

Joint MIS Development Group

MIS Open Letter Summary - Market Response

1. Purpose

Following the publication of an Open Letter (4th January 2018), this paper sets out a draft summary market response for consideration of JMDG.

2. Background:

The Open Letter consultation closed on 31st January 2018. Over 20 stakeholder responses were made, including a number of bilateral meetings for those that requested a face-to-face session. JMDG was provided with an initial high-level summary of the written responses.

3. Market Response Letter – Objective & Key Notes

The draft market response letter in the Appendix seeks to:

- Thank stakeholders that were able to contribute for their time and help
- Remind the market that we are still open for feedback and ideas
- Headline some of the feedback we have received (anonymised)
- Signpost where to find non-confidential responses, subject to JMDG agreement to publish
- Headline the approach and next steps being taken by JMDG

4. Next Steps

JMDG is invited to:

- **AGREE** the summary market response to be published as set out in Appendix A, subject to any refinements
- **RECOMMEND** its publication to MPB

APPENDIX A: Draft Market Response (0.1)

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[DDMMYY]

Dear Colleague/ Stakeholder

**MARKET INTELLIGENCE SERVICE (MIS) DEVELOPMENT – OPEN LETTER
(PUBLISHED 4th JANUARY 2018); FEEDBACK SUMMARY**

JMDG would like to thank all its stakeholders that were able to contribute to the Open Letter. A wide range of responses were received that are helping to inform on the way forward.

Gemserve (in its role as the central Code Administrator for the Master Registration Agreement) and Xoserve (in its role as the Central Data Service Provider for the Uniform Network Code), have entered into a collaborative arrangement to facilitate the development of the dual fuel MIS under industry governance. Accordingly, the MRASCo Board (i.e. the Master Registration Agreement) and the Uniform Network Code (UNC) agreed the constitution of a Joint MIS Development Group (JMDG¹) to help move this forward.

On the 4th January, an Open Letter was published to consult with the wider energy stakeholder community to help give shape to the development and vision of the services that will comprise the MIS. The Open Letter was the first stage of an ongoing consultation approach that is being adopted.

A response summary has been provided together with an outline of the feedback being used to develop the MIS. This letter sets out the steps being undertaken to evolve the MIS and how you might be able to contribute directly to the work as the work progresses.

Response Summary

Over 20 responses were received from a wide range of stakeholders: suppliers, networks, metering organisations, water/business customer, Citizens Advice, medium/large suppliers, as well as from Alt Han Co. There was wide spread support for the MIS initiative with responses ranging from more general statements of ‘need’ to setting out more detailed requirements.

¹ JMDG is a formally constituted electricity and gas industry governance group formed under the auspices of the Master Registration Agreement (MRA) and Uniform Network Code (UNC) respectively

- There was broad consensus to take an unconstrained approach to the ideas that could be taken into consideration for the MIS, with initial priorities for the MIS focusing on extending the API service to energy suppliers and support for Ofgem's Faster and More Reliable Switching Programme (switching programme). With respect to Ofgem's switching programme, some respondents were keen to ensure a joined-up approach and in particular that the MIS could become a single 'truth' for electricity and gas data for the market to rely upon.
- A number of respondents commented that it was right to fund the MIS development via the MRA and UNC governance mechanisms; additionally, some respondents also commented that other more flexible funding arrangements should not be ruled out, including 'user pays'.
- At least three respondents referenced potential support for alternative arrangements under the Smart Metering roll out programme, e.g. to aid with classification and inventory. Another two respondents commented on the need to support vulnerable customers, such as a central Priority Services Register.
- A common thread that ran through a number of responses was a focus on access to data, and one respondent in particular requested the MIS to support some form of data quality assurance performance regime and for data quality assessments to be undertaken.
- Central to many responses was the need to undertake a cost/benefit assessment to ensure value for money as progress is made with the Use Cases.

The above provides a flavour of the nature and range of ideas that were received. All the submitted ideas are being factored into a Use Case development exercise (see below).

JMDG is grateful to all stakeholders for the range of ideas that will potentially improve market interactions and resolve some of the challenges that are inhibiting efficient industry working practices that are impacting on the consumer switching experience.

How Your Feedback Is Being Used

The intention is to publish all non-confidential responses. The feedback has helped to generate over 50 separate Use Cases. These Use Cases then underwent a heat mapping exercise to provide insight to the relative priorities and to help inform on a potential development pipeline.

The feedback and analysis were presented to JMDG on 23rd February 2018. A further exercise was undertaken with JMDG members to review and validate the assessment methodology. This approach is helping to crystallise the next set of deliverables for 2018, for which a detailed critical evaluation will be undertaken subject to agreement by the MIS Programme Board (MPB).

MIS Development Steps

A Use Case development pipeline is being drafted. This will be complemented with a Use Case Lifecycle Map, to help articulate the Use Case Journey (end-to-end). It will help stakeholders understand the development journey and therefore when and how they might engage as we move forward.

Each Use Case is likely to have its own associated cost and benefit profile. There may well be opportunities to cluster or package Use Cases into a single release to optimise cost and design integrity. Accordingly, Gemserve and Xoserve will develop a cost/benefit evaluation methodology for discussion by JMDG to articulate the inputs and outputs that might be expected.

JMDG is reviewing a MIS Vision Statement and a set of MIS Development Principles, which will be published shortly; for example, a draft principle could be to complement Ofgem's Faster and More Reliable Switching Programme.

The Use Cases will be examined and prioritised. Subject to agreement on the priorities, a critical evaluation will be undertaken of the chosen Use Cases for the next set of deliverables.

How To Engage

JMDG is also interested in hearing what the MIS deliverables should entail, and where respondents are able to, what data are required to meet the requirements:

- The Open Letter closed on 31st January 2018, however JMDG welcomes any feedback as the work progresses through the incremental development lifecycle
- Two market open days will be held during 2018 to enable a wide range of stakeholders to directly engage and to afford a more general discussion to take place
- Two email boxes have been set up to take in any ideas, thoughts and further written submissions. These are MIS@gemserve.com and box.xoserve.ServiceD@xoserve.com
- Finally, JMDG also welcomes any potential MIS service users that would like to directly take part in the MIS design and its development. You can apply for JMDG membership by contacting either of the above helpdesks.

Thank you once again for your feedback. JMDG looks forward to working with you and please do not hesitate to contact either Gemserve or Xoserve if you have any questions.

Kind regards

Tony Thornton (Gemserve)
Andy Miller (Xoserve)