

Representation

Draft Modification Report

0477 – Supply Point Registration – Facilitation of Faster Switching

Consultation close out date: 10 April 2014
Respond to: enquiries@gasgovernance.co.uk
Organisation: British Gas
Representative: Graham Wood
Date of Representation: 10 April 2014

Do you support or oppose implementation?

Support

Please summarise (in one paragraph) the key reason(s) for your support/opposition.

The proposal positively addresses the Government's recent challenge to the energy industry to speed up the process for customer switching, whilst not compromising quality of service, consumer rights or adding to the cost of bills.

The solution proposed provides the most efficient and effective way of delivering these changes at the earliest opportunity, whilst enabling a significant reduction in the overall switching timeline when compared to the incumbent arrangements.

Are there any new or additional issues that you believe should be recorded in the Modification Report?

No.

Relevant Objectives:

How would implementation of this modification impact the relevant objectives?

Relevant Objective d) Securing of effective competition

The modification proposal will reduce the timeframe for the change of supplier process, providing benefits for consumers as they will be able to change their supplier considerably faster than under the incumbent arrangements. A quicker process will increase consumer confidence and engagement in the change of supplier process and thus positively assist effective competition between suppliers.

Impacts and Costs:

What analysis, development and ongoing costs would you face if this modification were implemented?

In addition to the changes that will be required to xoserve systems, Suppliers will be required to make some significant, consequential changes to their individual processes and systems to enable the delivery of faster switching arrangements.

Implementation:

What lead-time would you wish to see prior to this modification being implemented, and why?

0477
Representation

09 April 2014

Version 1.0

Page 1 of 2

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We support the proposed implementation date of Q4 2014 and would appreciate clarity on the actual date of implementation as soon as possible.

Legal Text:

Are you satisfied that the legal text will deliver the intent of the modification?

Yes.

Is there anything further you wish to be taken into account?

Please provide any additional comments, supporting analysis, or other information that that you believe should be taken into account or you wish to emphasise.

The alignment of implementation date, with the similar changes being undertaken within Electricity governance arrangements, would be beneficial and enable a smoother cross fuel implementation.