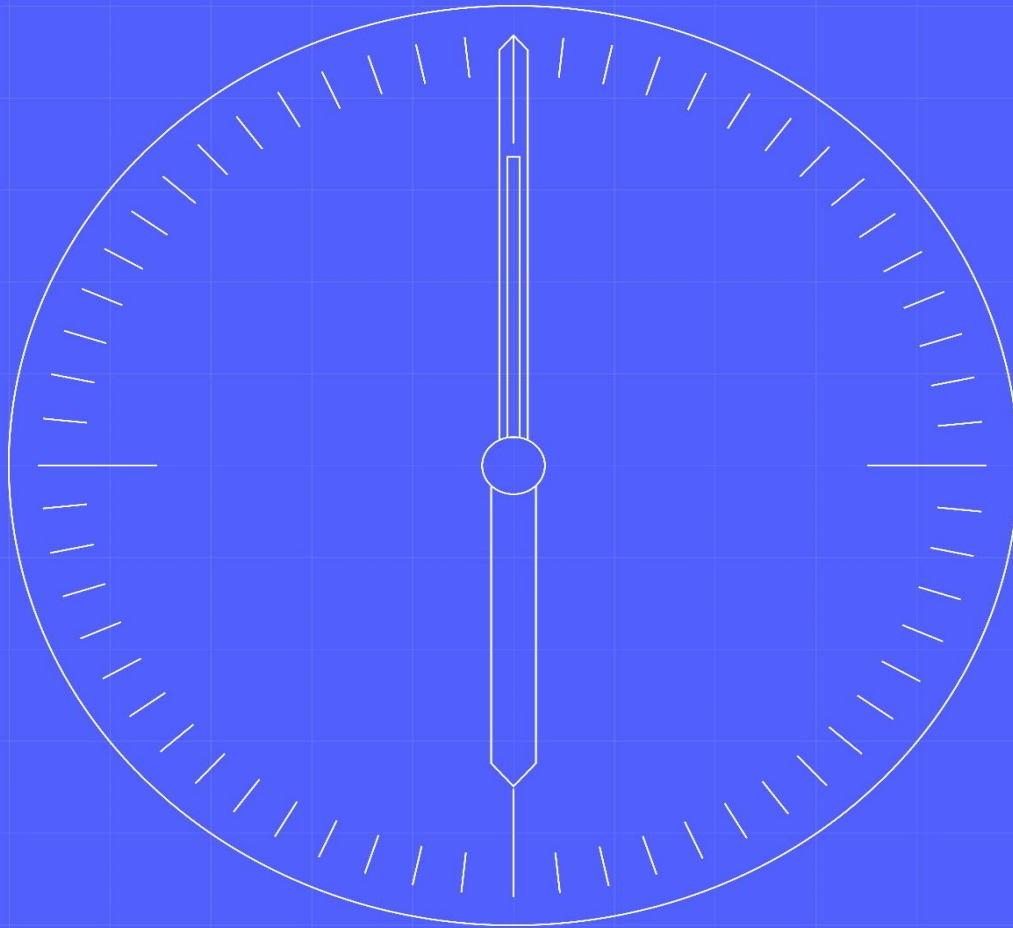


Migration Guidance: Use of the Change of Supplier (CoS) Forward Migration Process



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1.1 Change Record

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2 Use of the CoS Forward Migration Process

2.1 Purpose

This guidance has been developed to support Suppliers in managing migration delivery risks associated with Change of Supplier (CoS) activity during the Migration Period.

As migration progresses towards Milestone 15 (M15), Suppliers may acquire additional legacy Meter Point Administration Numbers (MPANs) through normal market switching activity. Where significant volumes of legacy MPANs are gained close to M15, there may be limited time available to complete migration activities and manage any associated migration exceptions prior to the end of the Migration Period.

2.2 Risk Considerations

Suppliers gaining legacy MPANs during the latter stages of the Migration Period should consider the impact that these acquisitions may have on their ability to meet M15 obligations. Any legacy CoS Gains will not be in consideration for a Senior Responsible Owner (SRO) Exemption from the M15 Obligations.

Where legacy MPANs are acquired close to M15 and remain within the legacy arrangements, Suppliers may have a reduced timeframe to:

- Complete migration activities;
- Investigate and resolve migration exceptions;
- Re-attempt failed migrations where required; and
- Achieve migration completion ahead of M15.

The risk increases where large volumes of legacy MPANs are acquired within a short period of time.

2.3 Recommended Approach

To mitigate this risk, the Programme recommends that all Suppliers utilise the CoS Forward Migration Process for eligible gains following service activation wherever reasonably practicable.

The use of the CoS Forward Migration Process enables newly gained MPANs to transition into the target MHHS arrangements at the earliest opportunity, reducing the volume of legacy MPANs requiring migration later in the Migration Period.

This approach can assist Suppliers in:

- Reducing migration backlog volumes;
- Minimising the accumulation of legacy MPANs close to M15;
- Providing additional time to manage migration exceptions; and
- Improving confidence in achieving M15 obligations.

2.4 Supplier Planning Considerations

Suppliers should consider the anticipated volume of CoS gains within their migration planning assumptions and assess whether sufficient capacity exists to manage both planned migration activity and newly acquired legacy MPANs.

Where Suppliers anticipate material volumes of legacy CoS gains during the latter stages of the Migration Period, consideration should be given to the use of the CoS Forward Migration Process as a key mitigation against migration delivery risk.

2.5 Summary

The Programme recommends that Suppliers:

- Assess the impact of CoS gains on migration delivery plans;
- Utilise the CoS Forward Migration Process for eligible gains following service activation wherever reasonably practicable; and
- Avoid the unnecessary accumulation of legacy MPANs that may require migration close to M15.

Taking a proactive approach to CoS Forward Migration will reduce the likelihood of migration volumes being compressed into the final stages of the Migration Period and increase the opportunity to successfully manage migration exceptions before M15.