

Meeting notes & actions as originally detailed within an email dated 1 June 2021 to the CJF contact list.

You will note that within the Risk Register, each of the outstanding risks have been allocated against a specific topic area for future CJF discussion, these topic areas being:

- Communication – Risk 1
- Debt-Hopping – Risks 4, 10
- Regulation – Risks 6, 9, 22
- Prepayment – Risks 7, 13, 17, 20
- Smart Metering – Risks 14, 25
- Switch Processing – Risks 12, 15, 24
- Opening Reads – Risks 16, 21
- Vulnerability/PSR – Risks 18, 19
- Transition/Cutover – Risks 23

Two Risks have been identified have requiring raising to an alternative industry group for consideration – Risks 5, 8

Three Risks have now been closed – Risks 2, 3, 11

Notes from CJF14. Please see below a high-level overview of some specific comments that were raised on 27 May, the majority of which will be considered within the aforementioned CJF Topic areas.

- **Auto-switching:** A question was raised about whether auto-switching would be looked into? Note, this will initially be discussed at the PCW/Supplier Forum and something that the CJF may wish to consider in future.
- **Regulatory landscape:** It would be helpful to have a further Regulatory policy update at some point and to consider the consumer experience around Transition/Cutover.
- **Paper communication:** There will be a requirement to consider the implications of the consumer journey where consumers either wish to, or need to, receive paper communications rather than digital.
- **Debt-Hopping:** This remains a concern and there is no evidence that the Programme is picking this concern up elsewhere.
- **Prepayment:** There is a requirement to look again at the Traditional Prepayment unhappy path consumer journey.
- **Erroneous Transfers:** There is a need to continue the focus on ETs and how work on the ET Performance Assurance Board will be progressed.
- **Replacement Reads:** Concern raised that there is no robust read replacement process (gas).
- **Design Clarity:** Requirement to identify the remaining gaps in design, to determine any future actions on this topic/risk. Action on Forum members to consider.
- **SECAS engagement:** Question raised as to whether the CJF can engage with SECAS about the change to DNO credentials and wider consideration of Smart Meters.
- **PPMIPs:** Question raised – have the DCC considered any programme implications associated with PPMIPs / has there been any engagement?

- **Change of Tenancy:** Concerns raised around how any misuse of the CoT indicator will be picked up and addressed by the REC Performance Assurance Board.

Actions

Considering our discussions today:

1. **Action** – all Forum members: Do you have any additional thoughts or comments on the next steps associated with any of the Risks detailed within the Risk Log?
2. **Action** – all Forum members: What topics would Forum members like to discuss at future CJF sessions?
3. **Action** - Risk 22 – Design Clarity. All Forum members to advise the Chair on any specific areas of concern relating to outstanding E2E design clarity.