

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: E.ON
Representative: Colette Baldwin
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.

There is a perception that the change of supply process is too slow and that it prevents customers from changing supplier and moving to new products or services which ties them into higher prices or unsatisfactory service levels for longer than is desirable, these changes will remove a barrier to faster switching and hopefully improve the customer experience of the change of supply process.

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?

By shortening the time it takes to process changes of supply, customers will be able to move to new suppliers and take advantage of different products much more quickly than the current arrangements allow. Whatever can be done to allow customers faster access to the benefits they value with a new supplier can only help improve the competitive market.

Impacts and Costs:

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

As well as the changes required to central systems, we will face many significant system and process changes to implement the modification.

Implementation:

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

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20 March 2014

Version 1.0

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We support the proposed implementation date of Q4 2014, but we would like to see the aligning of the implementation with the electricity changes for faster switching to facilitate dual fuel faster switching.

Legal Text:

Are you satisfied that the legal text and the proposed ACS (see www.gasgovernance.co.uk/proposedACS) 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.

No