**CHANGE OVERVIEW BOARD**

**GAS CENTRAL SERVICES CHANGE HORIZON EVENT**

**ABOUT THE EVENT**

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| Registered | 01.12.2014 |
| Last Updated | 14.04.2015 |

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| --- | --- |
| **Title** | **Priority Services** |
| High Level Definition | Regulatory review of definition of vulnerable customers, of services provided to those customers, and of sharing of vulnerable customer information within and between gas, electricity (and water) industries |
| Purpose | Ofgem’s proposals aim to ensure that vulnerable customers should not be disadvantaged or receive a worse service because of their situation.  It is proposed that Suppliers and Network Operators (GDNs and DNOs) should:   * Provide additional non-financial services to energy consumers who are more likely than a typical consumer to experience problems in communication, safety and supply * Identify people who would benefit from such services * Improve information about why a consumer is on the Priority Services Register * Share consumer information with each other and water companies, using vulnerability indicators agreed between them * Raise awareness of services, including developing a single cross-industry brand * Independently audit their performance and publish findings yearly   Ofgem update March 2015 confirms regulatory requirement on GDNs to have a mechanism to share and update data |
| Assumptions | * Consultation Conclusions will be consistent with proposals * Regulatory expectation that changes will be delivered promptly following final proposals |
| Delivery Target | Ofgem update March 2015 indicates implementation from March 2016 |
| Dual Fuel | Yes |

**EVENT IMPACT – INITIAL ASSESSMENT**

*<Complete for all Events on Change Horizon in Zone 1*

|  |  |
| --- | --- |
| Process | * Change of Supplier * Change of Registered Shipper * Customer Amendment Request |
| Dependencies | * Publication of Consultation Conclusions that are consistent with proposals |
| Related Events | * Switching Evolution * Registration Responsibility |
| Stakeholders | * Gas Distribution Networks * Independent Gas Transporters * Distribution Network Operators * Shippers * Suppliers * Xoserve |

**EVENT SOLUTION – INITIAL HIGH LEVEL DESIGN**

*<Complete for all Events on Change Horizon when progressing from Zone 1 to Zone 2>*

|  |  |
| --- | --- |
| People | * Business analysis and technical resources * Network and Supplier consumer facing teams * Requirement to work collaboratively across multiple utilities |
| Process | * Change of Supplier * Change of Registered Shipper * Customer Amendment Request |
| Technology | * Sites and Meters * Supply Point Administration * Data Enquiry |
| Timing | * Design, Build and Test likely to be 12 – 18 months |
| Projects | * No linked or related projects identified |

**EVENT DELIVERY MILESTONES**

*<Complete for all Events on Change Horizon when progressing from Zone 1 to Zone 2>*

|  |  |
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| Key Milestones and approximate timing | * Consultation Conclusions Q1 2015 * Changes to Regulatory Framework and Business Rules end 2015 * Solution Delivery and Implementation end 2016 |

**NEXT STEPS**

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| --- | --- |
| External | Ofgem to publish Consultation Conclusions  Industry to establish ‘Priority Services Development Workgroup’ (Customer Safeguarding Working Group may fulfil this role) |
| COB | Q2 2015 |