



# Switching Data

Ofgem DDP Request

February 2022

For Approval

## Ofgem Switching Dashboards

### Value Statements

Ofgem want to see what switching behaviours are consumers exhibiting during this crisis

Ofgem want to understand supplier behaviour in the market, to see if switches are being erroneously blocked. We will also be able to see the effects on switching of potential rising debt levels through the cost-of-living crisis.

Ofgem want to observe the behaviour of customers who've been through a SoLR, do they switch away instantly, or does the lack of offers in the market stop them leaving.

### Solution

The DDP dashboards will provide Ofgem with high level counts and trends to deliver the value statements.

No MPRN level data will be provided as part of this service.

The CDSP recommend that CoMC approve this delivery to support Ofgem.

For Approval