

Market Intelligence Service (MIS) Overview

iGT UNC Workgroup

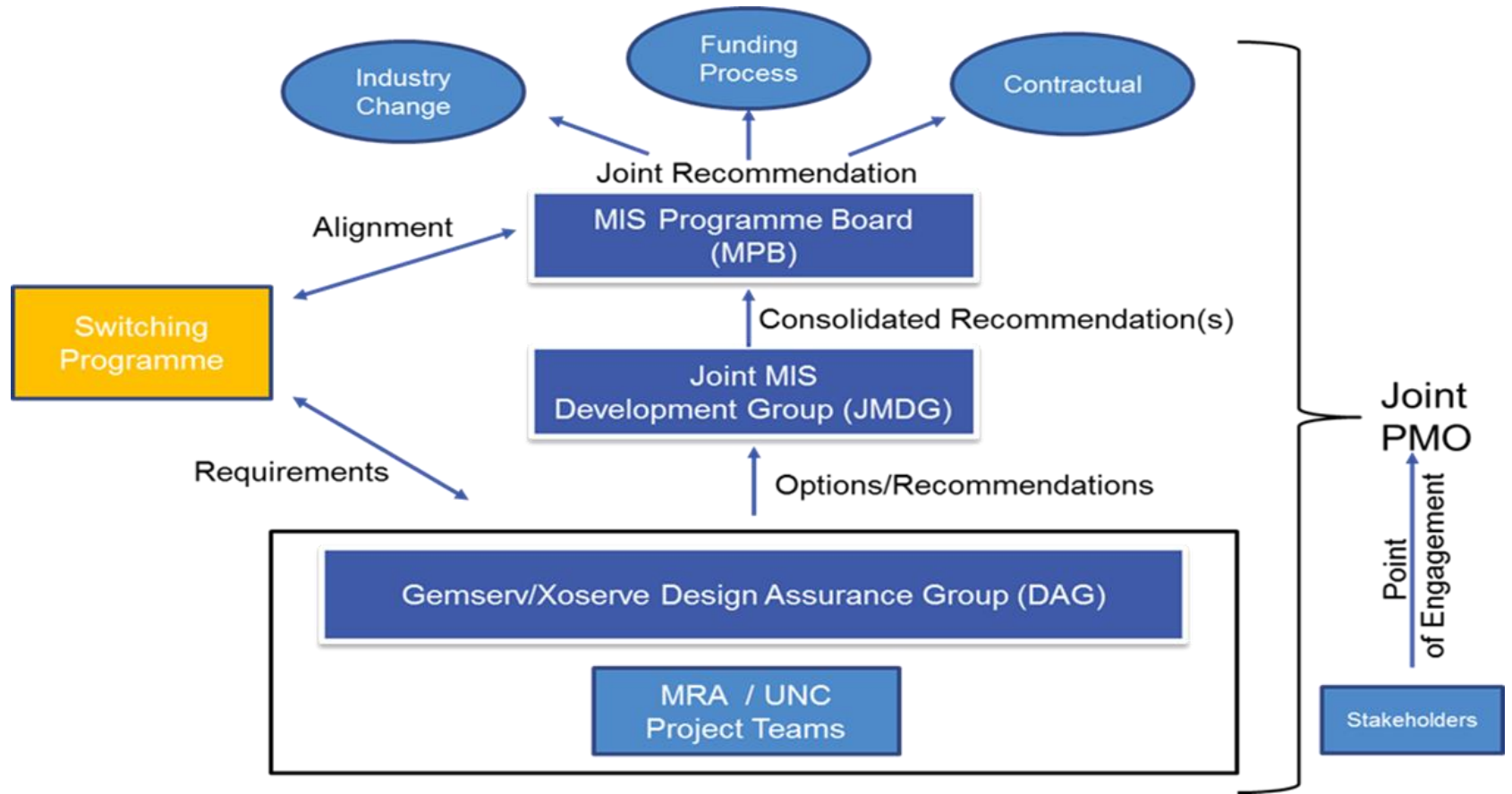
2nd April 2019

Ofgem set out 4 reform packages:

1. Do nothing
2. Enhance existing
3. CSS
4. CSS and MIS

RP0	RP1	RP2	RP3
No system or process changes. No Improvement to reliable switching. 21 day switch.	Use existing systems. Address matching to improve reliability. Key Process changes (harmonised where possible) to deliver 3 to 7 day switch.	New central switching service (core data). Enduring reliability improvement to data quality. Harmonised and simplified next day switching process.	New central switching service and market intelligence services. Enduring reliability improvement, and improved access to broader range of switching data. Harmonised and simplified next day switching process.

- As a result of the consultation Ofgem refined option 2 and the new option became 2A, and determined that the industry was best placed to develop and fund the MIS services
- Ofgem then asked **Xoserve and Gemserv** to take forward the MIS initiative
- MIS is a suite of Data Products and services that support improvement in the reliability of switching, and enhanced consumer experience



- Open Letter published 4th January
- The Open Letter was the first stage of an ongoing consultation approach
- Over 20 responses: range of stakeholders: suppliers, networks, metering organisations, water/business customer, Citizens Advice, medium/large suppliers, as well as from Alt Han Co
- Wide spread support
- Broad consensus for an unconstrained approach
- Initial priorities focusing on extending the API service to energy suppliers and support for Ofgem's Faster and More Reliable Switching Programme (switching programme)
- Over 55 Use Cases identified, more Use Cases are evolving



Twin Fuel Price Comparison Website (PCW) API Service

The service provides PCWs and other Third Party Intermediaries (TPIs) access to *domestic* switching data

- ✓ Supports faster, more reliable switching



Twin Fuel Supplier API Service

Provides Suppliers with a richer set of data items and includes *non-domestic* data

- ✓ Supports faster, more reliable switching
- ✓ Can be used for portfolio management activities and data cleansing



Find My Supplier Portal (www.findmysupplier.energy)

A portal that allows consumers to find their gas details. E.g. Current Supplier, MPRN

- ✓ Provides an enhanced consumer experience



Gas M-Number Download Service

Provides Supplier and Shippers access to a monthly download of M-Number data

- ✓ Harmonisation with the Electricity industry

Market Intelligence Service (MIS) Roadmap

VERSION 2.7

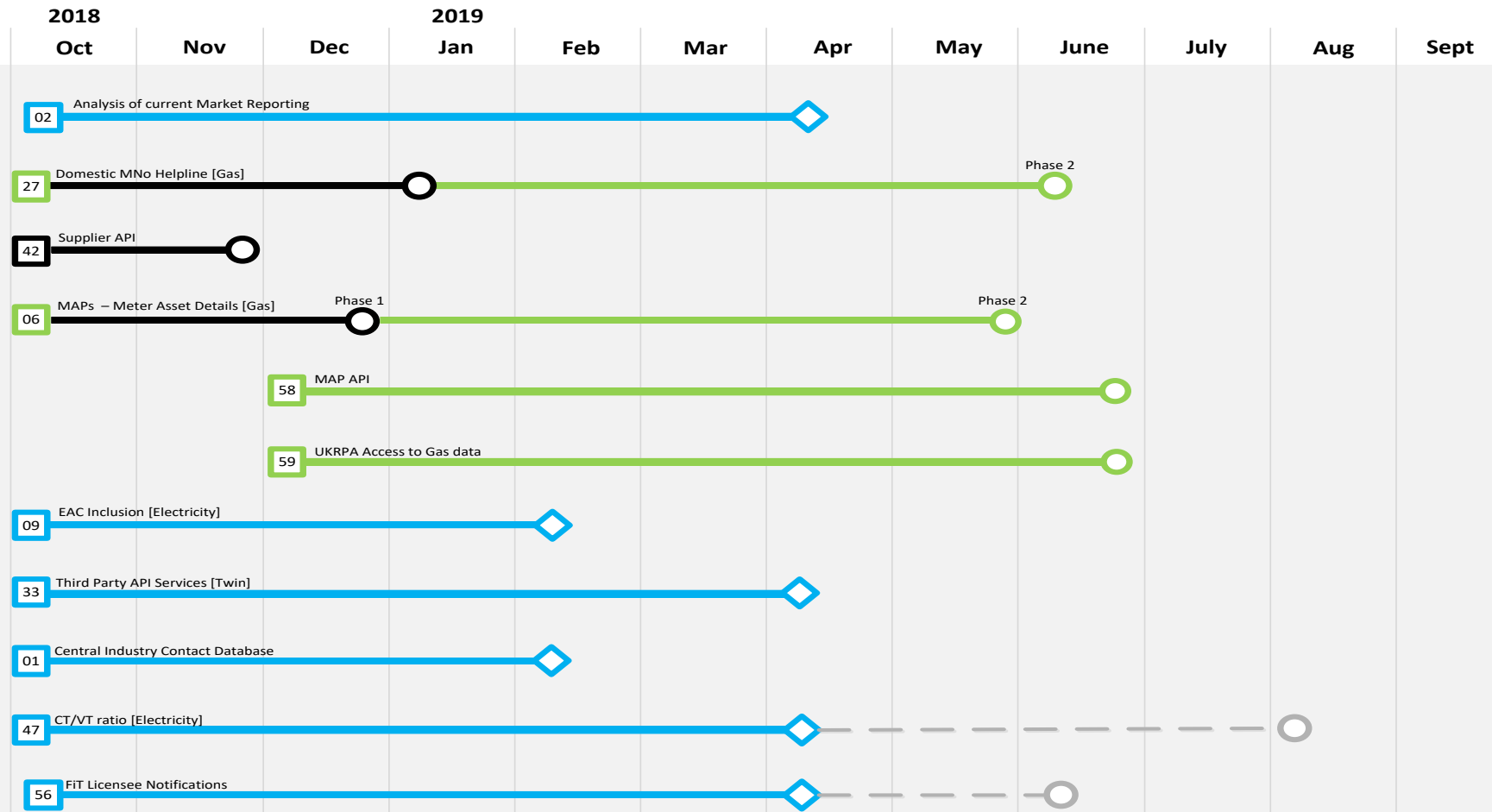
Indicative delivery — — —

Use Case No.  Decision Point  Delivery Point  Analysis  Complete 

Delivery

LOW RISK  MED RISK  HIGH RISK 

USE CASE DELIVERY



- Questions?

If you have any questions after the forum, please contact us on either:-

- MIS@gemserve.com
- Or
- uklink@xoserve.com