
Third Energy Package
for
Change of Supplier

Initial Review
September 2010

Customer switching within 3 weeks....

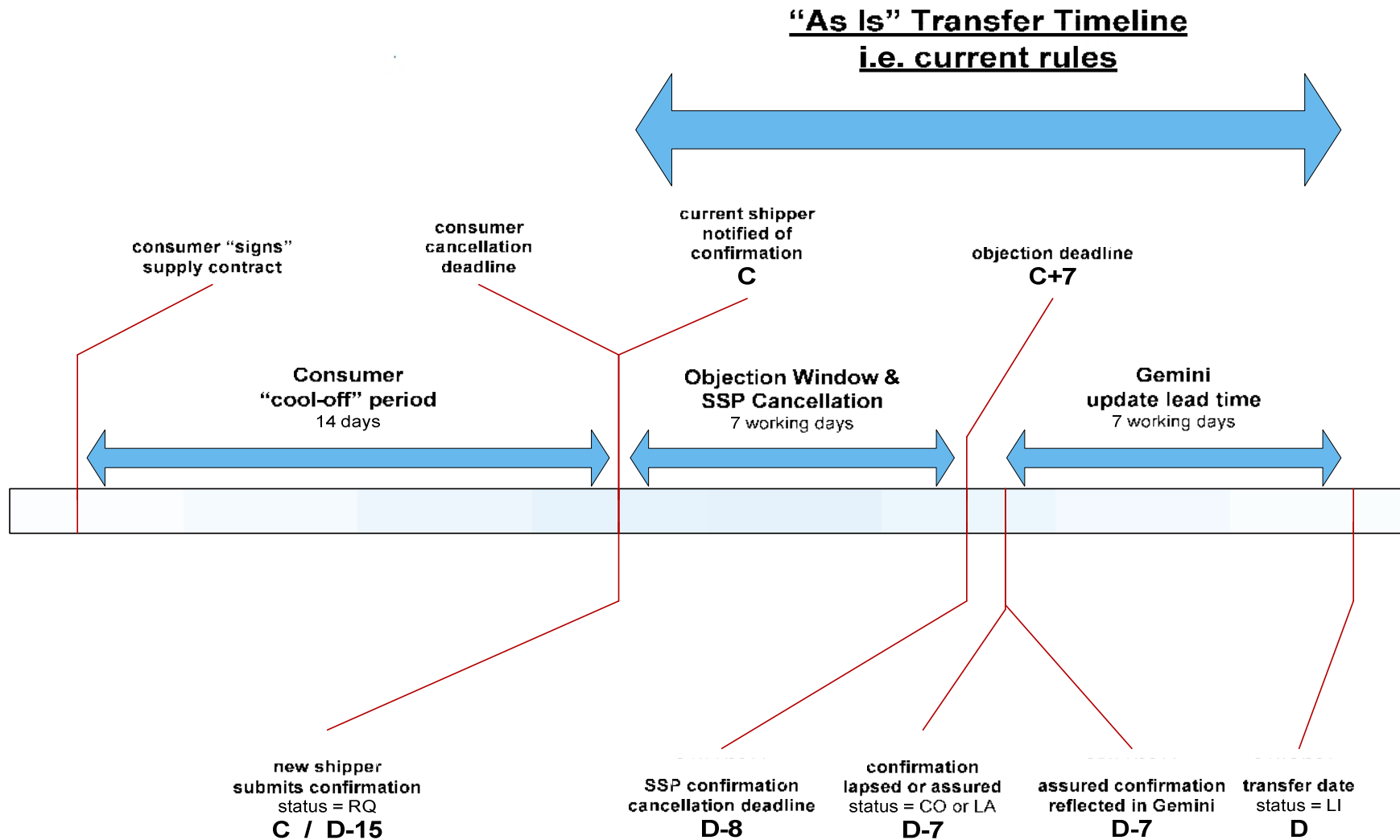
- European directive to ensure that customers can switch their gas supply within 3 weeks.
- This does not / should not include a [14] day cooling off period for customers.
- Current industry processes do allow transfer for all customers within 3 weeks – *with the exception of 5 periods within the year where Bank Holidays occur*
- xoserve have been exploring some options at a very high level. These have not yet been analysed to determine viability as other input is needed.

Options:

- **“As is”** – Assume no change to systems, since current process allows customer transfer within 3 weeks – except where a bank holiday occurs.
- **Option 1** – Reduction of the Objection window to 4 days – note: would need UNC mod to overcome Scottish Bank holiday.
- **Option 2** – Reduction of the confirmation window to 4 days – again Scottish BH would need to be overcome.
- **Option 3** – Reduction of both the objection and confirmation windows
- **Option 4** – Removal of the objection window and leaving confirmation cancellation window in place.
- **Option 5** – Begin transfer process during Customer’s cooling off period. Confirmation could be subsequently cancelled if necessary. Note: would need to consider Confirmation cancellation for LSP if appropriate.
- **Option 6** – Divorce of the supplier registration dates to Transporter registration dates.
- **Option 7** – Change UNC rules to treat Bank Holidays as working days.

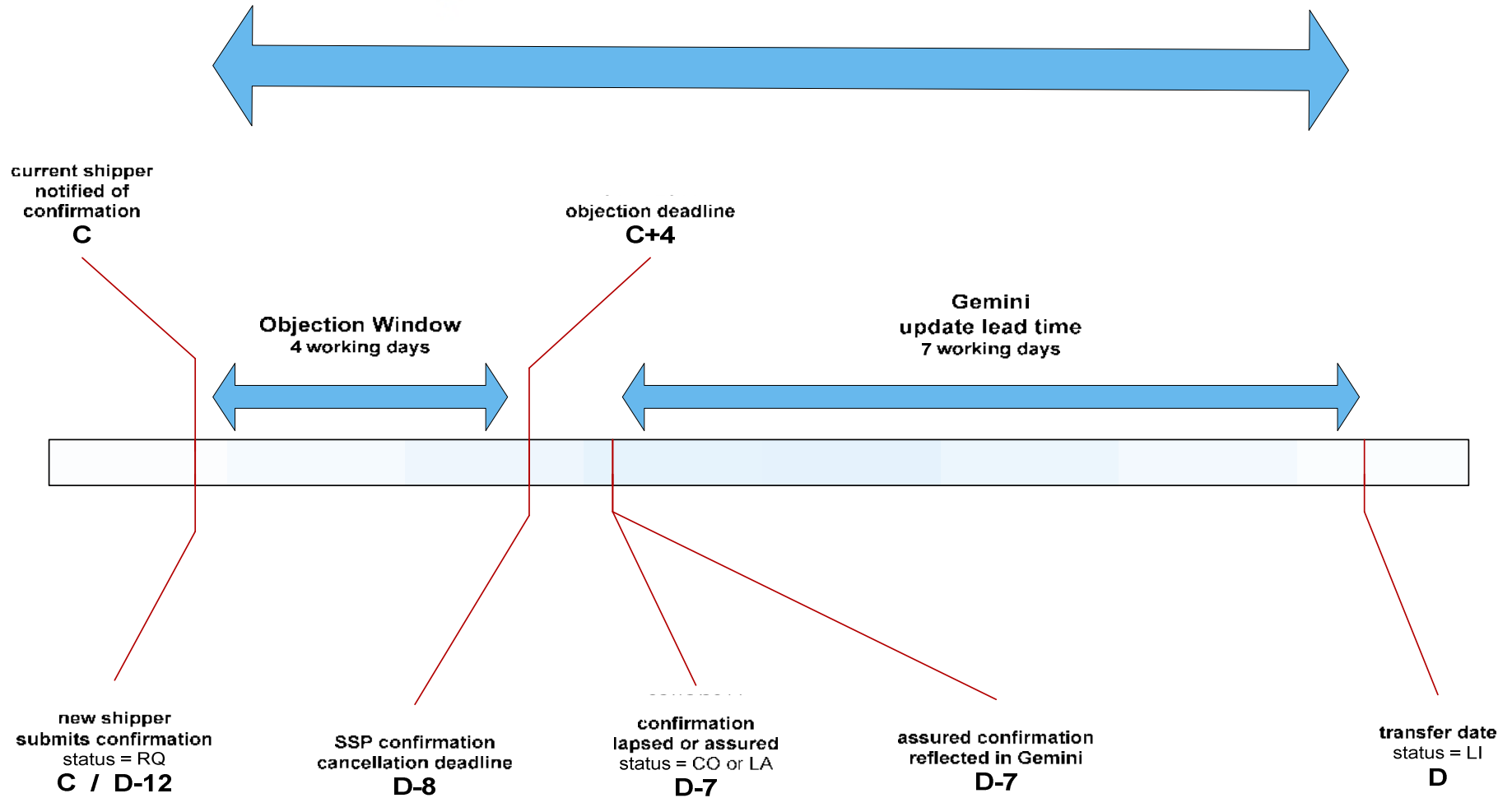
“As Is”

(and Option 5 when there are no bank holidays)



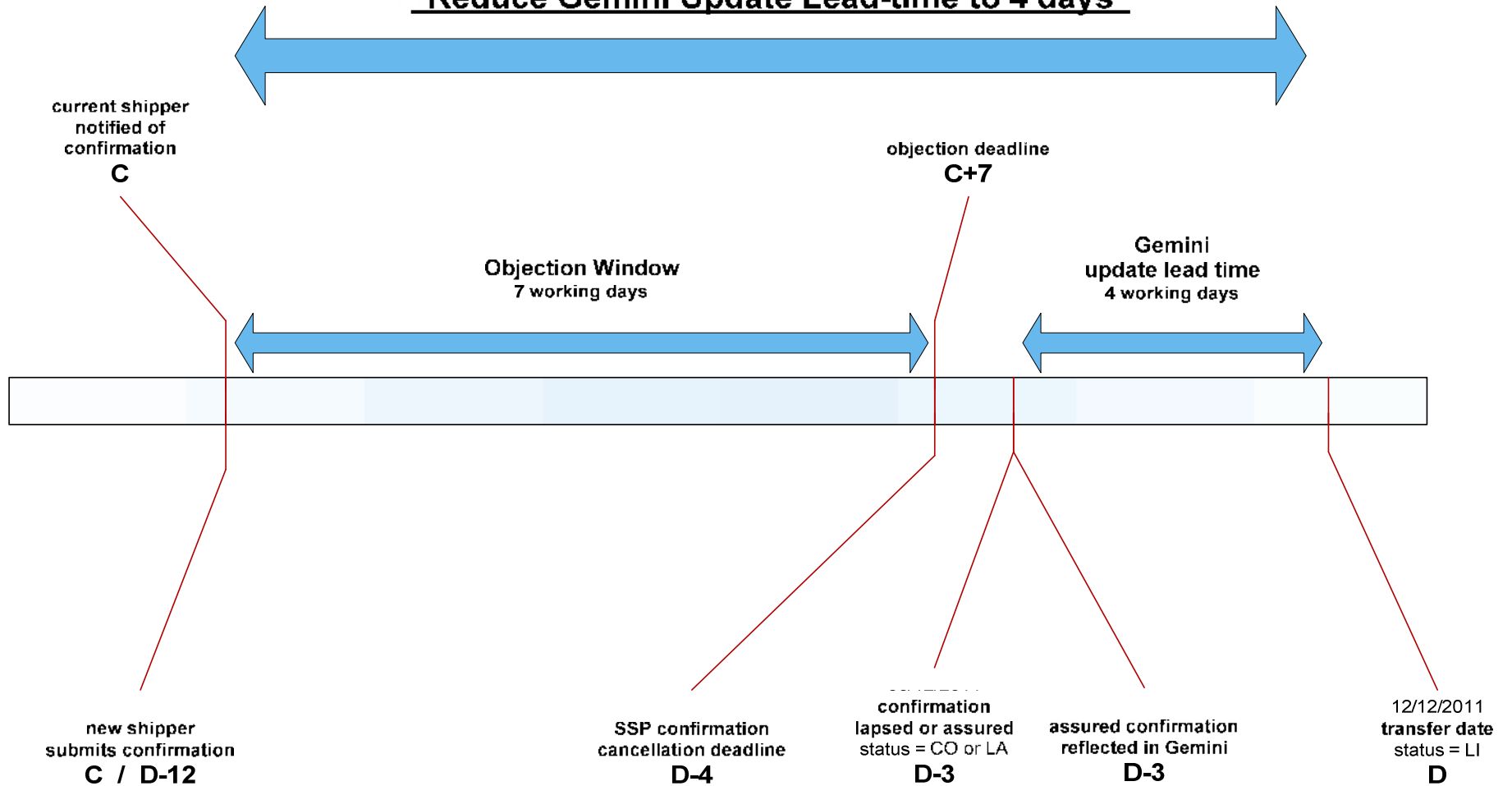
Option 1

Rule Option-1 Transfer Timeline "Reduce Objection Window to 4 days"



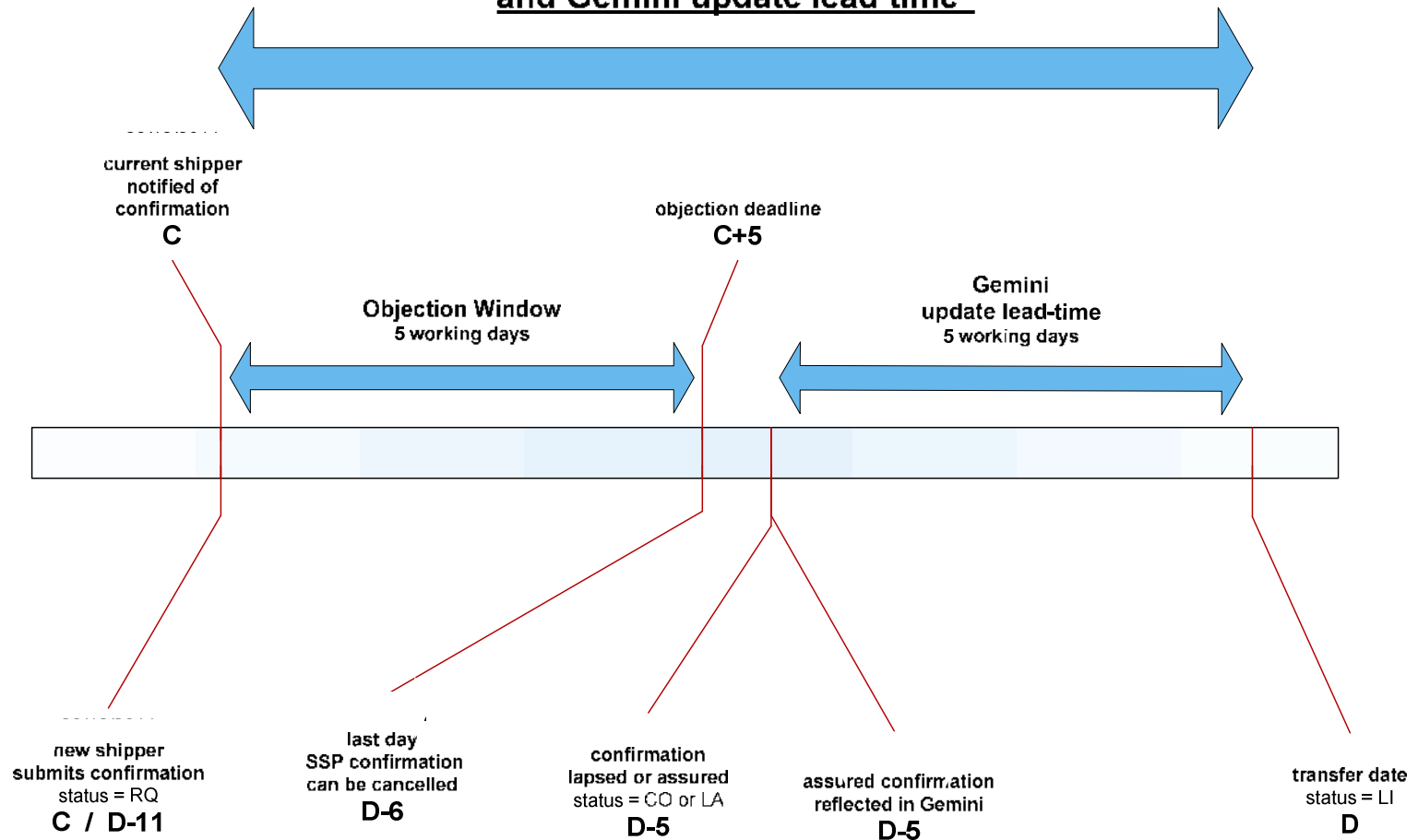
Option 2

Rule Option-2 Transfer Timeline "Reduce Gemini Update Lead-time to 4 days"

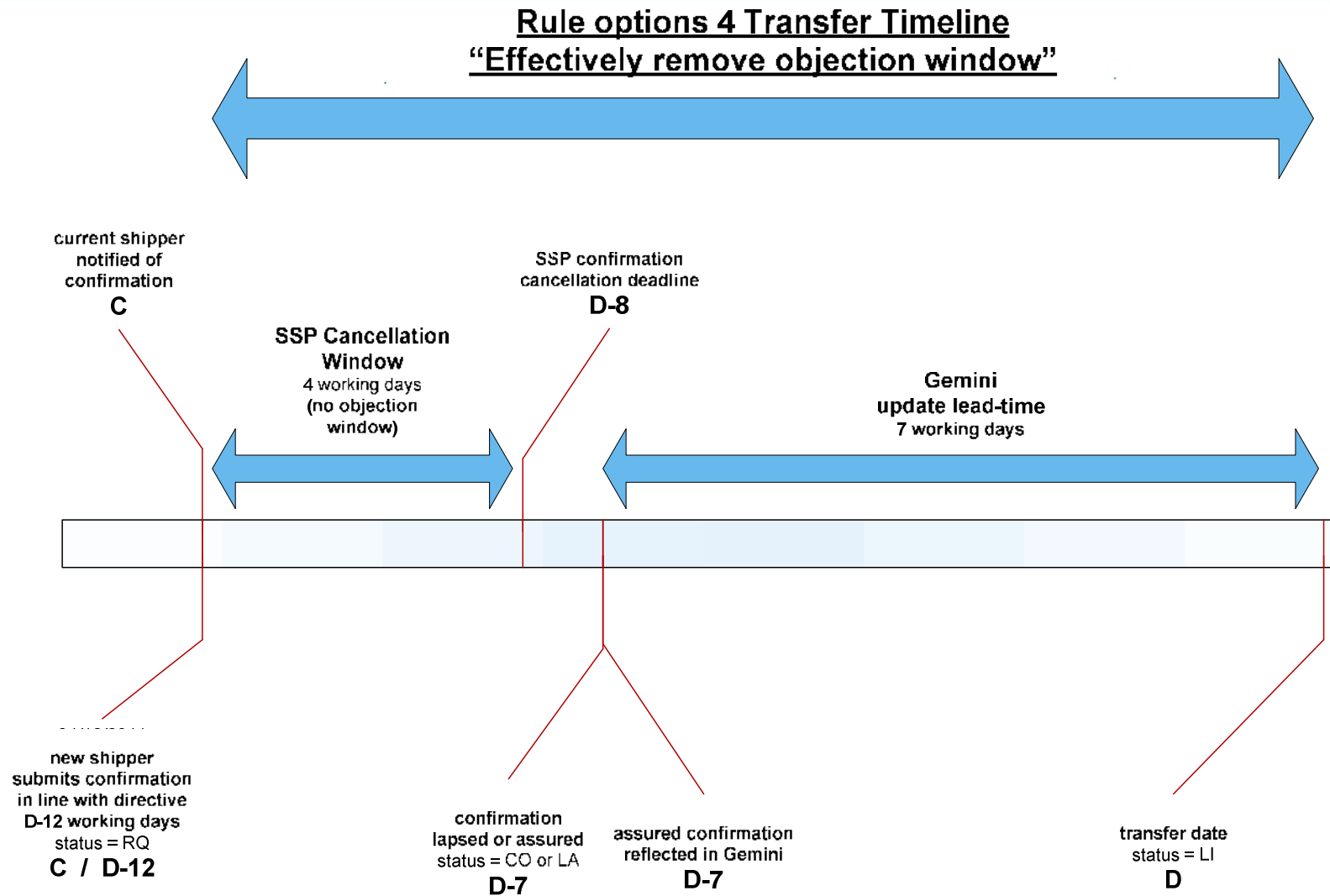


Option 3

Rule Option-3 Transfer Timeline “Reduce Objection window and Gemini update lead time”

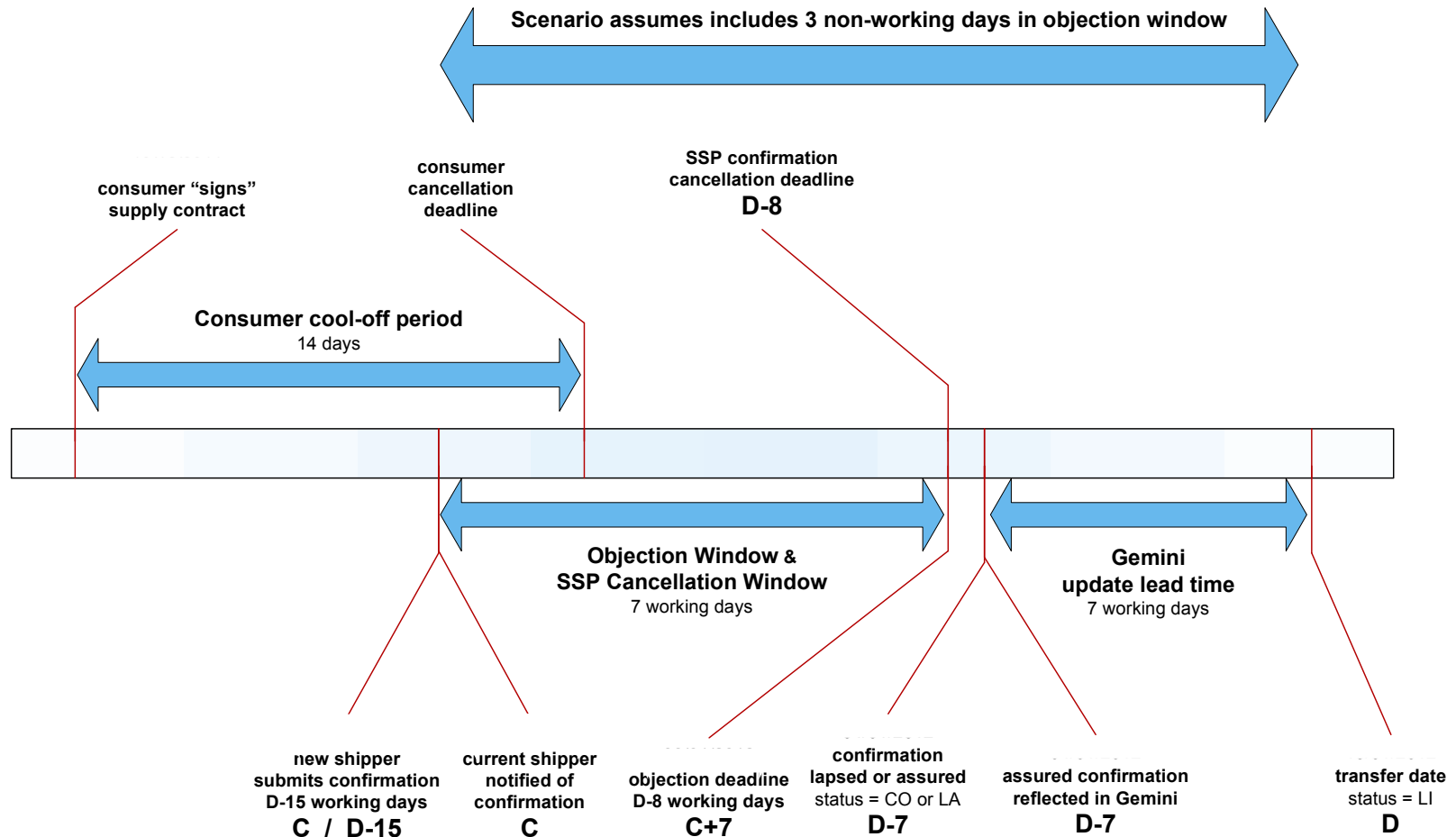


Options 4



Option 5 (when there are bank holidays)

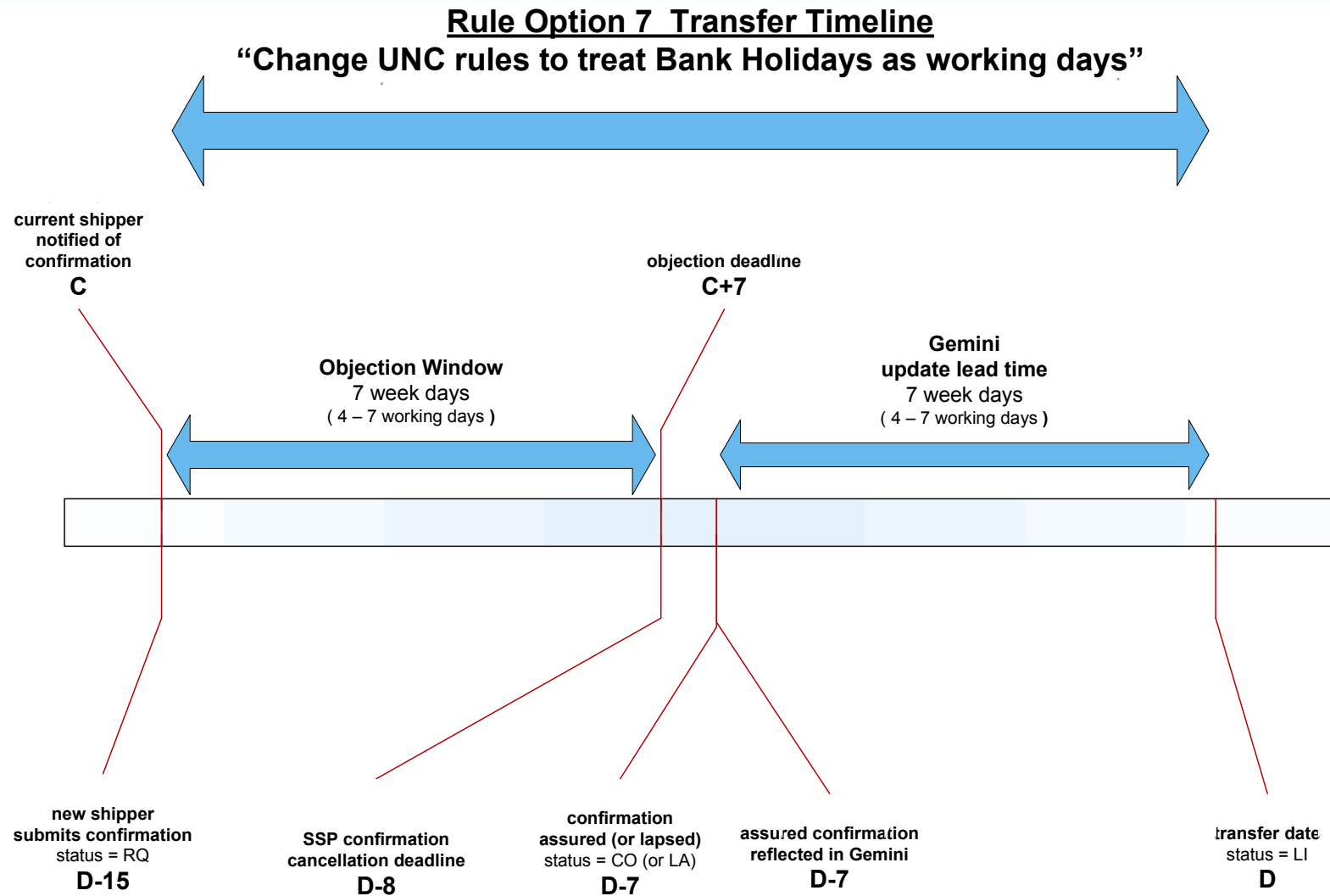
Rule Option 5 Transfer Timeline “Submit Confirmation near end of cool-off period”



Option 6

- Divorce the supplier registration to the Transporter registration dates

Option 7



Industry wide view - thoughts.....

Complexity score – 1 least complex, 3 most complex

Option	xoserve	Shippers / suppliers	Others	Score
As is	1			
1	3			
2	3			
3	3			
4	2			
5	1			
6	1			
7	2			