around what this means and why it is necessary.

**Action:** The Chair to circulate relevant details associated with the obligation to all and include as an update item at the next meeting of the main Forum.

**Risk 002 – Incomplete validation against established industry data sources (DES & ECOES)**

Acknowledged as an ongoing risk. Agreement of next steps as below.

*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. Actions are being progressed to identify and address any challenges and blockers (see Risk 014).*

**Risk 010 – Future resilience and availability improvements**

Forum discussion on slide 19.

**Action:** The Chair to write to Data Enquiry service providers and seek information relating to the future resilience and availability of services post implementation of FMRS.

A question was asked whether there is any engagement occurring with intermediaries that also provide address and industry data services. The Chair noted that one such intermediary has been in touch to discuss and that there is general confusion as to what access such parties will have to data in the future under the REC. Answers to these questions are being sought.

**Risk 006 – Industry metering data triggers unnecessary rejections or tariff errors**

The following position has been approved by the Forum. This risk will now be closed.

*‘Suppliers and PCWs are committed to using the data supplied by customers to ensure that the best and most appropriate deals are offered. Suppliers will specify to PCWs how information on meter types should (or should not) be used to select available tariffs, and any conditions that may apply.’*

**Risk 009 – Change of Tenancy**

The following position has been approved by the Forum. This risk will now be closed.

*‘There are no new Change of Tenancy requirements being introduced by the implementation of Faster and More Reliable Switching arrangements. Forum members agree that any specific Supplier requirements relating to the capture of CoT related information at the point of sale, can be progressed via their bi-lateral arrangements with PCWs.’*

## **Other Matters**

Consideration of process map timings: It was noted that the E2E timing can differ (from hours to days). Agreed that it might be helpful to highlight this with some overlay of the potential range of timings.

Data access after clock starts: A question was asked about what access is available to PCWs to view the status of a switch when the clock has started. It was noted that this should be covered by bi-lateral feedback mechanisms, which appear to work satisfactorily.

PCW access to consumption data: The Chair noted an outstanding action on this. A Supplier provided some clarification that for electricity, EAC data is not available as standard via ECOES, but can be obtained on a commercial basis. Further that it will be unavailable after Mandatory Half Hourly Settlement is in place.