

Meeting notes & actions.

Discussion points.

1. Progress against Forum Topics

- An overview was provided of the Forum 'Inbox' along with topic areas that have been concluded.
- Refer to slides 6-10 of the meeting slide pack for details of all topics now deemed as being concluded.
- Slide 11 provides a summary of ongoing topic and when these will be considered.

2. Transition/Cutover arrangements

- This topic has been deferred until the September Main Forum meeting.

3. Process Failures (errors, rejections & erroneous transfers)

- A forum member noted that rejections should drop, but expressed concern about the potential for 'edge cases' and what will happen to them.
- It is reasonable to assume that the REC Performance Assurance Manager will apply some scrutiny in this area and all parties are able to identify problem areas for consideration via existing bi-lateral feedback mechanisms.
- **Action:** *The Chair to engage with the REC Performance Assurance Manager to ascertain how process failures will be monitored in the future.*

4. Consent to bill during cool-off

- Further to questions raised at a recent Working Group meeting, a recap of the obligations and previous forum discussion was provided. (See slide 15).

5. Prepayment

- A forum member queried whether there would be consequences if switch dates were delayed to allow time for the receipt of new payment devices.
- It was noted that no 'special cases' have been flagged by Ofgem and that Suppliers are expected to meet their Supply Licence obligations. Suppliers will therefore need to dispatch payment devices to meet these obligations.
- It was noted that this would probably occur after the objection window has closed, which will reduce the period to issue by ~24 hours.
- Some concern was expressed that required changes may increase Supplier costs.
- The Chair noted that if Suppliers are individually or collectively concerned by this, they should be signalling their concerns with Ofgem.
- The Chair also noted that the Consumer Journey Forum are reviewing the traditional prepayment journey.

6. Progress against Questions

- All questions associated with the Main Forum are deemed to be complete.
- **Action:** *The Chair to circulate an updated version of the Questions document for Forum member review and comment.*

7. Auto-Switching session preparation

- The Chair reminded the forum that this session is scheduled to take place on 14 September and welcomed input from forum members ahead of finalising the agenda.

8. Updates from the Data and Comms Working Group

- Updates were provided to the forum in line with slides 19 & 22.
- The revised process map and timings (slide 20) was reviewed. It was noted that this relates to the 'Happy Path' journey.
- **Action:** *The Chair to update the process map to make it clear that it is associated with a 'Happy Path' journey.*
- An update was provided on the Consumer Messaging Principles and the Consumer Journey Perspective (slides 23 & 24). The Chair noted that these were going to be further discussed and approved at the final Comms Working Group meeting on 2 September.

9. BEIS Energy White Paper update

- The Forum was provided with an update on progress. BEIS published a Call for Evidence on 16 August.
- Slide 25 provides links to the various associated BEIS publications.

10. AOB

- None.