

Meeting notes & actions.

Discussion points.

Review of Actions Log

- Refer to slides 6, 7 & 8 of the CJF17 slide pack.
- Actions C1-022 and C1-028 have been deferred for update in October.
- Actions C1-025 and C1-026 are awaiting response from Ofgem.

Topic for discussion – Smart Metering

- Risk 14 – *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*
 - It was noted that this risk exists today and is not something new that is being introduced as a consequence of the implementation of faster switching
 - Part of the concern relates to new cooling-off arrangements, it is already a challenge today when a consumer on a smart prepay tariff might be returning on a credit DD tariff for example, as a result of poor smart connectivity
 - It is not possible to predict potential volumes where these circumstances occur, but noted that it is not an uncommon problem
 - A question was raised about the phrasing/definition of the term ‘equivalent terms’ within licence and how this is interpreted by Suppliers
 - The Chair advised that the revised licence drafting had been subject to extensive consultation and that the latest version published in Q2 2021 will be subject to statutory consultation at the end of 2021
 - The Chair advised that the best course of action for any Supplier that has concerns or questions about the definition of ‘equivalent terms’ would be to raise these directly with Ofgem
 - **Action:** *The Chair to close this risk as mitigation resides with Supplier approaches to their individual operational processes*
- Risk 25 – *There is a requirement to engage with SECAS about the change to DNO credentials*
 - It was noted that the concerns are probably related to the provision of PSR information
 - It was agreed that further investigation of this risk would take place and will be discussed at a future session
 - **Action:** *The Chair to progress with DCC and add to the November CJF agenda*

Topic for discussion – Transition/Cutover

- **Risk 23** – *There is a risk associated with the consumer experience around cutover to the new arrangements*
 - A Forum member advised that there are concerns about consumer messaging and how the transition will impact the consumer journey – there is a requirement for central programme messaging to enable all Suppliers and other relevant industry parties to provide a consistent message to all consumers
 - It was noted that the recently published ECAP document (out for consultation until 8 October) includes a section entitled ‘*LP Communications Approach and Plan*’
 - A Forum member noted that there is limited reference to the customer in the approach. This is an important omission as it is essential that the customer is not forgotten when it comes to communication and messaging around transition
 - It was also noted that it is not evident that the ECAP has gone far enough yet to provide full coverage of all communication related requirements ahead of go-live
 - Suppliers need to be in a position where they can communicate with consumers with a degree of confidence – all being able to link back to a single agreed message would be extremely beneficial
 - A Forum member advised that it was important that any consumer communications are clear, concise and consistent. There should be no ambiguity over what is being done, by who, when and why
 - The Chair noted that he would provide a short response to the ECAP on these concerns on behalf of the CJF and encouraged all Suppliers both individually and via their constituency representation to also raise these concerns with the programme/Ofgem via their consultation responses
 - **Action:** *The Chair to submit a response to the ECAP consultation on this issue on behalf of the CJF*
 - **Action:** *The Chair to further discuss Forum concerns with Norma Wood and consider any additional next steps*
 - **Post meeting note:** Further review of the Communications Approach (Section 5) within the ECAP demonstrates that there are specific references to the consumer, noting that the Primary responsibility (communication provider) for communication to Consumers/PCWs will be upon Suppliers.

Topic for discussion – Communication

- **Risk 1** – *There is a risk that communications to consumers are not clear and all necessary information is not provided to them.*
 - It was noted that the approach to consumer communication is Supplier specific and that it is the responsibility of individual Suppliers to ensure that they are appropriately and accurately providing consumers with the information they require.
 - Linkage to discussion held under Risk 23, there is a requirement for a central consumer engagement strategy to ensure that all consumers are receiving consistent messages about the move to faster switching.

Topic for discussion – Vulnerability/PSR

- **Risk 19** – *There is a risk that engagement challenges with vulnerable customers increase due to the perception of increased barriers*
 - It was agreed that all Suppliers are acutely aware of their obligations in this space and what they should be doing, though approaches will vary.
 - Any challenges associated with vulnerable customer engagement will need to be considered and addressed by Suppliers through their individual Business Readiness preparation activity ahead of go-live.
 - It is important for Suppliers to ensure that that vulnerable customer is able to obtain help when they require it.
 - It was agreed that this risk can therefore be closed.

PCW/Supplier Forum update

- An update was provided to the CJF on the latest progress of the PCW/Supplier Forum and future work plan.
- An overview was provided on the recent work undertaken on Consumer Messaging Principles and the Consumer Journey Perspective.

Risk Register

- There were no new Risks raised for inclusion on the register.

AOB

- There were no items of AOB raised.
- The Chair noted that a first pass review of all risks within the risk register has now been completed.
- An updated work plan will now be developed to progress all outstanding risks and actions.

- The next meeting (CJF19) is scheduled for Wednesday 20 October. CJF19 will include the following topics on the agenda: Warm Homes Discount, Billing Windows and Dent Assignment Protocol.