

CP1405

About This Document

This is an Assessment Consultation document, which provides details of the background, solution, potential impacts and costs associated with [CP1405 'Facilitating Faster Switching in the NHH Market'](#). This document is for information only, to be used in line with the Consultation Response form, to which this document is attached.

1. Why Change?

Change of Supplier process

The Change of Supplier (CoS) process ensures that, whenever a customer changes Supplier, the new Party Agents are appointed and all necessary information is passed from the old agents to the new. When the new Supplier is notified that the customer is switching to them, they will need to appoint the new Non Half Hourly (NHH) Data Aggregator (DA), Data Collector (DC) and Meter Operator Agent (MOA), before notifying them of the current agents (where different) and each other. If required, the new agents will then request the necessary information from the current agents, primarily the Meter Technical Details (MTDs) or read histories, ahead of the agreed date for the change to take place. A CoS reading also needs to be obtained and agreed to allow the old Supplier to provide a final bill to the customer and the new Supplier to begin billing from that point.

The CoS process can currently take up to 27 Working Days (WD) to complete, if the steps in the process regarding the appointment of new Supplier Agents or the passing of the MTDs or read histories take the maximum allowed time to complete. The time allowed for some of these steps are significantly longer than they actually take to complete, which introduces a large amount of potential 'dead time' into the process, making it less efficient than it could be. Suppliers will mitigate the impact this may have on a change of Supplier by setting the Supply Start Date (SSD) as far in the future as necessary. A summary of the current timeline for the CoS process can be found in Appendix 1.

Customers who have prepayment Meters installed will also need their Meters to be reconfigured with their new tariff by the new Supplier on the SSD. This requires the new Supplier to be in possession of the MTDs prior to this date. This can further extend the timetable for the CoS process, as this step could potentially be completed on or just after the SSD otherwise (see Appendix 1).

What is the issue?

The Department of Energy and Climate Change (DECC) is keen to shorten the amount of time it takes for customers, especially domestic customers, to switch Supplier. It considers that the current CoS process timescales to be a potential barrier to implementing a faster Supplier switching experience, and should be shortened.



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These proposals have been discussed by Energy UK, which has proposed new shortened timescales for the CoS process. The Proposer of CP1405 has raised this CP in order to progress these recommendations, and a copy of their proposal form can be found in Attachment A.

The Proposer considers that reducing the maximum times allowed within the relevant BSC Procedures (BSCPs) for these processes will improve the efficiency of the CoS process and help to reduce the overall time it takes for domestic customers to change Supplier, as proposed by DECC, by removing the potential dead time from the process. They believe that the proposed approach will allow this to be realised without impacting settlement integrity.

2. Solution

Proposed solution

This CP proposes to reduce the time allowed for the following steps in the CoS process:

Proposed Timescale Changes		
Step	Current	Proposed
New agents send response to appointment requests	10WD	2WD
Supplier sends notification of current agents to new agents	5WD	1WD
New agents send request to current agents for MTDs or read history	2WD	1WD
Current agents send MTDs or read history to new agents	5WD	2WD
New agents provide MTDs or read history to relevant parties	5WD	1WD

Adopting these proposed timescales will reduce the potential end-to-end duration for the agent appointment and data transfer activities within the CoS process from 27WD to 7WD. A summary of the proposed timeline for the CoS process can be found in Appendix 2.

There is currently no process for dealing with the contractual appointment of the new NHHDA and its subsequent response within the BSCPs, as the NHHDA is expected to act upon notification of its appointment from the Supplier Meter Registration Service (SMRS). Therefore, for completeness, this step will also be added to ensure that a Supplier who elects to wait until it has received acceptance from all its newly appointed agents before sending any notifications of the current agents is not jeopardised. In addition, for any Supplier that does elect to follow this approach, the 1WD timescale for issuing the notifications will start from the point the final acceptance is received.

Any changes that may be required to associated Performance Assurance Reporting and Monitoring System (PARMS) serials to reflect the shortened timescales will not be made as part of CP1405, but will instead be progressed under a separate CP. This is to allow the proposed new timescales for the CoS process to be put in place as quickly as possible.



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The Proposer also notes wider discussions by Ofgem's Change of Supplier Expert Group (CoSEG) on the CoS process for smart Meters that are being progressed under [Issue 53 'Reforming the Change of Supplier meter read process for smart electricity meters'](#), and considers that CP1405 will help customers without a smart Meter to be able to change Supplier in similar timescales to those that have been proposed for smart Meters.

CPC Consultation Question

Do you agree with the proposed change?

Please provide your rationale.

3. Impacts and Costs

Central impacts and costs

CP1405 will require updates to BSCP504 'Non-Half Hourly Data Collection for SVA Metering Systems Registered in SMRS', BSCP505 'Non-Half Hourly Data Aggregation for SVA Metering Systems Registered in SMRS', BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS' and the SVA Data Catalogue Volume 1 to implement the proposed solution. The proposed changes to these documents can be found in Attachments B-E. No system changes will be required for this CP.

Central Impacts

Document Impacts	System Impacts
<ul style="list-style-type: none">• BSCP504• BSCP505• BSCP514• SVA Data Catalogue Volume 1	<i>None</i>

The central implementation costs for CP1405 will be approximately £240 (1 man day) for ELEXON to implement the relevant document changes. There are no BSC Agent costs or impacts.

BSC Party & Party Agent impacts

CP1405 will impact Suppliers, NHHDA, NHHDCs and NHHMOAs, who will need to complete steps in the CoS process to shorter timescales. The steps being shortened relate to the issuing of requests (either for the appointment of the new Supplier Agents or for the requests for the MTDs or read history) or the subsequent response to these requests. Suppliers and Supplier Agents who allow for the current maximum timescales for each



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step in their internal processes will need to amend these accordingly to account for the shortened timescales. This change is not anticipated to have a significant impact on Suppliers or Supplier Agents, but we seek confirmation if this is not the case.

BSC Party & Party Agent Impacts

BSC Party/Party Agent	Impact
Supplier	Steps in the Change of Supplier process will need to be completed in much shorter timescales than currently.
NHHDA	
NHHDC	
NHHMOA	

CPC Consultation Question

Is your organisation impacted?

If 'yes', please answer the following questions:

(a) How is your organisation impacted?

Please provide a description of the impact(s) on your organisation and any activities which you will need to undertake between the approval of CP1405 and the CP1405 Implementation Date (including any necessary changes to your systems, documents and processes). Where applicable, please state which of the roles that you operate as will be impacted and any differences in the impacts between each role.

(b) What are the associated costs on your organisation to implement this change?

Please provide details of these costs, how they arise and whether they are one-off or on-going costs.

4. Implementation Approach

Proposed Implementation Date

CP1405 is proposed for implementation on **26 June 2014** as part of the June 2014 BSC Systems Release.

The Proposer believes that the shortening of the timescales for the CoS process should come into effect as soon as possible. They therefore consider that CP1405 should be implemented as part of the June 2014 Release, as this is the earliest available Release that this CP can be included in.



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CPC Consultation Question

Do you agree with the implementation approach?

Please provide your rationale.

Appendices:

Appendix 1: Current Timeline for the CoS Process

Appendix 2: Proposed Timeline for the CoS Process

Attachments:

Attachment A: Proposal Form

Attachment B: BSCP504 proposed redlining v0.1

Attachment C: BSCP505 proposed redlining v0.1

Attachment D: BSCP514 proposed redlining v0.1

Attachment E: SVA Data Catalogue Volume 1 proposed redlining v0.1

For more information, please contact:

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Appendix 1: Current Timeline for the CoS Process

Current Timeline for the CoS Process																	
Timescale (SSD ±WD)	MOA						DC				DA		CoS Read				
	New Supplier appoints New MOA	New MOA accepts appointment	New Supplier notifies New MOA of Old MOA, DC etc.	New MOA requests MTDs from Old MOA	Old MOA sends MTDs to New MOA	New MOA sends MTDs to New DC, Supplier & DNO	New Supplier appoints New DC	New DC accepts appointment	New Supplier notifies New DC of Old DC, DA etc.	New DC requests reading history from Old DC	Old DC sends reading history to New DC	New Supplier appoints New DA	New DA accepts appointment	CoS Reading Window	New DC determines CoS reading	New DC sends CoS read to New Supplier & Old DC	Old DC sends CoS read to Old Supplier
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Each column denotes an activity within the CoS process, and the shaded cells indicate the current times when these activities currently take place in relation to the SSD, if the maximum allowed time was taken for each step.

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Appendix 2: Proposed Timeline for the CoS Process

Proposed Timeline for the CoS Process																	
Timescale (SSD ±WD)	MOA						DC					DA		CoS Read			
	New Supplier appoints New MOA	New MOA accepts appointment	New Supplier notifies New MOA of Old MOA, DC etc.	New MOA requests MTDs from Old MOA	Old MOA sends MTDs to New MOA	New MOA sends MTDs to New DC, Supplier & DNO	New Supplier appoints New DC	New DC accepts appointment	New Supplier notifies New DC of Old DC, DA etc.	New DC requests reading history from Old DC	Old DC sends reading history to New DC	New Supplier appoints New DA	New DA accepts appointment	CoS Reading Window	New DC determines CoS reading	New DC sends CoS read to New Supplier & Old DC	Old DC sends CoS read to Old Supplier
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Each column denotes an activity within the CoS process, and the shaded cells indicate the new times when these activities would take place in relation to the SSD should CP1405 be approved.