

CHANGE OVERVIEW BOARD

GAS CENTRAL SERVICES CHANGE HORIZON EVENT

ABOUT THE EVENT

Registered	01.12.2014
Last Updated	

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	<p>Ofgem's proposals aim to ensure that vulnerable customers should not be disadvantaged or receive a worse service because of their situation.</p> <p>It is proposed that Suppliers and Network Operators (GDNs and DNOs) should:</p> <ul style="list-style-type: none"> • 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
Assumptions	<ul style="list-style-type: none"> • Consultation Conclusions will be consistent with proposals • Regulatory expectation that changes will be delivered within 2 years of publication of Conclusions
Delivery Target	Not known, but see Assumptions
Dual Fuel	Yes

EVENT IMPACT – INITIAL ASSESSMENT

<Complete for all Events on Change Horizon in Zone 1

Process	<ul style="list-style-type: none"> • Change of Supplier • Change of Registered Shipper • Customer Amendment Request
Dependencies	<ul style="list-style-type: none"> • Publication of Consultation Conclusions that are consistent with proposals
Related Events	<ul style="list-style-type: none"> • Switching Evolution

	<ul style="list-style-type: none"> • Registration Responsibility
Stakeholders	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Business analysis and technical resources • Network and Supplier consumer facing teams • Requirement to work collaboratively across multiple utilities
Process	<ul style="list-style-type: none"> • Change of Supplier • Change of Registered Shipper • Customer Amendment Request
Technology	<ul style="list-style-type: none"> • Sites and Meters • Supply Point Administration • Data Enquiry
Timing	<ul style="list-style-type: none"> • Design, Build and Test likely to be 12 – 18 months
Projects	<ul style="list-style-type: none"> • No linked or related projects identified

EVENT DELIVERY MILESTONES

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

Key Milestones and approximate timing	<ul style="list-style-type: none"> • Consultation Conclusions Q1 2015 • Changes to Regulatory Framework and Business Rules end 2015 • Solution Delivery and Implementation end 2016
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NEXT STEPS

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