



SWITCHING

WHAT IS THE SWITCHING PROGRAMME?

Ofgem's Switching Programme aims to enable consumers to switch their energy supplier reliably and quickly, including by the end of the next working day if they choose.

The idea is to simplify gas and electricity switching arrangements in a cost-effective manner. This calls for an overhaul by introducing a package of reforms, which include requiring the Data Communications Company (DCC) to procure a new Centralised Switching Service (CSS). This will sit alongside existing registration systems.

Governance wise this means two things:

- The introduction of a new dual-fuel Retail Energy Code (REC)
- Substantive changes to existing industry codes

The REC is likely to incorporate SPAA and MRA, with elements of other codes to be determined. The REC is being developed in three phases and Ofgem will introduce an obligation for all licensees to accede to and comply with the code. There will also be a generic licence obligation to cooperate with certain designated programmes.

In summary, the REC will ensure that it addresses both the immediate needs of the new switching arrangements and will address the difficulties in existing code governance. It provides an opportunity for licensees to engage the code and shape the future of these switching arrangements.

As the market becomes a hybrid of traditional and smart meters and switching goes through its transitional phase, you could use DDC Outsourcing Solutions to ease the burden operationally.



HOW CAN DDC OS SUPPORT THE FASTER SWITCHING TRANSITION?

- Engage prospective customers about their faster switching options
- Facilitate onboarding customer registrations
- Manage registration exceptions quickly and accurately
- Utilising OneView can monitor high risk losses and develop a retentions strategy
- Proactively facilitate any losses per industry Service Level Agreements
- Manage loss exceptions that arise and ensure final bill collectability

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OneView: A DDC Analytic Solutions Platform utilising the data.

MRA: Master Registration Agreement – this electricity code provides a governance mechanism to manage the processes established between electricity suppliers and distribution companies to enable electricity suppliers to transfer customers. It's administered by Gemserv.

SPAA: Supply Point Administration Agreement – this gas code sets out the inter-operational arrangements between gas suppliers and transporters in the UK retail market. It's administered by Electralink.