



PCW/Supplier Forum

Main Forum – Meeting 4
20 July 2021

Competition Act Reminder













- In taking part in this meeting, participants are confirming that they have undergone relevant training to raise their awareness of, and ensure compliance with, applicable competition law, including the Competition Act 1998 and Articles 101 and 102 EC and that they will not discuss matters that would or might lead to any breaches of competition law.

Agenda

| Item | Topic |
|------|--|
| 1 | <i>Introduction & meeting aims (including summary of topics concluded)</i> |
| 2 | <i>Access to REC for Data Enquiry Services – Andrew Wallace, RECCo</i> |
| 3 | <i>Risk for discussion: R001 – Testing arrangements</i> |
| 4 | <i>Update from Data, Validation & Transfer Working Group</i> |
| 5 | <i>Update from Consumer Communication & Engagement Working Group</i> |
| 6 | <i>Update on future discussion on Auto-Switching</i> |
| 7 | <i>Actions Log update</i> |
| 8 | <i>Risk Register review</i> |
| 9 | <i>Diary Planning</i> |
| 10 | <i>AOB</i> |

The FMRS Programme Plan remains on track to delivery the new faster & more reliable switching arrangements within an Implementation Window of 6 June 2022 to 15 August 2022

Subjective assessment of progress/outlook

| Topic | Initial RAG | Last month | Today | Outlook |
|--|---|---|---|--|
| Terms of Reference and objectives |  |  |  | Forum continues to be well supported with high engagement. The active participation and interest from PCWs is a significant contributor to the objective of defining and mitigating some of the programme implementation risk. |
| Scope |  |  |  | Progress remains broadly on track for delivery of the full scope of the expanded ToR within the original timescale. Auto-switching services are out of scope but, following discussion at this Forum, RECCo has approved an additional session to specifically discuss this topic. |
| Risk management |  |  |  | No significant new risks have been identified in the last month, but concerns over the REL and PCW access to Data Enquiry Services are currently unresolved. |
| Actions |  |  |  | The number of open actions is stable. The nature of the forum is that most are likely to become recommendations, for progression by industry participants. |

2. Access to Retail Energy Code for Data Enquiry Services

RETAIL ENERGY CODE

PCW FORUM – JULY 2021

ECOES ACCESS

ANDREW WALLACE, RECCO TRANSITION MANAGER

1. Set out the transitional governance arrangements for maintain accessing ECOES from 01 Sept 2021
2. Describe the engagement underway to secure access for existing ECOES Users
3. What is different under the REC?
4. New ECOES users and additional access rights
5. Q&A

- Ofgem developed transitional arrangements that allow existing ECOES users to continue to access this service, without disruption, after Retail Code Consolidation.
- The transition rules require that a current ECOES user:
 - a) Has in place an agreement for access immediately before 01 September 2021, and
 - b) Signs a REC Access Agreement with RECCo.
- RECCo is only permitted to enter into REC Access Agreements with certain categories of users as defined in the REC.
- Each category of user may only access data items specified in the REC Data Access Matrix. The categories of user and the REC Data Access Matrix have been consulted upon by Ofgem and were developed using information provided by MRASCo.
- PCW permitted use: “where a Consumer makes a request in relation to the Metering Point for that Consumer's premises, providing data to that Consumer to assist the Consumer in exploring whether to make a Switch”

- At RECCo's request, MRASCo has written to existing (non-REC Party) ECOES users to request that they authorise sharing of existing agreement information with RECCo
- Letters sent last week.
- Once RECCo has received the information, we will check for compatibility with the REC and then send Access Agreements for signature. Each Access Agreement will have a schedule confirming that access will be provided to existing data items, using existing means (GUI or API) and applying the same charges.
- The terms of the Access Agreement is not negotiable – it has been prescribed by Ofgem.
- The Access Agreement and some FAQs have been published on the RECCo Website Transition page - [here](#)

- The Access Agreement terms and conditions will be different to those offered by MRASCo. Developed and consulted upon by Ofgem and are not negotiable on an individual case by case basis.
- The REC Code Manager will undertake an annual maintenance check on compliance. For PCWs this will comprise:
 - a) **Annual Statement:** Requirement to self-certify that you continue to meet the REC qualification requirements
 - b) **Compliance Statement:** Submitted together with Annual Statement (unless there is an External Assessment), a self certification check on security and data protection
 - c) **External Assessment:** Every three years, PCWs will be required to answer questions and provide evidence around your ongoing ISDP arrangements. This will be assessed by the REC Code Manager.
- PCWs will need to sign up to the REC Portal. This is the main way in which the REC Code Manager will communicate with you, for example by letting you know when your annual maintenance check is due.
- The REC Code Manager will shortly be publishing further guidance and templates on the annual maintenance requirements – a recent seminar and FAQs available of the RECCo website - [here](#)



NEW USERS AND NEW REQUIREMENTS

- We propose to carry over access rights for existing users. If more data items are needed or a different access method then an application should be made to the REC Code Manager and the Access Agreement would be adjusted
- Parties that do not have agreements in place with MRASCo will need to apply to the REC Code Manager for access to ECOES after 01 Sept 2021
- The REC Code Manager will shortly be publishing further detail on the market entry arrangements

RETAIL
ENERGY
CODE

QUESTIONS?

ENQUIRIES@RECMANAGER.CO.UK

Forum 'Inbox'

- The Inbox is regarded as manageable with numerous topics now considered as having progressed sufficiently to merit as being classed as 'discussions concluded'.

Topic areas concluded

- ✓ Vulnerability / Priority Services Register
- ✓ Credit Vetting
- ✓ Consumer consent to bill during cool-off
- ✓ Opening Meter Readings
- ✓ Forward-dated switch requests
- ✓ Determining the Supply Start Date
- ✓ Relevant Date
- ✓ Prepayment meters
- ✓ Confidence Code
- ✓ Energy Switch Guarantee
- ✓ Collective Switching
- ✓ Objections
- ✓ Warm Homes Discount
- ✓ PCW switching programme engagement
- ✓ Standstill Period
- ✓ OFAF (One-fail-all-fail)

- ✓ Micro-Business Strategic Review
- ✓ Market Sector Indicator
- ✓ Cooling-off Period / messaging
- ✓ Differing Supplier offerings (switch speeds) at go-live

Open topics (including)

- Auto-Switching
- Cutover/Transition
- Data Validation & Transfer
- Use of/access to Enquiry Services
- Retail Energy Location
- Data Transfer
- Unhappy paths
- Meter Types/appropriate tariffs
- Error, Rejections, Erroneous Transfers
- Feedback mechanisms
- Testing arrangements

| Topic | X-Ref. | Update |
|---|----------------------------------|--|
| Collective Switching | Risk R012 Question 17 | The following position has been endorsed by the Forum and communicated to the switching programme/Ofgem. <i>'As the topic of Collective Switching is out of scope of the Forum's Terms of Reference, that it is added to the Risk Register and immediately flagged to the switching programme/Ofgem for their awareness and consideration of any required interaction with, or communication to, Collective Switch providers.'</i> |
| Confidence Code | ToR 4.5.4 Question 34 | The following position has been endorsed by the Forum and communicated to Ofgem. <i>'Following Forum consideration, it has been concluded that no amendments are required to the existing Code of Confidence arrangements as a result of the introduction of Faster & More Reliable Switching and that this view be communicated to Ofgem for information.'</i> |
| Energy Switch Guarantee | ToR 4.5.4 Question 35 | The following position has been endorsed by the Forum and communicated to the independent Chair of the Energy Switch Guarantee. <i>'There will be a requirement to amend the wording of the existing Energy Switch Guarantee commitments, as a result of the introduction of Faster & More Reliable Switching. Specifically, Commitment 3 will require amendment to align with revised Supply Licence Conditions. In addition, Commitment 6 will require re-wording to take into consideration revised cooling-off arrangements.'</i> |
| Definition of Relevant Date (when the switch 'clock' starts) | Risk R008 Question 21, 31, 32 | The following position has been discussed and understood by Forum members. <i>'Ofgem have published updated proposed drafting for the gas and electricity supply licences in May 2021, which includes an updated definition of 'Relevant Date' – see clause 14A.20. In practice, the switch 'clock' will start at the point when the Supplier determines that sufficient information to conduct the switch has been provided, regardless of the sales channel.'</i> |
| Customer Requested Switch Dates | ToR 4.4.4 Question 22 | The following position has been endorsed by the Forum. <i>'The Forum agrees that as there are not any material changes to the current obligations, as detailed within the Supply Licence Conditions, no changes to existing arrangements are required unless agreed bilaterally between parties.'</i> |
| Credit Vetting | Question 14 | The following position has been endorsed by the Forum. <i>'The Forum agrees that there will be no changes required to the existing Data Capture requirements that enable credit vetting to take place.'</i> |

| Topic | X-Ref. | Update |
|---|-------------|--|
| Consumer consent to bill during cool-off | Question 30 | <p>The Forum has mixed views on the interpretation of the Supply Licence & Statutory Instrument obligations, however there is Supplier consensus that express consent must be received by the consumer.</p> <p><i>'There is a requirement for the existing Data Capture arrangements to be amended such that express consent (or not) from the consumer is captured at the point of sale and subsequently provided by the PCW to the acquiring Supplier. The process required for delivering this, including the wording to be used to explain the consent to the consumer, will be subject to bilateral agreement between the PCW and the Supplier.'</i></p> |
| Opening Meter Reads | Question 3 | <p>The Forum has mixed views on the potential benefits of capturing an opening meter reads at the point of sale. It has been noted that there are differences between future gas and electricity opening meter read arrangements and this has been flagged to Ofgem. The following position has therefore been endorsed by the Forum.</p> <p><i>'A view has been reached that the current arrangements for the capture of opening meter reads should remain as-is, with collection being the responsibility of the Supplier, unless a Supplier bilaterally agrees otherwise with a PCW.'</i></p> |
| Prepayment meters | | <p>The following position has been endorsed by the Forum.</p> <p><i>'There is a general consensus that no specific messaging from PCWs is necessarily required for prepayment meter switch requests (as standard), though it has been acknowledged that some Suppliers may wish to bilaterally agree bespoke messaging with a PCW.'</i></p> |
| Vulnerability / Priority Services Register | Question 5 | <p>The Forum acknowledged that currently, the Supplier requirements of PCWs to capture this information at the point of sale are variable. The following position has subsequently been endorsed by the Forum.</p> <p><i>'Suppliers and PCWs will continue to agree on a bilateral basis, whether and how to capture this information from consumers at the point of sale. Suppliers have a obligation to identify, capture, record and update this information where applicable and there is a general Forum consensus that the consumer experience can be improved and that where questions are asked and information captured at the point of sale, it should ideally be consistent with the standard industry codes that are utilised across gas, electricity and water. Further, there is consensus that a switch can proceed without this information being captured, but Suppliers will need to consider the timing of obtaining information within the context of faster switching timeframes, particularly a next day switch. It has also been acknowledged that some consumers may be cautious about providing personal data to PCWs.'</i></p> |

PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Concluded

Version Date: 19 July 2021

| Topic | X-Ref. | Update |
|--|-----------------|---|
| Objections | Question 20 | Forum discussions have concluded and are summarised below. <i>'The current rules on why existing Suppliers may object will continue to be valid under faster switching arrangements. It will be the responsibility of PCWs to review their current messaging as required. The objection window parameters will change at go-live. The window for domestic will be 1 working day and the window for non-domestic will be 2 working days.'</i> |
| Determining the Supply Start Date (SSD) | Question 21 | The following position has been endorsed by the Forum. <i>'In accordance with the definition of 'Relevant Date', the Forum has agreed that Suppliers are best placed to determine the Supply Start Date (SSD) and be responsible for communicating this date to the consumer.'</i> |
| PCW switching programme engagement | Risk R011 | This topic has been concluded. <i>'Ofgem have confirmed that all switching programme meetings and events, with the exception of the three overarching governance groups, are open for attendance by any impacted or interested party. PCWs are therefore welcome to attend and actively engage. In addition the DCC have established a monthly switching programme engagement/update session with PCWs and a separate series of sessions are being undertaken by the DCC to provide further information about the Retail Energy Location.'</i> |
| Warm Homes Discount (WHD) | | This topic has been concluded. <i>'The Forum noted that PCWs who are signatories to and complying with the Ofgem Confidence Code will include this requirement, for other it will remain discretionary. There are no additional implication associated with the implementation of faster switching.'</i> |
| Standstill Period | Question 18, 19 | This topic has been concluded. <i>'The Forum acknowledges that the Standstill Period is a configurable value, that will be initially set to five calendar days from go-live, with Ofgem having a longer-term expectation to review post go-live and potentially amend the period to zero. It was agreed by the Forum, that Suppliers should be responsible to checking the Standstill Period status before setting the Supply Start Date and submitting the switch request to the CSS.'</i> |
| One Fail All Fail (OFAF) | Question 25 | The following position has been endorsed by the Forum. <i>'As there is no material change to the current circumstances associated with the progression of dual fuel switches, it has been concluded that there are no OFAF related implications to the PCW-Supplier processes associated with the introduction of the new switching arrangements.'</i> |

| Topic | X-Ref. | Update |
|--|---------------------|---|
| Ofgem Micro-Business Strategic Review outcomes | | <p>This topic has been concluded.</p> <p><i>'The Forum has agreed to keep this on the horizon in case there are any consequential impacts, but the focus of the group remains on the domestic market in line with the Terms of Reference.'</i></p> |
| Market Sector Indicator | | <p>This topic has been concluded.</p> <p><i>'Noting that the CSS will utilise the current Market Sector Indicator (MSI) that is held on file for the current switch, the Forum has agreed that the MSI is not a piece of data that is critical to the success of the current switch and that there is no new data capture requirement of PCWs. It is acknowledged that the Supplier is responsible for updating the MSI for future switches when advised of any changes.'</i></p> |
| Cooling-off Period | Question 18, 30, 32 | <p>This topic has been concluded.</p> <p><i>'Historically there has not been a consistent understanding across parties, of when the cooling-off period commences. The Forum has explored the legal definition, as detailed with the Statutory Instrument, and are in agreement that: 'the cooling-off period begins the day after the day that the consumer enters into a contract with the Supplier' and that consensus that it does not commence at the point when the consumer completes their data entry into the PCW website. In terms of consumer messaging, it was agreed that it should be accurate and in accordance with the definition and that any guidance should be very simple and leave individual parties scope to adjust content to reflect agreements and their own capabilities.'</i></p> |
| Differing Supplier offerings (switch speeds) at go-live | Question 26 | <p>This topic has been concluded.</p> <p><i>'The Supply Licence sets out the period of time it should take for a switch to complete. It is noted that Ofgem have a short-medium term aspiration that all Suppliers move towards a next day switch as standard. At the point of FMRS go-live, the switching timeframes being offered by Suppliers will vary dependant upon a number of factors. This should not be a concern for PCWs as the Forum have separately agreed that Suppliers are best placed to determine the Supply Start Date and be responsible for communicating this date to the consumer.'</i></p> |

PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Ongoing

Version Date: 19 July 2021

| Topic | X-Ref. | Update |
|---|---|---|
| Retail Energy Location | Risk R011 Question 9 | <i>Both Suppliers and PCWs have a number of concerns and questions relating to access to and use of the REL. Both DCC and Ofgem are engaged, with the DCC due to schedule a follow-up information session for all parties soon.</i> |
| Auto-Switching | Risk R009 Question 15, 23 | <i>Whilst this topic is out of scope of the Terms of Reference, RECCo has agreed to sponsor an additional session to discuss this topic. A date for this session has not yet been scheduled.</i> |
| Metering data (rejections / tariff errors) | Risk R006 Question 4 | <i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i> |
| Change of Tenancy | Risk R009 Question 16 | <i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i> |
| Transition / Cutover implications | | <i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i> |
| Data Enquiry Services | Risk R002 Risk R010 Question 7, 8 | <i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i> |

PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Ongoing

Version Date: 19 July 2021

| Topic | X-Ref. | Update |
|---|-----------------|--|
| Process failures (errors, rejections & erroneous transfers) | Question 12 | <i>This topic will be discussed at the Main Forum meeting on 20 July.</i> |
| Testing arrangements | Risk R001 | <i>This topic will be discussed at the Main Forum meeting on 20 July.</i> |
| Next steps & principles for consumer messaging | Question 21, 27 | <i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i> |
| Potential for consumer confusion (reduced timeframe for multiple comms) | Risk R007 | <i>This topic will be further discussed at meeting 3 of the Consumer Communication & Engagement Working Group on 4 August.</i> |
| Unhappy path messaging | | <i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i> |
| Approach to ensuring comms consistency & accuracy | | <i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i> |

PCW/Supplier Forum

'Forum Inbox' Topic Tracker – Topics Ongoing

Version Date: 19 July 2021

| Topic | X-Ref. | Update |
|---|---|--|
| Ownership of the consumer relationship | Question 24 | <i>This topic will be further discussed at meeting 4 of the Consumer Communication & Engagement Working Group on 4 August.</i> |
| General Data Capture requirements at point of sale | Risk R003 ToR 4.3.1, 4.3.2 | <i>Ongoing discussion at the Data Capture, Validation & Transfer Working Group.</i> |
| General Data Validation requirements at point of sale | ToR 4.3.4 Question 6 | <i>Ongoing discussion at the Data Capture, Validation & Transfer Working Group.</i> |
| Data Transfer mechanisms/ timeliness of data provision | Risk R004 ToR 4.3.3 Question 10, 11 | <i>This topic will be further discussed at meeting 4 of the Data Capture, Validation & Transfer Working Group on 28 July.</i> |
| Feedback mechanisms | ToR 4.3.5 Risk R005 Question 13 | <i>This topic will be progressed via the Main Forum.</i> |
| Consumer communication & engagement | ToR 4.4.1, 4.4.2, 4.4.3 | <i>This topic is being progressed via the Consumer Communication & Engagement Working Group.</i> |
| Clarity of Regulatory policies | ToR 4.5.1 | <i>This topic will be progressed via the Main Forum.</i> |
| Future Target Operating Model | | <i>This topic will be progressed via the Main Forum.</i> |
| Consumer perceptions & expectation | | <i>This topic is being progressed via the Consumer Communication & Engagement Working Group.</i> |

3. Risk for discussion: R001 – Testing arrangements

Risk R001 – Testing arrangements (1)

Risk 001

- **Description & Impact:** *Currently, switching programme end-to-end testing arrangements exclude any PCW involvement, so is therefore missing the initial data capture process. This omission could expose end-to-end process shortcomings at go-live.*
 - **Next Steps:** *Consideration needs to be given to if and how PCWs and Suppliers can/should, as required and appropriate, test relevant parts of the end-to-end switching process, outside of formal programme testing arrangements.*
-
- We discussed this risk at the last Main Forum meeting on 16 June. There was a general view that testing of the consumer facing arrangements might be beneficial. However, there was a concern regarding how any testing arrangements would work in practice in the absence of any over-arching governance for this activity.
 - The discussions resulted in two actions:
 - **Action MF1-022:** Forum members to consider and provide views to the Chair on two questions.
 1. What is the appetite of Forum members to engage with and support testing of the E2E PCW/Supplier process (outside of formal programme testing arrangements)?
 2. What are Forum member views on the scope and structure of any potential testing arrangements?
 - **Action MF1-027:** The Chair to engage with relevant programme and parties and to ascertain how best to take forward true E2E testing requirements.

Risk R001 – Testing arrangements (2)

- There has been very limited response from Forum members to Action MF1-022.
- The E2E Testing phase of the switching programme (which is only mandatory for Suppliers with 250k+ meter points) has been subject to extensive design and development over a long period of time.
- The scope of E2E Testing does not include any PCW-Supplier processes, and it has been deemed the responsibility of Suppliers (by the programme) to manage any testing requirements with their PCW partners.
- Therefore, based upon the following assumptions:
 - 1) it will not be possible to include any PCW-Supplier process testing within formal programme testing;
 - 2) the considerable challenges associated with establishing separate testing arrangements, and associated governance, from scratch; and
 - 3) that there would ultimately be no mandatory requirement for any PCW or Supplier to subsequently adhere to any ad-hoc arrangements established
- The following way forward is being put forward for Forum consideration.

Risk R001 – Testing arrangements (3)

- The proposal for consideration:

‘Forum members agree that, in addition to the E2E Testing being delivered by the switching programme, it is also important to test the PCW-Supplier processes that occur prior to a switch request being submitted to the CSS. In the absence of any established mechanism to deliver such testing and being cognisant of the differing processes that are currently utilised by PCW’s and Suppliers, governed by myriad bi-lateral commercial agreements, there is a consensus that individual parties are best placed to decide (in partnership with their commercial partners) what elements of the process to test, how best to execute these tests and the most appropriate time to conduct them ahead of go-live.’

- In addition, we would like to receive Forum views on whether this is something that could/should be captured at high level by the switching programme ‘Business Readiness’ assessment and assurance activity, as the programme heads towards go-live.
- For example, PwC could include some high level questions within future assessment questionnaires, to gauge the level of Supplier market coverage that are undertaking or planning to undertake testing with their PCW partners.
- This approach would provide the programme and all parties with an anonymous view of the extent PCW-Supplier testing being progressed.

4. Update from Data, Validation & Transfer Working Group

Meeting aims:

- Continued discussion on Data Capture and consideration of Forum member views.
- Discuss future Data Validation requirements including the topics: Standstill Period, Market Sector Indicator, Meter Type validation and the Retail Energy Location.
- Discuss views on whether presentation by Gas & Electricity Enquiry Service providers would be beneficial.
- Conclude discussions on the topic of Vulnerability / PSR.

Future meeting dates:

- Wednesday 28 July – 2pm
- Wednesday 25 August – 2pm

Discussion areas:

- Data Capture requirements
- Data Validation
 - Personal/Contact details data items
 - Supply Point/Consumption data items
 - Tariff & Payment information
 - Consents / Additional information
- Standstill Period
- Vulnerability / PSR
- PCW role in validation
- PCW access in industry data via the Gas & Electricity Enquiry Services

Key actions:

- Data Capture. Provide any comments on the content of the latest version of the Data Capture Requirements document.
- Access to data. Chair to engage with PCWs to ascertain current views on the challenges and blockers that prevent PCW accession to and/or use of the Data Enquiry Services.
- Consumption data. Chair to ascertain what consumption related data can be accessed from the Gas & Electricity Enquiry Services by PCWs.
- Future meetings. The duration of future working group meetings to be extended to three hours.

Outlook:

- The next meeting will continue to seek to finalise discussions on Data Capture, continue discussions on Data Validation.
- Commence discussions on Data Transfer.
- Further consideration of future access to and use of Gas & Electricity Enquiry Services.
- Discuss the topic of industry Transition / Cutover to the new switching arrangements and consider the treatment of switch requests at this time.
- Consider Risk R006 – ‘Industry metering data triggers unnecessary rejections or tariff errors’

Reminder: Forum members to provide views on key actions ahead of 28 July meeting

5. Update from the Consumer Communication & Engagement Working Group

Meeting aims:

- Consideration of cooling-off arrangements and the provision of legislative clarity on when, within the consumer journey, the cool-off period commences.
- Discuss 'principles of consumer messaging' and develop an accurate and consistent consumer messaging framework, associated with cooling-off and other critical process elements.
- Consider Risk R007 – 'Potential for customer confusion as the timeframe for switch completion dramatically reduces'.
- Discuss consumer expectations from a communication/engagement perspective and align this with messaging principles.

Future meeting dates:

- Wednesday 4 August – 2pm
- Thursday 9 September – 2pm

Discussion areas:

- Cooling-off definition & messaging (legal definition agreed)
- Consumer Messaging Principles
 - What will happen next & who will make contact
 - Opportunity to cool-off
 - How long the switch will take
 - Unpaid debt
 - Requirement for a final/opening meter reading
- Unhappy path consumer messaging
- Access to Data Enquiry Services

Key actions:

- Cooling-off. All Forum members to review their consumer messaging on cool-off for current and future arrangements, to ensure accuracy against the Statutory Instrument.
- Messaging principles. Chair to review the draft 'Consumer Messaging Principles, developed to date and set out a simplified version for Forum review.
- Engagement with Ofgem. Chair to arrange for eventual drafting of the messaging principles to be shared with Ofgem for their consideration and comment against any programme related expectations.
- Unhappy pathways. All Forum members to review and consider any 'unhappy' pathway consumer messaging observations, that require consideration.

Outlook:

- Further consideration of the 'Consumer Messaging Principles'.
- Consider consumer messaging associated with 'unhappy path' consumer journeys.
- Consumer ownership – establish parameters of who owns consumer communication at relevant process points, particularly communication of process problems or failures.

Forum Question sets

- The Terms of Reference Appendix details a series of questions that were captured during the Consumer Journey Forum activity during 2020 and during the preparatory phase activity for this Forum in February/March 2021.
- Additional questions are also being captured as we progress through the Forum activity.
- An updated version of the 'Question set' paper was issued ahead of today's session. Comments from Forum members on it's content are welcome.
- The paper will continue to be updated as the Forum's work evolves.

6. Update on future discussions on Auto-Switching

Update on Auto-Switching

- This topic was discussed at the last Main Forum meeting on 16 June and the following action agreed.
- *MF1-024: Auto-Switching future discussion. The Chair to engage with the RECCo Board and seek to extend the remit and membership of the Forum, to enable a dedicated meeting on Auto-Switching to be undertaken.*
- The RECCo Board have agreed to the above request, and will sponsor an additional session within the Forum structure, to specifically discuss this topic.
- A date for this session is currently - to be confirmed. Preparatory activities will progress in the coming weeks to engage all appropriate parties and to develop the meeting aims and agenda.
- In the meantime, views on specific issues in relation to this topic are welcome from Forum members.
- It is noted that the challenges associated with Auto-Switching processes are an existing industry issue, and the purpose of the session will primarily be to explore issues associated with the implementation of new switching arrangements.

7. Actions Log

- The Log captures all actions from the Main Forum and Working Group meetings.

PCW/Supplier Forum - Main Forum (page 1)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|---------|-------------|---|--|---------------|----------|
| MF1-001 | 20-Apr-21 | Membership of Forum Working Groups. Forum members to advise the Chair via email of expression of interest at the earliest opportunity. | The initial sessions of both Working Group took place on 29 April and 6 May. | Forum members | Complete |
| MF1-002 | 20-Apr-21 | Working Groups. The Chair to circulate joining details for these meetings to Working Group members. | Joining details for initial Working Group sessions circulated. | GW | Complete |
| MF1-003 | 20-Apr-21 | Forum contact list. Forum members to advise the Chair of any other individuals within their organisations that require inclusion to the contact list. | The Forum contact list has been updated. | Forum members | Complete |
| MF1-004 | 20-Apr-21 | Programme REL communication session on 26 April. The Chair agreed to forward on the invite to enquiring Supplier. | Invite forwarded. | Chair | Complete |
| MF1-005 | 20-Apr-21 | PCW engagement in relevant programme sessions/events. The Chair to speak with Ofgem/the programme to discuss how best/appropriate to include PCWs on future, relevant switching programme events and/or sessions that also have relevance to them. | Ofgem have confirmed that all switching programme meetings and events, with the exception of the three overarching governance groups, are open for attendance by any impacted or interested party. PCWs are therefore welcome to attend and actively engage. (Circulated on 7 May). Follow-up action (MF1-010). | Chair | Complete |
| MF1-006 | 20-Apr-21 | Concerns relating to Change of Tenancy and auto-switching arrangements. The Chair to add the CoT auto-switch concern to the Forum Risk Register. | This has been added to the Forum Risk Register (R009). | Chair | Complete |
| MF1-007 | 20-Apr-21 | Performance of Data Enquiry Services. The Chair to add the Enquiry Service resilience and availability concern to the Forum Risk Register. | This has been added to the Forum Risk Register (R010). | Chair | Complete |
| MF1-008 | 20-Apr-21 | Future engagement with Data Enquiry Service Providers. The Chair to continue to liaise with Enquiry Service providers and extend invites to relevant future sessions. | Ongoing activity. Data Enquiry Service Providers have advised of willingness to present at a future Forum session as required. 27/5 – Forum member action to provide topics for any future presentation by GES & EES service providers. 2/7 – Agreement not to progress any direct engagement until after the DCC REL update session (which will include service providers). | Chair | Complete |
| MF1-009 | 20-Apr-21 | Forum diary planning. The Chair to issue invites to the Forum contact list for all proposed meeting dates. | Calendar invites have been issued for all future Main Forum meetings. | Chair | Complete |
| MF1-010 | 7-May-21 | PCW programme engagement. The Chair to engage with the Switching PMO and DCC to consider how to increase PCW awareness of and engagement with programme communications and events. | Ongoing activity with Switching PMO and DCC. | Chair | Complete |

PCW/Supplier Forum - Main Forum (page 2)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|---------|-------------|---|--|---------------|----------|
| MF1-011 | 21-May-21 | Forum Question sets. The Chair to circulate the initial drafts of question papers to Forum members. | Papers were issued to Forum members by email on 21 May. | Chair | Complete |
| MF1-012 | 21-May-21 | Confidence Code. PCWs to advise the Chair of any views or observations on potential impacts to the Confidence Code, in addition to those discussed at the Main Forum meeting on 18 May, by cop on 25 May. | Awaiting responses. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’ | PCWs | Complete |
| MF1-013 | 21-May-21 | Energy Switch Guarantee. Suppliers to advise the Chair of any views or observations on potential impacts to the Energy Switch Guarantee, in addition to those discussed at the Main Forum meeting on 18 May, by cop on 25 May. | Awaiting responses. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’ | Suppliers | Complete |
| MF1-014 | 21-May-21 | Collective Switching. Forum members to advise of any views or observations on collective switching (and proposed way forward) further to discussion on this topic at the Main Forum on 18 May, by cop on 21 May. | Awaiting responses. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’ | Forum members | Complete |
| MF1-015 | 21-May-21 | Gas & Electricity Enquiry Services (GES & EES). The Chair to ensure that the topics of GES and EES are discussed at meeting 2 of the Data Capture, Validation & Transfer Working Group on 27 May. | The topic has added to 27 May Working Group agenda. 14/6 – topic discussed at 27/5 session, refer to action MF1-008. | Chair | Complete |
| MF1-016 | 21-May-21 | Retail Energy Location. DCC to issue an invite for a PCW REL information session. | Expected to be held during week commencing 7 June. Awaiting progression by DCC. 14/6 – session being held on 14 June. | DCC | Complete |
| MF1-017 | 21-May-21 | Retail Energy Location information session. PCWs to advise the Chair if there are any specific questions that they would like to be addressed at the REL session. | Awaiting responses. 14/6 – session being held on 14 June. | PCWs | Complete |
| MF1-018 | 21-May-21 | PCW programme engagement. DCC to issue invites for future PCW specific, programme engagement sessions. | Awaiting progression by DCC. 14/6 – a monthly switching programme information/update session with PCWs has now been established by DCC. | DCC | Complete |

PCW/Supplier Forum - Main Forum (page 3)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|---------|-------------|--|---|---------------|----------|
| MF1-019 | 16-Jun-21 | Forum Topics Concluded. Forum members to review slides 7-9 (Topics Concluded) and provide the Chair with any comments on content. | Awaiting responses from Forum members. 19/7 – no comments have been received, the Topics Concluded information will continue to be updated. | Forum members | Complete |
| MF1-020 | 16-Jun-21 | Ongoing Forum Topics: Forum members to review slides 10-12 and provide views to the Chair on any additional topic areas that should be included and considered by the Forum. | Awaiting responses from Forum members. 19/7 – no additional topic areas have been received. | Forum members | Complete |
| MF1-021 | 16-Jun-21 | Question set paper. Forum members to review the paper and provide the Chair with any comments on content. | Awaiting responses from Forum members. 19/7 – no comments received, an updated version has been issued. | Forum members | Complete |
| MF1-022 | 16-Jun-21 | Risk 001: Testing arrangements. Forum members to consider and provide views to the Chair on two questions. 1) What is the appetite of Forum members to engage with and support testing of the E2E PCW/Supplier process (outside of formal programme testing arrangements)? and 2) What are Forum member views on the scope and structure of any potential testing arrangements? | Awaiting responses from Forum members. 19/7 – limited comments received, update provided at the 20 July Main Forum meeting. | Forum members | Complete |
| MF1-023 | 16-Jun-21 | Retail Energy Location. Forum members to advise the Chair of any further thoughts or concerns on this topic, further to recent engagements with DCC. | Awaiting responses from Forum members. 19/7 – there were no additional thoughts or concerns provided. | Forum members | Complete |
| MF1-024 | 16-Jun-21 | Auto-Switching future discussion. The Chair to engage with the RECCo Board and seek to extend the remit and membership of the Forum, to enable a dedicated meeting on Auto-Switching to be undertaken. | 18/6 – engagement with RECCo underway. 2/7 – RECCo have agreed to sponsor a separate session to discuss Auto-Switching. Date of session to be confirmed. | Chair | Complete |
| MF1-025 | 16-Jun-21 | Provision of data – Auto-Switching. All Suppliers are invited to provide examples and volumetric data to the Chair, that can be shared anonymously with the Forum at any future deep dive session on this topic. | Awaiting responses from Suppliers. | Suppliers | Ongoing |
| MF1-026 | 16-Jun-21 | Auto-Switching. The Chair to contact the Energy Ombudsman with an invitation to provide any data or comments relating to Auto-Switching. | 22/6 – engagement with Citizens Advice and the Energy Ombudsman underway. 19/7 – this will be included within the preparatory activity for the future, one-off Auto-Switching meeting. | Chair | Complete |
| MF1-027 | 16-Jun-21 | Testing arrangements. The Chair to engage with relevant programme and parties and to ascertain how best to take forward true E2E testing requirements. | Chair to progress. 19/7 – update provided at the 20 July Main Forum meeting. | Chair | Complete |

Data Capture, Validation & Transfer Working Group (page 1)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|--------|-------------|---|--|---------------|----------|
| D1-001 | 29-Apr-21 | Data Capture information. All Forum members to review the Data Capture information on slide 9 and provide comments to the Chair on the data items listed and any additional items that should be included for a domestic switch, based upon current arrangements. | Closed – responses received and discussed at 27/5 Working Group meeting. | Forum members | Complete |
| D1-002 | 29-Apr-21 | New Data Capture requirements. All Forum members to advise the Chair if there are any additional, new Data Capture requirements introduced by the introduction of faster switching arrangements that need to be considered, other than those captured on slide 10. | Closed – responses received and discussed at 27/5 Working Group meeting. | Forum members | Complete |
| D1-003 | 29-Apr-21 | Vulnerable Customer/PSR considerations. Although this was not discussed (slide 11 - rolled over to the next WG session), all Forum members to review the questions posed and provide any initial thoughts or comments to the Chair. | Closed – responses received and discussed at 27/5 Working Group meeting. | Forum members | Complete |
| D1-004 | 29-Apr-21 | Data Capture – Speed of Switch. All Forum members to flag to the Chair any views on whether the speed of switch (5 WD vs Next WD) has any impact on Data Capture requirements. | Closed – responses received and discussed at 27/5 Working Group meeting. | Forum members | Complete |
| D1-005 | 29-Apr-21 | Auto-Switching and customer consent. The Chair to include the topic of Auto-Switching on a future agenda for future group discussion. | To be considered at the Main Forum meeting in June. 14/6 – this topic has been included on the agenda for the 16 June Main Forum meeting. | Chair | Complete |
| D1-006 | 29-Apr-21 | Change of Tenancy information capture. The Chair to include the topic of Change of Tenancy information capture at the point of sale on a future agenda for further group discussion. | To be considered at a future Working Group meeting. 14/6 – this topic was discussed at the 27/5 Working Group session. | Chair | Complete |
| D1-007 | 29-Apr-21 | Change of Tenancy information capture. The Chair to add Change of Tenancy to the list of Questions for this Working Group. | This has been added (Q16) and will be considered by the Working Group in due course. | Chair | Complete |
| D1-008 | 29-Apr-21 | Domestic / Non-Domestic market sector indicator. All Forum members to consider whether the market sector indicator should be ascertained/captured as standard at the point of sale. | Closed – responses received and discussed at 27/5 Working Group meeting. | Forum members | Complete |
| D1-009 | 29-Apr-21 | Capture of Warm Homes discount information. All Forum members to consider whether information relating to Warm Homes Discount eligibility should be ascertained/captured as standard at the point of sale. | Closed – responses received and discussed at 27/5 Working Group meeting. | Forum members | Complete |

Data Capture, Validation & Transfer Working Group (page 2)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|--------|-------------|--|---|---------------|----------|
| D1-010 | 29-Apr-21 | Differing Supplier switch speeds at go-live. The Chair to ensure that the communication of the Supply Start Date to the consumer is picked up by the Consumer Communication & Engagement Working Group. | To be considered at a future Consumer Comms Working Group meeting. 14/6 – this topic was discussed at the 3/6 Working Group session. | Chair | Complete |
| D1-011 | 29-Apr-21 | Standstill Period. The Chair to ensure that the Standstill Period topic is picked up when the Working Group consider Validation. | To be considered at a future Working Group meeting. 22/6 – this topic will be discussed at the 25/6 Working Group meeting. | Chair | Complete |
| D1-012 | 29-Apr-21 | Retail Energy Location. The Chair to approach Ofgem/DCC and request that a specific REL information session for PCWs is held at the earliest opportunity. | A request has been made to DCC/Ofgem, which has been positively received. Currently awaiting provision of possible dates. 21/5 update: DCC have confirmed that a PCW REL information session is due to be scheduled for w/c 7 June. Refer to action MF1-016. | Chair | Complete |
| D1-013 | 29-Apr-21 | Opening Meter Readings. The Chair to provide clarity on the opening meter read windows that will be effective for both gas and electricity at go-live. | Clarity provided and topic discussed at the 27/5 Working Group meeting. | Chair | Complete |
| D1-014 | 29-Apr-21 | Consumer consent to bill for energy usage during cool-off - obligation. The Chair to provide clarity on where the obligation resides. | Information provided as a post-meeting note within the meeting notes issued on 7 May 2021. | Chair | Complete |
| D1-015 | 29-Apr-21 | Consumer consent to bill for energy usage during cool-off. The Chair to ensure further consideration on this topic at the Consumer Communication & Engagement Working Group – how should this be explained/presented to the consumer at the point of sale? | Ongoing consideration at Working Group meetings – see Action D1-025. | Chair | Complete |
| D1-016 | 29-Apr-21 | Working Group diary planning. The Chair to issue calendar invites to the Forum contact list for future Working Group meetings. | Calendar invites for future DCVT Working Group meetings were issued on 6 May 2021. | Chair | Complete |
| D1-017 | 27-May-21 | Data Capture – further to our discussions on 27 May, please advise the Chair of any further comments you have on the topics of Change of Tenancy, Credit Vetting, Opening Meter Reads, Market Sector Indicator, Consent to bill during cool-off, Consumer Requested switch dates. | Awaiting Forum member responses. 25/6 - Complete. | Forum members | Complete |
| D1-018 | 27-May-21 | Vulnerability/PSR – consider the questions on slide 19 (of the 27 May slide pack) and advise the Chair of any views you have on this topic and/or any implications associated with the introduction of a faster switching timeframes. | Awaiting Forum member responses. 25/6 – Complete. | Forum members | Complete |

Data Capture, Validation & Transfer Working Group (page 3)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|--------|-------------|--|---|---------------|----------|
| D1-019 | 27-May-21 | Data Validation – ahead of the June Working Group meeting (on 25 June) please consider the following questions in readiness for discussion. 1) What are the critical data items that require validation? 2) How will validation requirements change (who, when, how etc) with the advent of faster switching? | Awaiting Forum member responses. 24/6 - Complete. | Forum members | Complete |
| D1-020 | 27-May-21 | Gas & Electricity Enquiry Services – advise the Chair of your views on whether presentation by GES and EES would be beneficial at a future Working Group session. If so why? What would you like to achieve from this? - please consider the following two questions: 1) Are there specific questions or concerns that you have for GES/EES to consider and respond to? 2) Are these questions best answered in writing, through your own bilateral engagement with these parties or through presentation and discussion at this Forum? | Awaiting Forum member responses. 24/6 – Complete. | Forum members | Complete |
| D1-021 | 27-May-21 | Change of Tenancy. The Chair to seek data on existing usage of the CoT flag. | Information request issued to industry parties. Currently awaiting responses. | Chair | Ongoing |
| D1-022 | 27-May-21 | Change of Tenancy. The Chair to seek data on the number of Erroneous Transfers associated with CoT. | Following engagement with the Chair of the Erroneous Transfers PAB, it has been confirmed that there is no specific information on this and it is something that has not previously been raised as an issue by parties at the ET PAB. | Chair | Complete |
| D1-023 | 27-May-21 | Opening Meter Reads. The Chair to raise the issue of Opening Read window inconsistency (in gas & electricity) with the switching programme (Ofgem). | To be progressed by the Chair. 14/6 – this issue has been raised with Ofgem, currently awaiting a response. | Chair | Ongoing |
| D1-024 | 27-May-21 | Market Sector Indicator. All Forum members to consider how to implement the validation of the Market Sector Indicator ahead of the next Working Group meeting. | Awaiting Forum member responses. 24/6 – Complete. | Forum members | Complete |
| D1-025 | 27-May-21 | Consent to bill during cool-off. Further written comments are invited from all Forum members on the criticality of capturing consent at the point of sale / any challenges associated with achieving this. | Awaiting Forum member responses. 24/6 – Complete. | Forum members | Complete |
| D1-026 | 27-May-21 | Vulnerability/PSR. All Forum members to provide comments on whether the use of the industry standard data list should be adopted by all parties. | Awaiting Forum member responses. 24/6 – Complete. | Forum members | Complete |

Data Capture, Validation & Transfer Working Group (page 4)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|--------|-------------|---|--|---------------|----------|
| D1-027 | 25-Jun-21 | Data Capture – all Forum members to provide any comments on the content of the latest Data Capture Requirements document issued. | Awaiting Forum member responses. | Forum members | Ongoing |
| D1-028 | 25-Jun-21 | Data Capture – further to forum discussion and any additional comments received, the Chair to update and circulate for review, a draft final version of the Data Capture Requirements document. | The Chair to progress. | Chair | Ongoing |
| D1-029 | 25-Jun-21 | Access to Data Enquiry Services – the Chair to engage with PCWs to ascertain current views on the challenges and blockers that prevent PCW accession to and/or use of the Data Enquiry Services. | Engagement with PCWs ongoing. | Chair | Ongoing |
| D1-030 | 25-Jun-21 | Access to Consumption Data – the Chair to ascertain what consumption data can be accessed from GES/EES. | The Chair to progress. | Chair | Ongoing |
| D1-031 | 25-Jun-21 | Future meeting durations – the Chair to amend future meeting invites to 150 minutes duration to ensure adequate time to discuss the remaining topics. | Action complete, future invites have been updated. | Chair | Complete |

Consumer Communication & Engagement Working Group (page 1)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|--------|-------------|--|---|---------------|----------|
| C1-001 | 6-May-21 | Consumer requested switch dates. All Forum members to consider: Should the consumer be offered a choice of switch date at the point of sale? Or, should the process remain consistent with today i.e. no choice at point of sale, with an additional capability for consumer requests to be captured and passed on? | Awaiting responses from Forum members. 14/6 – this topic has been closed, refer to ‘Forum Inbox – topics concluded update slides’ | Forum members | Complete |
| C1-002 | 6-May-21 | Consumer messaging – Prepayment meters. The Chair to ensure that Prepayment messaging is considered further at a future Working Group meeting. | To be scheduled for discussion at a future Working Group meeting. 14/6 – this topic has been discussed and closed, refer to ‘Forum Inbox – topics concluded update slides’ | Chair | Complete |
| C1-003 | 6-May-21 | Switch Speed Supply Licence obligations. The Chair to circulate the current and future proposed Supply Licence Condition text for information. | Information issued to Forum members by email on 14 May. | Chair | Complete |
| C1-004 | 6-May-21 | Working Group diary planning. The Chair to issue calendar invites to the Forum contact list for future Consumer Communication & Engagement Working Group meetings. | Calendar invites for future DCVT Working Group meetings have been issued. | Chair | Complete |
| C1-005 | 3-Jun-21 | Standstill Period. View captured that this could be an interim requirement and a view noted that it is possibly easiest for a Supplier to validate and ensure alignment with Supply Start Date. | Topic to be discussed at the next Data Capture, Validation & Transfer Working meeting on 25 June. 25/6 – topic discussed and concluded at 25 June Working Group meeting. | Chair | Complete |
| C1-006 | 3-Jun-21 | Unhappy path. A view was expressed that more focus is required on messaging around the ‘unhappy path’ and impacts to consumers. | To be scheduled for discussion at a future Working Group meeting. 30/6 – being initially discussed at 1/7 Working Group meeting. | Chair | Complete |
| C1-007 | 3-Jun-21 | Cooling-off definition & messaging. There are differing views on when the cooling-off period commences and there is inconsistent messaging within existing communications. | To be scheduled for further discussion at the next Working Group meeting. 25/6 – topic being discussed at 1 July Working Group meeting. | Chair | Complete |
| C1-008 | 3-Jun-21 | Principles for Consumer messaging. The Chair to prepare a document detailing draft standards and principles for consistent, initial consumer messaging. | To be circulated and discussed at a future Working Group meeting. 25/6 – being discussed at the 1 July Working Group meeting. | Chair | Complete |

Consumer Communication & Engagement Working Group (page 2)

Actions Log

Version Date: 19 July 2021

| Ref | Date raised | Action | Update | Owner | Status |
|--------|-------------|---|--|---------------|----------|
| C1-009 | 1-Jul-21 | Cooling-off definition & messaging. All Forum members to review their consumer messaging on cool-off for current and future arrangements, to ensure accuracy against the Statutory Instrument. | Action upon Forum members to progress as required. | Forum members | Complete |
| C1-010 | 1-Jul-21 | Consumer Messaging Principles. The Chair to review the draft 'Consumer Messaging Principles' developed so far and set out a simplified version for Forum review. | The Chair to progress. | Chair | Ongoing |
| C1-011 | 1-Jul-21 | Consumer Messaging Principles. The Chair to arrange for the eventual Forum drafting of the 'Consumer Messaging Principles' to be shared with Ofgem for their consideration and comment against any expectations. Approach to be discussed with Norma Wood. | The Chair to progress. | Chair | Ongoing |
| C1-012 | 1-Jul-21 | Unhappy Path Consumer Messaging. All Forum members to review and consider any 'unhappy' pathway consumer messaging observations, that require specific consideration at the next Working Group meeting – see slide 13 from 1 July meeting slide pack. | Awaiting responses from Forum members. | Forum members | Ongoing |
| C1-013 | 1-Jul-21 | Consideration of journey from consumer perspective. All Forum members to review and provide any comments on the content of slide 15 within the 1 July meeting slide pack. | Awaiting responses from Forum members. | Forum members | Ongoing |

8. Risk Register

- Update on status of existing risks.
- Forum consideration of any additional risks for inclusion.
- Identification of any risk that requires immediate escalation.

PCW/Supplier Forum Risk Register (Page 1)

Version Date: 19 July 2021

| ID | RISK | DESCRIPTION & IMPACT | NEXT STEPS |
|------|--|---|--|
| R001 | Testing arrangements | Currently, switching programme end-to-end testing arrangements exclude any PCW involvement, so is therefore missing the initial data capture process. This omission could expose end-to end process shortcomings at go-live. | Consideration needs to be given to if and how PCWs and Suppliers can/should, as required and appropriate, test relevant parts of the end-to-end switching process, outside of formal programme testing arrangements. 14/6 – this risk is to be considered at the Main Forum meeting 3 on 16 June. 19/7 – an update is to be provided at the 20 July Main Forum meeting. |
| R002 | Incomplete validation against established industry data sources (DES and ECOES). | For a variety of reasons, the consistent access to and utilisation of industry data, by PCWs, is not universal. There are also challenges associated with obtaining or deriving consumption data. The advent of the Retail Energy Location (REL) and the programme requirement/expectation that this will be utilised when initialising new switch requests, will make future access to DES and ECOES by all parties essential. | 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. 19/7 – actions are being progressed to identify and address any challenges and blockers (see Risk 014). Wider validation concerns and access to consumption data are being addressed by the Data Capture, Validation & Transfer Working Group. |
| R003 | Inconsistency in Supplier data capture requirements (by PCWs) | Suppliers have diverse product offerings, different approaches to capturing information such as vulnerable customer/priority register information and differing risk appetites to process elements such as credit vetting. Lack of a consistent or standardised data capture approach introduces complexity and cost. | Whilst recognising the requirement for differentiation, consider the development of a minimum data set, information that is required to enable a faster switch (both 5 working day and next day switch). 19/7 – this is currently being progressed by the Data Capture, Validation & Transfer Working Group |
| R004 | Differing data communication arrangements, between PCWs and Suppliers | The existing arrangements facilitate a diverse range of data communication/provision solutions. Whilst current arrangements are predominantly based upon batch processing solutions, processes are starting to evolve (in a non-standard manner), with the introduction of differing API solutions. | Whilst respecting existing commercial arrangements between PCWs and Suppliers and being cognisant of strategic reform that might take occur under the auspices of the Energy White Paper, consider any changes that might be required to better facilitate the implementation of faster switching arrangements in Summer 2022 and consider what an ideal, future target operating model will need to look like to enable next day switching as standard. 19/7 – the Working Groups are currently progressing activities to address this risk. |

PCW/Supplier Forum Risks Register (Page 2)

Version Date: 19 July 2021

| ID | RISK | DESCRIPTION & IMPACT | NEXT STEPS |
|------|--|---|---|
| R005 | Switch status updates and feedback mechanisms between PCWs and Suppliers | There is a lack of consistent, robust feedback mechanisms that prevent the efficient and timely flow of information between PCWs and Suppliers during the switch process. All parties in the change of supply chain are therefore not always aware of the switch status, particularly problematic where there are process delays and a lack of certainty over which party the consumer might make contact with to investigate/complain. | Consider what improvements could be made to the existing arrangements to mitigate any process issues or consumer detriment. 19/7 – this risk is being considered by the Data Capture, Validation & Transfer Working Group. |
| R006 | Industry metering data triggers unnecessary rejections or tariff errors | Many Suppliers treat legacy two-rate rate meters as single rate for billing. Problems can occur where this is not transparent to PCWs. | Further consideration required to establish the extent of this risk and what actions could be undertaken to mitigate. 19/7 – this risk is being considered by the Data Capture, Validation & Transfer Working Group. |
| R007 | Potential for customer confusion as the timeframe for switch completion dramatically reduces | The overlap of standstill, cool-off and speed of switch has the potential to confuse customers, particularly if multiple communications are being received from multiple sources (PCW, Old Supplier, New Supplier) within a short period of time. Additional confusion as to who ‘owns’ the customer at which point of the process, particularly an issue where there is a rejection or blockage in the switch process. | To be considered and addressed by the Customer Communication & Engagement Working Group. 19/7 – this risk is being considered by the Consumer Communication & Engagement Working Group. |
| R008 | Absolute clarity required of ‘relevant date’ (when the switch clocks starts ticking) RISK CLOSED | All switch processes, requirements and obligations will rest on the clear definition of ‘relevant date’. This is particularly important when trying to manage customer communications and expectations, measuring overall switch timeframes & performance and enabling compliance with legislation and guaranteed standards. | Ofgem are currently in the process of providing clarity within revised licence drafting. 14/6 – Ofgem published updated proposed drafting for the gas and electricity supply licences in May 2021, which includes an updated definition of ‘Relevant Date’ – see clause 14A.20. In practice, the switch ‘clock’ will start at the point when the Supplier determines that sufficient information to conduct the switch has been provided.’ |

PCW/Supplier Forum Risks Register (Page 3)

Version Date: 19 July 2021

| ID | RISK | DESCRIPTION & IMPACT | NEXT STEPS |
|------|---|---|---|
| R009 | Change of Tenancy events and Auto-Switching arrangements. | Change of Tenancy (CoT) events can cause particular problems with auto-switching, including the creation of erroneous transfers and customer inconvenience/detriment. | Further Forum discussion required to consider what improvements could be made to mitigate customer detriment. 14/6 – the topic of Auto-Switching is due to be discussed at the Main Forum meeting 3 on 16 June. 19/7 – an update will be provided at the 20 July Main Forum meeting. A separate session has been agreed to discuss this topic. |
| R010 | Data Enquiry Services – future resilience and availability improvements. | It will be critical for Data Enquiry Services to have high levels of resilience and availability as the industry moves to faster switching timeframes. | Requirement to engage with Data Enquiry Service providers to discuss and consider any actions necessary. 19/7 – this risk is being considered by the Data Capture, Validation & Transfer Working Group. The Chair has written to both service providers on this topic. |
| R011 | Retail Energy Location – limited PCW engagement/education of REL requirements and impacts RISK CLOSED | To date PCWs have had minimal information provided to them about the introduction of the Retail Energy Location and there is currently nothing in place to enable formal engagement with DCC/Ofgem on this topic. | The Chair has taken an action to speak with DCC/Ofgem and seek the provision of REL information session for PCWs. 14/6 – the DCC held a REL information session for PCWs on 14 June. Future sessions will be established by DCC to follow-up on discussion and actions agreed. |
| R012 | Collective Switching providers – lack of awareness of switching programme RISK CLOSED | There is a risk that parties who are responsible for progressing collective switch arrangements are unaware of the switching programme and therefore unaware of any potential implications, specifically in relation to transition/cutover from the existing to the new arrangements. | 14/6 - the Chair has written to the switching programme/Ofgem advising of the position that has been endorsed by the Forum on this topic/risk. <i>'As the topic of Collective Switching is out of scope of the Forum's Terms of Reference, that it is added to the Risk Register and immediately flagged to the switching programme/Ofgem for their awareness and consideration of any required interaction with, or communication to, Collective Switch providers.'</i> |

PCW/Supplier Forum Risks Register (Page 4)

Version Date: 19 July 2021

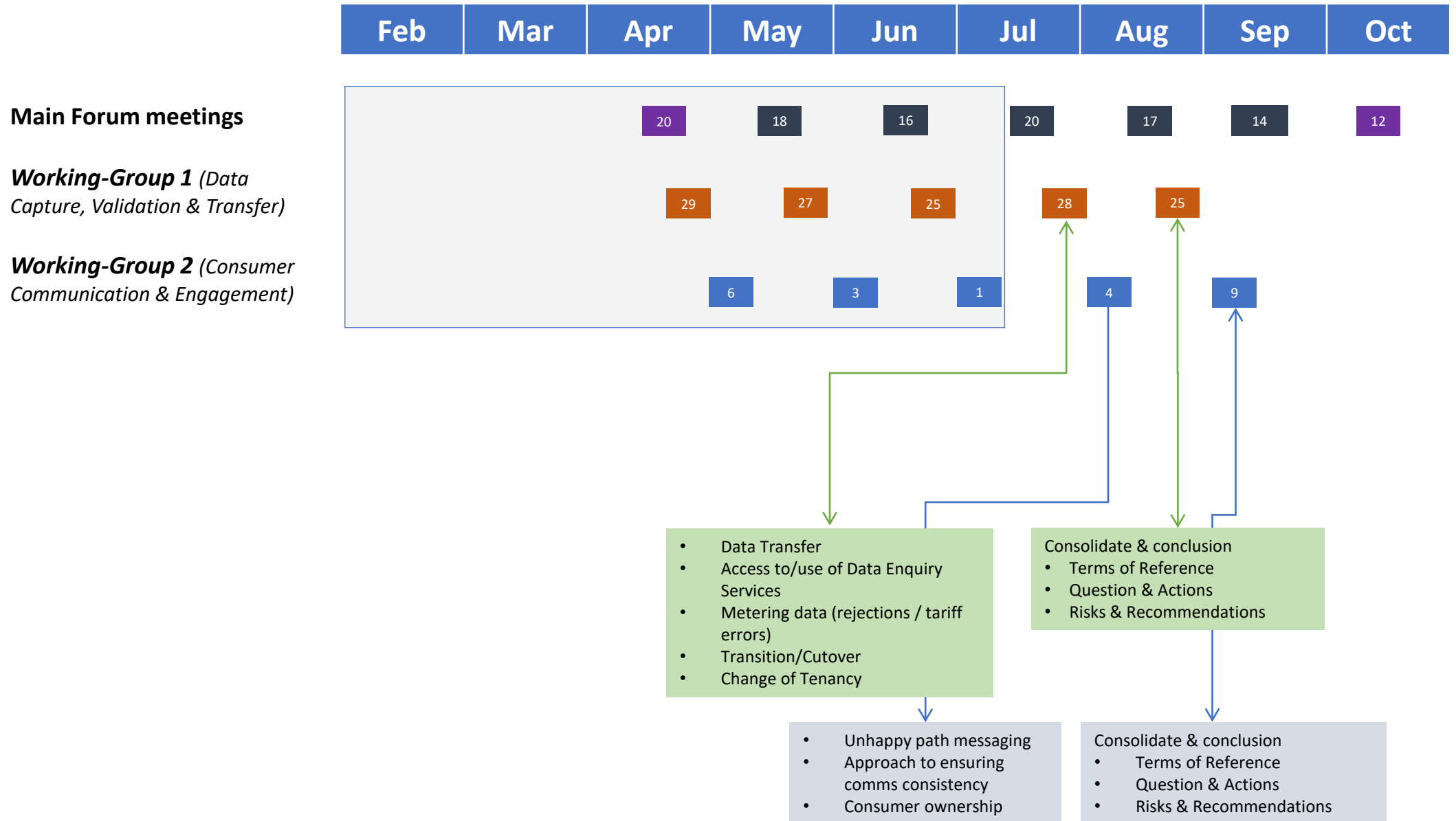
| ID | RISK | DESCRIPTION & IMPACT | NEXT STEPS |
|------|--|---|--|
| R013 | Retail Energy Location. PCWs and Suppliers have ongoing concerns about how to access and use the REL and the associated changes required to existing processes ahead of go-live. | PCWs have noted disappointment that they were not involved or considered in the design and that the change impacts are much higher than anticipated. Supplier have also raised concerns about orchestration and whether the licencing arrangements are fit for purpose. General view that there are currently more 'unknowns than knowns' which prevents parties from having a coherent view of how this will work in practice and what changes will be required. | 22/6 - DCC are currently progressing a series of action from the recent Supplier and PCW REL engagement sessions on 14 June. The Chair continues to have ongoing engagement with the DCC and Ofgem on this risk. 19/7 – the date of a DCC follow-up meeting on the topic of the REL is 'to be confirmed'. |
| R014 | Data Enquiry Services. Not all PCWs currently have access to the Gas & Electricity Data Enquiry Services. | It will be essential for all PCWs to have access to and utilise Gas & Electricity Enquiry Services at the point of go-live. | Engagement required with PCWs, Enquiry Service Providers and Ofgem to fully understand the current blockers and discuss how best to mitigate. 19/7 – actions are being progressed to identify and address any challenges and blockers associated with PCW access to GES & EES. |

9. Diary Planning & Approach

Future Meeting Dates

| Date | Time | Meeting |
|------------------------------------|-------------|--|
| <i>Wednesday 28 July</i> | <i>2pm</i> | <i>Data Capture, Validation & Transfer Working Group – meeting 4</i> |
| <i>Wednesday 4 August</i> | <i>2pm</i> | <i>Consumer Communication & Engagement Working Group – meeting 4</i> |
| <i>Tuesday 17 August</i> | <i>2pm</i> | <i>PCW/Supplier Forum - Main Forum meeting 5</i> |
| <i>Wednesday 25 August</i> | <i>2pm</i> | <i>Data Capture, Validation & Transfer Working Group – meeting 5</i> |
| <i>Thursday 9 September</i> | <i>2pm</i> | <i>Consumer Communication & Engagement Working Group – meeting 5</i> |
| <i>Tuesday 14 September</i> | <i>2pm</i> | <i>PCW/Supplier Forum - Main Forum meeting 6</i> |
| <i>Tuesday 12 October</i> | <i>2pm</i> | <i>PCW/Supplier Forum - Main Forum meeting 7 – final session</i> |

Proposed approach for future Working Group meetings



10. AOB

Plain Numbers Project

- For Forum member awareness and information.
- The 'Plain Numbers Project' – Initial Trials report was published on 1 July 2021
- Extract below from the Foreword of this report:
- *'Consumer Vulnerability is a massive and increasing problem in the UK. To their credit many firms are trying hard to support vulnerable customers. However, the recognition that poor numeracy affects approximately half of working-age adults and is therefore the single most common cause of vulnerability is still very low – and unsurprisingly effective practical action to address this vulnerability is therefore rare.'*
- *'The Plain Numbers Project seeks to change this. We set out to find organisations who were already leading the thinking in this area and wanted to contribute to a cross industry initiative to bring about positive change. The Bank of England and five market-leading firms - ClearScore, Thames Water, Octopus Energy, Atlanta and Direct Line have worked with us in the first half of 2021 to show that seemingly small changes can massively increase comprehension among customers.'*

Link to the Initial Trials report:

[Phase 1 Project — Plain Numbers](#)

Appendices

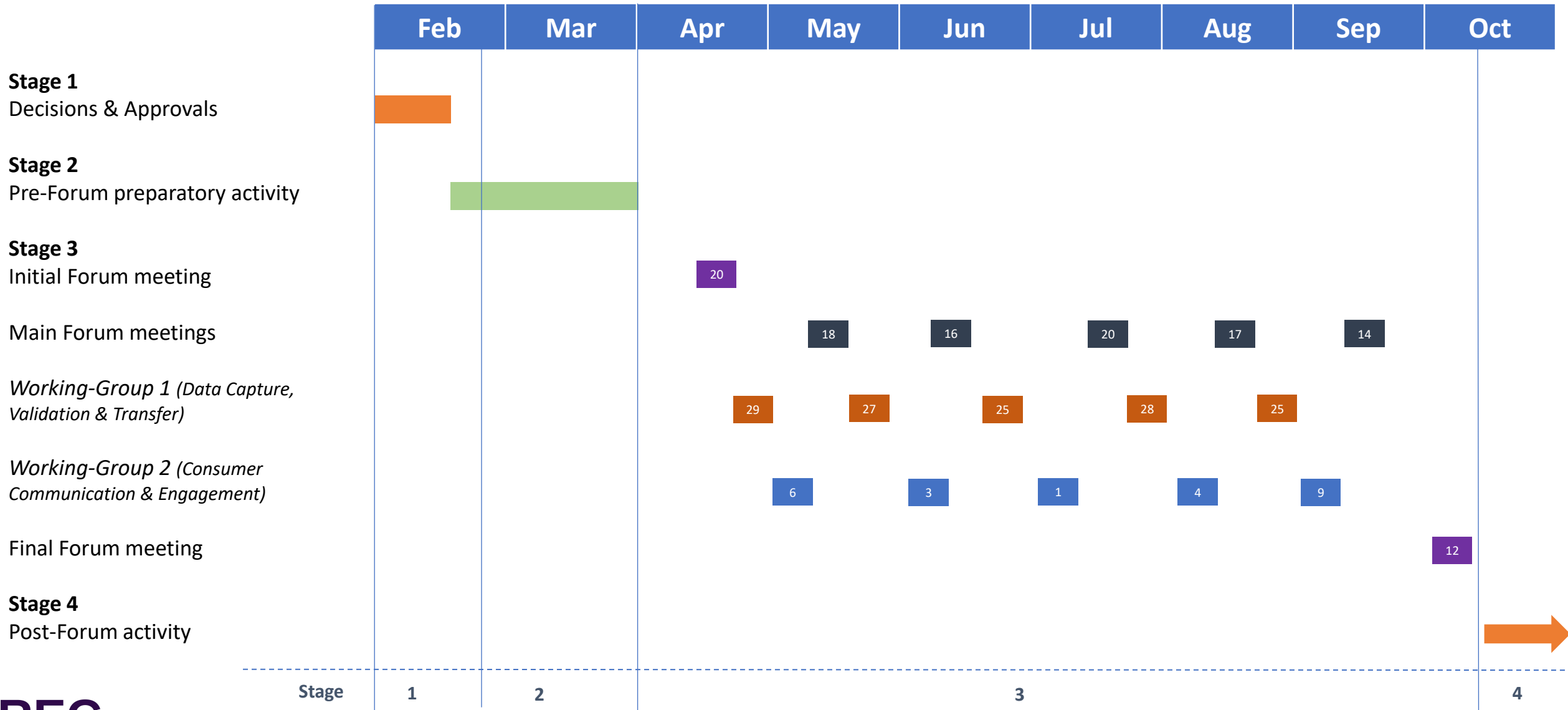
Key Acronyms

| Acronym | Description |
|---------|---|
| CSS | Centralised Switching Service |
| DBT | Design, Build & Testing activities to develop the CSS |
| DCC | Data Communications Company |
| DES | Gas Data Enquiry Service |
| DNO | Distribution Network Operator |
| DSP | DCC's Data Services Provider |
| E2E | End-to-End (Testing) |
| EES | Electricity Enquiry Service (future) |
| ECOES | Electricity Central Online Enquiry Service |
| ET | Erroneous Transfer |
| GES | Gas Enquiry Service (future) |

| Acronym | Description |
|---------|---|
| GSOP | Guaranteed & Overall Standards of Service |
| GT | Gas Transporter |
| iDNO | Independent Distribution Network Operator |
| iGT | Independent Gas Transporter |
| MPAN | Meter Point Administration Number (Electricity) |
| MPRN | Meter Point Reference Number (Gas) |
| MPL | Meter Point Location |
| OFAF | One Fail All Fail |
| PAB | Performance Assurance Board |
| PSR | Priority Services Register |
| REC | Retail Energy Code |

| Acronym | Description |
|---------|--|
| RDUG | Regulatory Design User Group |
| RMP | Registerable Meter Point |
| SI | System Integrator (Netcompany) |
| SLC | Supply Licence Condition |
| SP | Supply Point |
| SPDG | Switching Programme Delivery Group |
| SPIG | Switching Programme Implementation Group |
| SRO | Senior Responsible Officer (Ofgem) |
| SSD | Supply Start Date |
| UPRN | Unique Property Reference Number |
| WHD | Warm Homes Discount |

PCW/Supplier Forum Work Plan v1.1



Forum Scope & Terms of Reference

- Enabling structured engagement between PCWs and Suppliers, to identify impacts from implementing Faster & More Reliable Switching in order to minimise risks to programme delivery.
- Primary focus on any changes that are required to ensure a positive consumer journey/experience.

Ofgem's stated objectives for Faster and More Reliable Switching programme are:

- To improve customers' experience of switching and build confidence
- To increase engagement in the retail energy market and facilitate competition
- Ambition for next-day switching

This will require a **reliable, fast and cost-effective process, underpinned by timely and accurate data**. It should provide a platform for product and service innovation.

- The scope of this activity is focussed on **Domestic** change of supplier requests that originate from PCW sales channels **only**, and the identification of risks and issues unique to this channel that may be impacted by the shorter switching timelines.
- It excludes any individual arrangements or agreements that are or need to be in place between parties, commercial or otherwise.
- The Terms of Reference reflect discussions held with interested parties during the Forum preparatory phase in March.

Forum Purpose, Objectives & Deliverables - overview

| Data Capture, Validation & Transfer | Consumer Communication & Engagement | Policy & Governance |
|---|--|---|
| <p>Capture</p> <ul style="list-style-type: none"> • Minimum data set for a faster switch • Standardisation vs customisation • Vulnerability & PSR • Any new requirements <p>Validation</p> <ul style="list-style-type: none"> • Access to industry data • Expectations & timing • Use of Retail Energy Location <p>Transfer</p> <ul style="list-style-type: none"> • Current & future arrangements • Progression of technology • Standardisation & Ownership | <ul style="list-style-type: none"> • Typical consumer journey • Consumer perceptions & expectations • Minimum messaging requirements and timing • Standardisation vs customisation • Treatment of vulnerable consumers • Avoidance of consumer confusion or detriment • Consumer requested Supply Start Dates and tailored requests | <ul style="list-style-type: none"> • Definition clarity of ‘relevant date’ – when the clock starts ticking for a switch • Understanding regulatory policy baseline and changes to existing arrangements • Licence condition requirements including revised speed of switch • Linkage to Guaranteed Standards and provision of compensation payments • Impacts to Confidence Code and Energy Switch Guarantee arrangements • Consideration of transition from old arrangements to new • Governance of forum outputs |

Consideration of future Target Operating Model vs requirements for introduction of new arrangements in Summer 2022

Cognisance of progression of the Energy White Paper ‘Powering Net Zero Future’ activity

Forum Purpose, Objectives & Deliverables – overview (continued)

In addition:

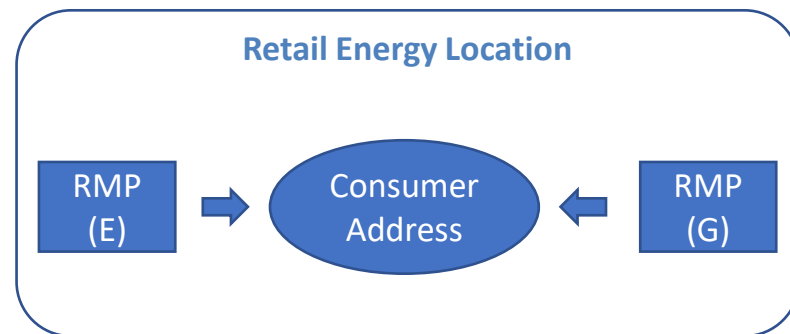
- Consider and address the questions detailed within the Terms of Reference Appendix.
- Enable and promote wide engagement from both PCWs and Suppliers.
- The maintenance and management of a Risks & Issues Log.
- The maintenance of an appropriate Work Plan and meeting schedule.
- Provision of monthly progress updates to the RECCo Board and programme Delivery Group.
- Cross-check with the Non-Domestic sector at an appropriate point.

Overview of Regulatory policies

| Topic | Summary |
|------------------------|--|
| Switch speed | <ul style="list-style-type: none"><i>The CSS is being built and tested to deliver a next working day switch and will permit a future switch date of between 1 & 28 working days.</i><i>Licence obligations will be changed to five working days, from the current twenty-one days at the point of go-live.</i><i>Expectation that a next day switch will become the industry norm, Ofgem not ruling out further regulatory intervention should this not occur.</i> |
| Relevant date | <ul style="list-style-type: none"><i>The point at which the switch 'clock' starts ticking and from which regulatory obligations commence.</i><i>Ofgem mindful of potential for delays between the point at which PCWs sign up a new customer and the conveyance of information to the gaining Supplier.</i><i>Ofgem to monitor post go-live and believe that a significant step would be the standardisation of data flow and processes between PCWs and Suppliers.</i> |
| Standstill period | <ul style="list-style-type: none"><i>The period of time following a switch, where a consumer is unable to switch away from their current Supplier.</i><i>A configurable value, set to five calendar days from go-live, with Ofgem having a longer-term wish to reduce the period to zero - when evidence suggests it is appropriate to do so, thus enabling a consumer to potentially switch every day.</i> |
| Cooling-off | <ul style="list-style-type: none"><i>The period of cool-off will now extend past the point of the effective switch date, whereas today, the cool-off period normally concludes before the switch takes effect. This provides additional complexity to today's arrangements.</i><i>Consumers will have a choice if they decide to invoke their cool-off rights - to return to their previous Supplier on equivalent terms, enter into new contract with a different Supplier or stay with their current Supplier and enter into a new contract,</i><i>Introduction of a new obligation to capture consumer consent for Supplier to bill for energy used during the cool-off period.</i> |
| Retail Energy Location | <ul style="list-style-type: none"><i>Ofgem view the introduction of the REL as a core feature of the switching reforms to improve reliability.</i><i>The REL will be displayed on ECOES and DES and will be available to all industry parties.</i><i>Ofgem are considering the introduction of obligations to require its utilisation.</i> |
| Objection window | <ul style="list-style-type: none"><i>The new arrangements will amend the length of the Objection Window (for Suppliers) from five working days, to one working day for Domestic switches and two working days for Non-Domestic switches.</i> |

Retail Energy Location*

- *Introduction of the Retail Energy Location (REL) is a core feature of the reforms to improve reliability of switching.*
- *The Retail Energy Location (REL) concept emerged from the programme E2E design work as a means of tackling problems around the matching of meter points and addresses, thereby improving switching reliability.*
- **The REL is a composite of two elements;**
 - *a Registerable Metering Point (RMP) which represents the MPxN; and*
 - *the address where the energy supply is being measured (consumer's address or premises served)*



- *The REL will be displayed on ECOES and DES and will be available to all industry parties to use as they wish.*
- *We are currently considering a regulatory requirement to ensure use of the REL for data validation during the switching process.*