

<p align="center"><b>Change Proposal – BSCP40/02</b></p>			<p>CP No: CP1405</p> <p><i>Version No: 1.0</i> (mandatory by BSCCo)</p>																								
<p><b>Title</b></p> <p>Facilitating Faster Switching in the NHH Market</p>																											
<p><b>Description of Problem/Issue</b></p> <p>Current processes for appointment of agents and passing of Meter Technical Details (MTDs) or read history can take up to 27 working days at a maximum. This leads to potential inefficiencies in the change of Supplier process and adds dead time. At present Suppliers mitigate this by setting a Supplier Start Date as far into the future as they see fit to minimise this timeline impacting on a change of Supplier. The Department of Energy and Climate Change (DECC) is keen to improve switching times, especially for domestic customers. As part of a review of the full end to end processes, these timelines have been considered as a potential barrier to implementing a faster switching experience.</p> <p>Furthermore, customers who have prepayment meters fitted will also require their meter to be reconfigured with their new tariff. In order for this to be possible a Supplier must be in possession of the MTDs just before the Supplier Start Date so there are no delays in the customer benefitting from the new tariff.</p> <p>It is felt that these problems can be resolved without impacting settlement performance by scaling down the maximum times allowed under BSC for these processes.</p>																											
<p><b>Proposed Solution</b></p> <p>We propose to amend the timescales for the following steps in the current processes as summarised in the table below:</p> <table border="1"> <thead> <tr> <th>Action</th><th>Current Timing</th><th>Proposed Timing</th><th>Comments</th></tr> </thead> <tbody> <tr> <td>Agent sends response to appointment requests</td><td>Within 10 WD</td><td>Within 2 WD</td><td>For both acceptances (D0011) and rejections (D0261). This will be requirement for NHHMOA, NHHDC and NHHDA agents to ensure all processes are aligned</td></tr> <tr> <td>Supplier sends notification of old and current agents to new agents</td><td>Within 5 WD</td><td>Within 1 WD</td><td>Send D0148s – this step will require a note that if Suppliers await all D0011s prior to sending D0148s then this will be point at which 1 WD commences.</td></tr> <tr> <td>New agents send request to current agents for MTDs or read history</td><td>Within 2 WD</td><td>Within 1 WD</td><td>Send D0170 to relevant current agent provided on D0148</td></tr> <tr> <td>Current agents send MTDs or read history to new agent</td><td>Within 5 WD</td><td>Within 2 WD</td><td>D0149/D0150 sent by MOP and D0010/D0152 sent by DC. For AMR meters D0313 could be delayed by current MOP until SSD-1 to maintain security.</td></tr> <tr> <td>New agents provide</td><td>Within 5 WD</td><td>Within 1 WD</td><td></td></tr> </tbody> </table>				Action	Current Timing	Proposed Timing	Comments	Agent sends response to appointment requests	Within 10 WD	Within 2 WD	For both acceptances (D0011) and rejections (D0261). This will be requirement for NHHMOA, NHHDC and NHHDA agents to ensure all processes are aligned	Supplier sends notification of old and current agents to new agents	Within 5 WD	Within 1 WD	Send D0148s – this step will require a note that if Suppliers await all D0011s prior to sending D0148s then this will be point at which 1 WD commences.	New agents send request to current agents for MTDs or read history	Within 2 WD	Within 1 WD	Send D0170 to relevant current agent provided on D0148	Current agents send MTDs or read history to new agent	Within 5 WD	Within 2 WD	D0149/D0150 sent by MOP and D0010/D0152 sent by DC. For AMR meters D0313 could be delayed by current MOP until SSD-1 to maintain security.	New agents provide	Within 5 WD	Within 1 WD	
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MTDs or read history to relevant parties			
<p>Currently no process for dealing with appointment and response between a Supplier and a NHHDA exists within BSCPs. For completeness, it is felt that such a process should be added to ensure that Suppliers who await acceptance from all agents before sending notification of current agents are not jeopardised.</p> <p>It is assumed that any consequential changes to the relevant PARMS serials will be considered as part of the impact assessment of this Change Proposal and that a separate Change Proposal will be raised, if required.</p>			
<p><b>Justification for Change</b></p> <p>This change would enable Suppliers to meet challenges made by DECC and Ofgem to improve the speed of switching Supplier for domestic customers. This change supports improving efficiency of the change of Supplier process whilst maintaining settlement integrity. This is managed by reducing potential dead times within process.</p> <p>This is also seen as a potential stepping stone to a streamlined process for Smart metering, as being discussed currently by the Change of Supplier Expert Group (COSEG) and under Issue 53 'Reforming the Change of Supplier meter read process for smart electricity meters'. It should ensure that those customers who do not have a Smart meter installed can eventually be transferred within similar timescales to those being suggested for Smart registration processes under the Data Communications Company (DCC).</p>			
<p><b>To which section of the Code does the CP relate, and does the CP facilitate the current provisions of the Code?</b></p> <p>SECTION J: PARTY AGENTS AND QUALIFICATION UNDER THE CODE</p>			
<p><b>Estimated Implementation Costs</b> <i>(mandatory by BSCCo)</i></p> <p>£240 (1 man day) to implement the document changes</p>			
<p><b>Configurable Items Affected by Proposed Solution(s)</b></p> <p>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'  SVA Data Catalogue Volume 1: Data Interfaces</p> <p>The proposed changes to these BSCPs can be found in Attachments A-D.</p>			
<p><b>Impact on Core Industry Documents or System Operator-Transmission Owner Code</b></p> <p>None anticipated.</p>			

**Related Changes and/or Projects** (*mandatory by BSCCo*)

Issue 53 'Reforming the Change of Supplier meter read process for smart electricity meters'

**Requested Implementation Date** (*mandatory by originator*)

26 June 2014 as part of the June 2014 BSC Systems Release

**Reason:**

This CP should be implemented as soon as possible to enable Suppliers to reduce these timelines as quickly as possible. An 8 working day setting of SSD for domestic customers is being proposed. A view of how this change supports this is provided in Appendix 1 below. The June 2014 Release is the earliest viable Release to enact these changes within BSC documentation.

**Version History** (*mandatory by BSCCo*)

Version 1.0 of this CP was raised on 19 December 2013.

**Originator's Details:**

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**Telephone Number:** 0129 389 8667

**Date:** 19 December 2013

**Attachments:** Yes

Attachment A: BSCP504 proposed redlining v0.1 (13 pages)

Attachment B: BSCP505 proposed redlining v0.1 (3 pages)

Attachment C: BSCP514 proposed redlining v0.1 (5 pages)

Attachment D: SVA Data Catalogue Volume 1 proposed redlining v0.1 (1 page)

## Appendix 1: Proposed timelines for the CoS process

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