

## Review Proposal 0734 – Network Code Review Group to consider output of the Customer Transfer Programme.

### **Draft Terms of Reference**

#### **Purpose**

A Network Code Review Group is required to review and progress the potential changes to the Network Code that are outputs of the work carried out by the Customer Transfer Programme to improve the Change of Supply Process. These are expected to be raised as Modification Proposals.

#### **Background**

The Customer Transfer Programme (CTP) was formed in response to widespread recognition that the gas and electricity industry processes for transferring customers between suppliers, set up when competition started more than eight years ago, do not consistently deliver a positive customer experience, and are costly for market participants to manage.

E.ON raised Modification 0xxx 'Formation of a Development Workgroup to consider Output of the Customer Transfer Programme.' on 9th December 2004. The December 2004 meeting of the Modification Panel subsequently determined that the Proposal should be subjected to Review procedures.

The Customer Transfer Programme has identified four distinct areas of change within the end to end process. These are identified below:

#### **Triangulation**

Triangulation is the process by which suppliers can check Site Address, MPRN and Meter Serial Number retrieved from the customer against the registration database before they actually register the transfer. In Gas, the facility to perform Triangulation is available for NGT customers via the Consumer Data Access Gas web service

The CTP requirements are:

- a) A single service for all GTs
- b) Monthly distribution of a single CD Rom containing the data for all GTs
- c) A customer viewer facility (primarily for multi site portfolio customers) for all GTs.
- d) Electronic access to the service for automated searches

#### **Cross Validation**

Cross Validation is the process by which an acquiring supplier can use data obtained from the Old Supplier to validate the data coming in on existing process flows. The aim of this is to provide the supplier with the facility to spot potential data mismatches or errors earlier in the process, giving them time to:

- a) take proactive resolution action

- b) manage their new customers expectations
- c) reduce exceptions later in the process.

This facility will be provided by the introduction of a new Core Data Flow that transmits this data from the Old Supplier to the New Supplier. The Core Data Flow will also contain an Estimated CoS Read from the Old Supplier for potential use as a Change of Supplier read.

### **Early (e.g. Point of Sale) Read and Submitting Reads to the GT**

By capturing a read before the CoS Read Window (practically this is likely to be at Point Of Sale), the Supplier can increase the options available to them to choose a read to submit to the GT for generation of the GT CoS Reading Notice Flow.

### **Backstop Process**

The existing SPAA Shipper Agreed Reads process allows Suppliers to agree a read when a GT is either unable to produce a CoS read or is late in doing so. There is currently no mandated timescale for doing this and the process will be updated to introduce one.

### **Scope**

Assess the extent to which the Network Code would have to be modified to facilitate the implementation of the End to End solutions identified by the Customer Transfer Programme.

Identify the impact of changes across various market segments.

Assess the impact of CTP changes across various impacted participants.

Appendix A lists currently identified changes to gas industry agreements to assist with the delivery of these products. It can be seen that some of these changes sit outside of the Network Code. These changes are listed for information only and should not be discussed at the Review Group other than as a source to identify related Network Code changes.

### **Deliverable**

The Review Group will undertake the following work:

1	Determine the Network Code and UK Link implications of the output of the Customer Transfer Programme and where options exist identify firm proposals.
2	Obtain feedback and engagement from all relevant industry participants and assess impacts upon CTP draft changes.
3	To provide the industry with a forum to review and evaluate the CTP output.
4	Ensure that any dependencies between Network Code Changes and associated industry legislation are managed.

The Review Group output in respect of the work identified above is:

- Provide a report representing the groups views and recommendations on all proposals to the February 2005 Modification Panel.
- Provide a consolidated set of changes to be progressed with the recommendation report to the Modification Panel in February 2005.

## **Limits**

The Review Group will concern itself with considering changes required to the following:

- Network Code.
- Changes required to existing processes and procedures
- Changes required to existing systems
- Development of Modification Proposals or business rules

## **Composition**

Meeting is quorate with 1 Transco and 4 User representatives present.

All Users are invited to attend the meeting without limitation.

## **Information Sources**

- Transco – User Network Code – Sections G, M, (others to be identified).
- Supply Point Administration Agreement (SPAA).
- Customer Transfer Programme output.
- NGT Distribution Network sales.
- GT, Shipper and Supplier Licences.
- Gas Act.
- Various Industry legislation as appropriate – may include reference to:
  - Gas Safety (Installation & Use) Regulations.
  - Gas Safety (Management) Regulations.
  - Connection & Disconnection Regulations.
  - Industry Codes of Practice as relevant.

## **Timetable**

It is intended that the potential CTP changes will be sent to all Users on 20<sup>th</sup> December 2004 for review as input to the Review Group.

The inaugural meeting of the Review Group is envisaged to be during the first week in January 2005 (4<sup>th</sup>-7<sup>th</sup>). It is intended that the report and updated Change Pack (as referred to in 'Deliverable' above) will be presented to the February 2005 Modification Panel.

- Frequency of meetings – fortnightly. The frequency of meetings will be subject to review and potential change by the Review Group.
- Formal meeting invitations/notice issued by Transco requiring response.
- Meeting quorate with Transco and 4 User representatives present.
- If insufficient response indicating attendance is received, meeting will be cancelled no later than D-2.

- Discussion restricted to those items contained within the agenda distributed at latest D-5.
- Detailed meeting notes from the previous meeting to be widely circulated no later than 5 business days following the meeting, and a copy issued to all Users.