**CHANGE OVERVIEW BOARD**

**GAS CENTRAL SERVICES CHANGE HORIZON EVENT**

**ABOUT THE EVENT**

|  |  |
| --- | --- |
| Registered | 01.12.2014 |
| Last Updated | 14.04.2015 |

|  |  |
| --- | --- |
| **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>*

|  |  |
| --- | --- |
| 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**

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