



# *CRS Improvements Stakeholder Update*

*19 May 2025*

# *Welcome & Housekeeping*

## **During the event, please:**

- Keep your camera and microphone off
- Use Microsoft Q&A to ask questions (chat is unavailable) or raise your hand
- Keep questions relevant and avoid mentioning other organisations
- Questions may be visible to others after the event
- This event will be recorded and shared on our YouTube channel and website

**Thank you**

# *Your Speakers*



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RECCO



***Bilal Ali***

DCC



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DCC

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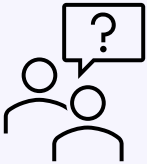
# *01 Welcome & Introduction*

# *Aims & Objectives*



## **Give stakeholders an overview of the joint DCC/RECCo CRS Improvements Plan**

- *Its background & context*
- *Focus areas & projects*
- *Anticipated benefits*



## **Seek your views on the plan & answer your questions**

- *Does it align with problem areas that you recognise?*
- *Is it supportive of the way in which you use the service today?*



## **Gain your support for ongoing engagement around the direction and development of improvement opportunities, associated benefits and prioritisation**

- *Maintaining alignment & ensuring we are focusing on the things that matter to you and end consumers*

# Introduction

Dec'24

- Following its Central Registration Service (CRS) Licence decision in December 2024, Ofgem tasked DCC and RECCo with the joint development of a CRS improvement plan, which considered the improvement opportunities identified by stakeholders during the consultation.

Jan'25

- Since January, DCC & RECCo have worked together on the development of this CRS Improvement Plan.

- The objective of this work was to *“Collaboratively scope, build and deliver an improvement plan, which is aligned with customer needs and delivers tangible improvements to the service”*.

- The construction of the plan has considered both the opportunities identified during the Licence consultation alongside the feedback and suggestions from last year’s Switching Incentive Regime Engagement Survey.

- We have now completed the development of this CRS Improvement Plan – which has been accepted by Ofgem – and started work on its delivery.

Apr'25

- Today we will share details of the plan, its intended benefits and where we will be seeking your ongoing engagement in the continued shaping and delivery of the plan.

May'25



## *02 CRS Improvements Plan Overview*

*The Plan has been developed in line with Ofgem’s priorities from the consultation and SIR feedback*

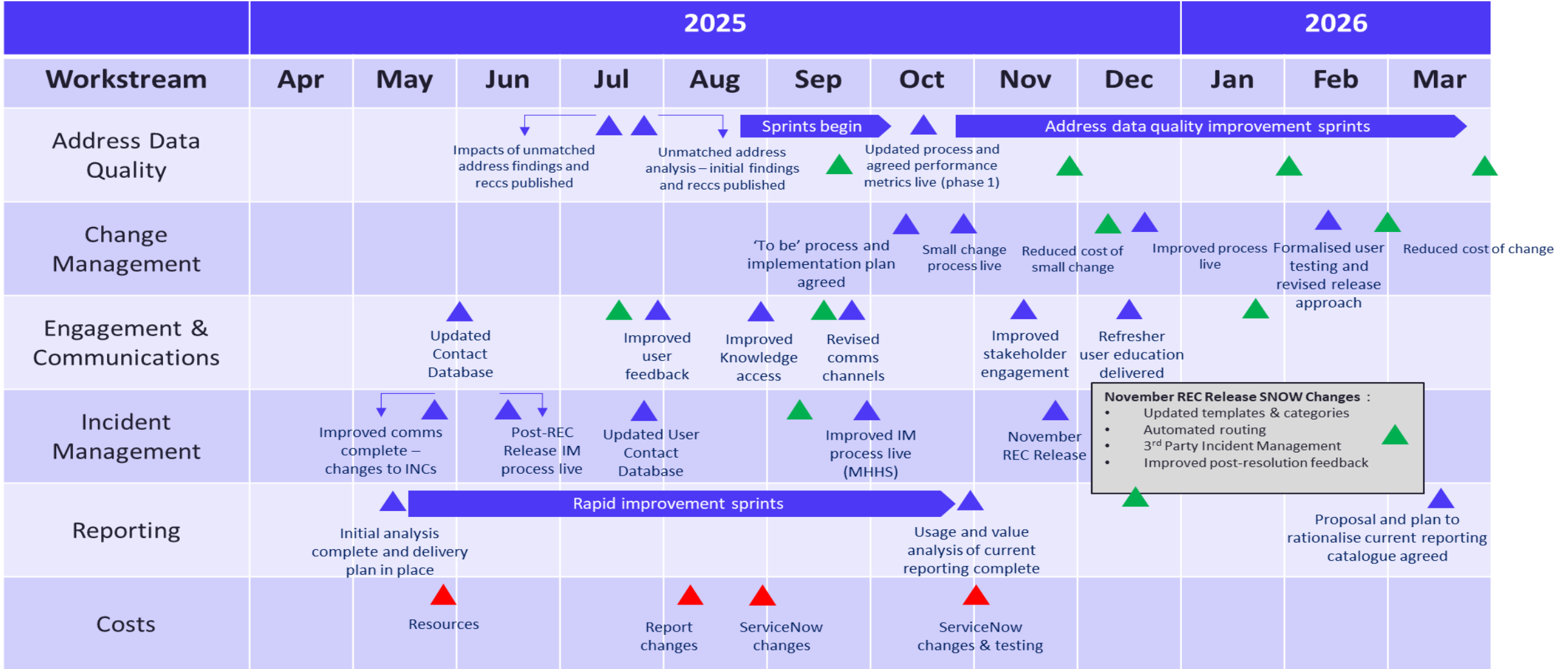
5 x Workstreams	High Level Objectives	
	<b>Address Data Quality</b>	<i>Improve industry and consumer outcomes by targeting specific issues identified through a greater understanding of the impact of poor address data quality, coupled with a supporting address data quality improvement process with clear outcomes and mutually agreed roles and responsibilities</i>
	<b>Change Management</b>	<i>Deliver change more quickly and economically through a refined change management process that provides a greater degree of engagement, communication, and certainty for users.</i>
	<b>Engagement &amp; Communications</b>	<i>Rationalise and improve the quality of interactions between DCC, RECCo and the Code Manager with users, in accordance with users’ requirements. This will lead to better relationships, understanding and improved service delivery</i>
	<b>Incident Management</b>	<i>Deliver incident resolutions more quickly and keep users better informed of progress and potential solutions through improved communications, an improved knowledge base and increased self-service</i>
	<b>Reporting</b>	<i>Deliver a more efficient and cost-effective reporting framework that meets users’ requirements and supports increased transparency and understanding of Switching service performance.</i>

*The Plan supports the delivery of common benefit themes across all five workstreams*

Workstream	Benefit Themes				
	Address Data Quality	Efficiency	Quality	Transparency	Understanding
	Change Management				
	Engagement & Communications				
	Incident Management				
	Reporting				

# Monitoring progress and finalising costs, benefits and user priorities

Joint governance is in place between RECCo & DCC and we will continue to update Ofgem quarterly



**November REC Release SNOW Changes :**

- Updated templates & categories
- Automated routing
- 3<sup>rd</sup> Party Incident Management
- Improved post-resolution feedback

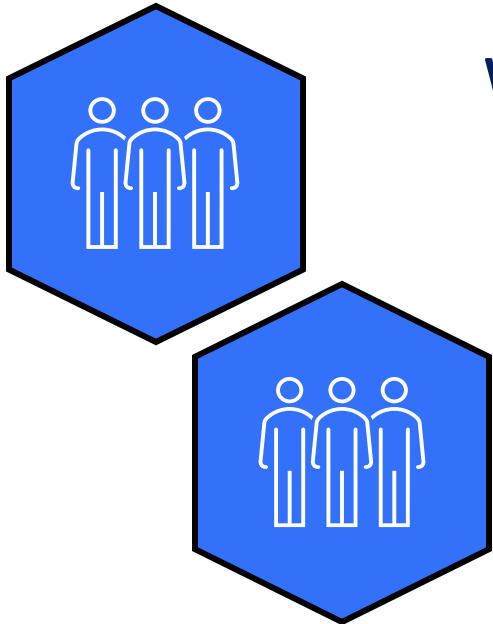
▲ Improvement delivery    ▲ Cost assessment    ▲ Benefits assessment



## *03 The workstreams and your input*

*Your role in supporting our objective of “Delivering tangible improvements to the service which are aligned with customer needs and deliver benefits to industry and consumers”*

**As we continue shaping the plan, its costs, benefits and delivery, we need your help to make sure we are focusing on the issues that you recognise and that you are supportive of the work we are doing**



**We will continue to engage you regularly to ensure that :**

- We always have a clear view of your opinions about the current service and how you use it
- We fully understand your requirements and priorities for an improved service
- We understand are aligned on the benefits being delivered and what they mean for you and end consumers
- We obtain your endorsement for proposed changes as cost / benefit positions evolve
- We keep you updated with progress

# Address Data Quality : Milestones & Benefits

	2025									2026			
Project	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Analyse the Unmatched Addresses			▲	▲		▲							
	Understand impact wrong addresses have on you?			Analysis of unmatched addresses and impact of unmatched addresses published		Definition of measures of success							
Improve the Address Management Process			▲	▲	▲	▲							
	Review governance and access to knowledge within the process		Party engagement model agreed		Knowledge articles published	Review of proposals	Future process live						
Improve Address Data Quality					Quality Improvement Sprint		Quality Improvement Sprint		Quality Improvement Sprint		Quality Improvement Sprint		
Benefits Assessment						▲			▲			▲	

## HIGH LEVEL BENEFITS

### EFFICIENCY SAVINGS

Improved productivity of the Address Quality team through more focused targeting of activity

### QUALITATIVE BENEFITS

#### INDUSTRY

More effective use of industry resource spent on improving address data quality

#### CONSUMERS

Factors impacting timely switching removed

#### GENERAL

Increased understanding of the true impact of address data quality leading to better focus on solvable issues

# Change Management : Milestones & Benefits

Project	2025									2026			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Improve the Change Management Process			▲		▲	▲	▲	▲	▲	▲			
			Process improvements drafted		Discussion of user touch points	Future process agreed		Discuss forward planning process	Future process live		New forward planning process live		
Introduce a Small Change Process				▲			▲						
				Small Change agreement in principle			Small Change process live						
Improve Release Management			▲		▲						▲		
			Discussion on formal user testing proposal		Review of proposals on formal user testing						Formal user testing and bundling change process implemented		
Benefits Assessment										▲		▲	

## HIGH LEVEL BENEFITS

### EFFICIENCY SAVINGS

Reduced overall cost of change through streamlining processes to reduce governance and delivery timescales

### QUALITATIVE BENEFITS

#### INDUSTRY

More agile and cost-effective approach to the delivery of REC change  
Less industry time spent progressing changes

#### CONSUMERS

Faster correction of consumer pain points and barriers to switching

#### GENERAL

Increased robustness of proposed solutions

# Engagement & Communications : Milestones & Benefits

	2025									2026			
Project	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Update the Engagement Strategy		▲	▲			▲	▲						
		Contact list updated	Feedback on current communications		Strategy and comms. RACI published		Updated engagement events in place						
Improve Knowledge Sharing			▲	▲	▲		▲						
		Feedback on knowledge base	Refresh of knowledge articles starts	New approach to user feedback introduced			User education sessions start						
Benefits Assessment				▲			▲			▲			▲

## HIGH LEVEL BENEFITS

### EFFICIENCY SAVINGS

No direct cost savings

### QUALITATIVE BENEFITS

#### INDUSTRY

Increased ability to self-serve using improved access to relevant knowledge.  
Clarity over who to contact in different situations.  
More effective use of time.

#### CONSUMERS

No direct benefits to consumers

#### GENERAL

More collaborative relationship between users and the delivery team

# Incident Management : Milestones & Benefits

	2025									2026			
Project	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Improve the Incident Management Process			▲		▲	▲	▲	▲		▲			
			Feedback on templates, prioritisation and communications		Provide third party contacts	Future process agreed	Review revised templates	Updated ServiceNow live		Updated knowledge base available			
Update User Contact Database				▲									
				Contact list updated									
Increase Data Access												▲	
												Increased data access for Service Desk	
Benefits Delivery							▲			▲			▲

## HIGH LEVEL BENEFITS

### EFFICIENCY SAVINGS

Increased productivity team through more focused targeting of activity and removal of duplication / waste

### QUALITATIVE BENEFITS

#### INDUSTRY

Less industry time spent managing incidents and increased self-serve capability  
More accurate categorisation of incidents, greater transparency of performance

#### CONSUMERS

Better informed energy suppliers.  
Faster response to some consumers' issues

#### GENERAL

Improved user experience of incident management and faster response to some consumers' issues

# Reporting : Milestones & Benefits

	2025									2026			
Project	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Reformat Reporting Catalogue			▲			▲	▲			▲		▲	
			Initial opportunities to rationalise agreed			Feedback on current reporting	Full understanding of report usage and user requirements			Review rationalisation proposals		Proposal for full rationalisation agreed	
			Initial rationalisation										
Benefits Delivery							▲			▲			▲

## HIGH LEVEL BENEFITS

### EFFICIENCY SAVINGS

Reduced costs for reporting through rationalisation of the report catalogue

### QUALITATIVE BENEFITS

#### INDUSTRY

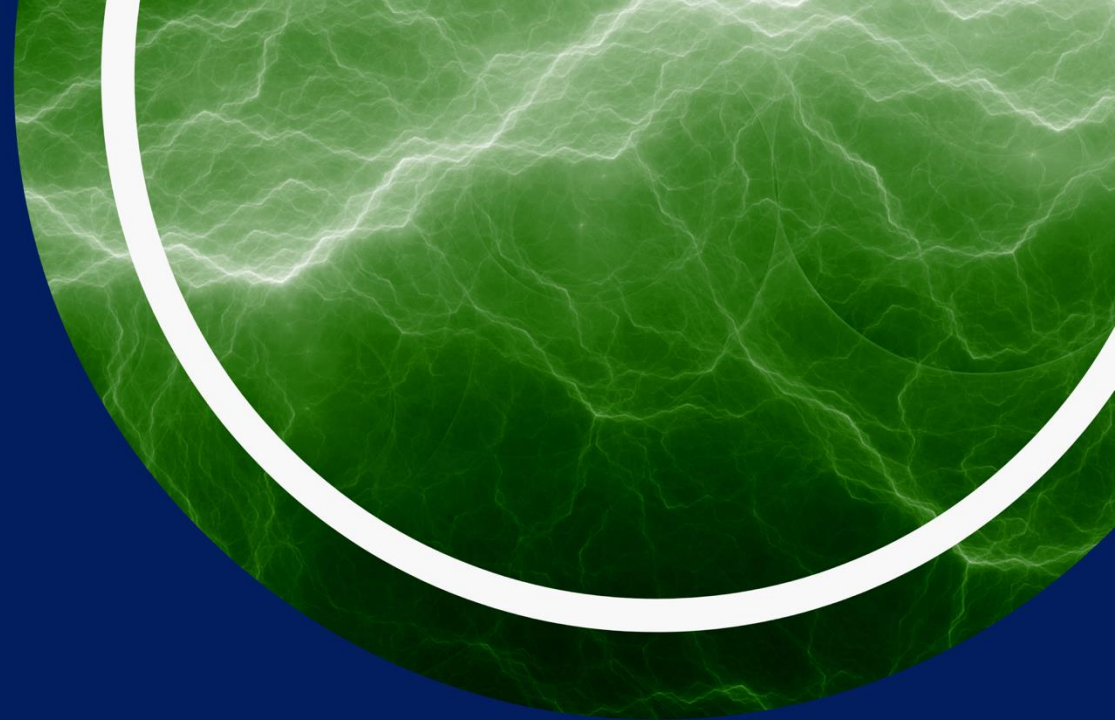
Increased transparency and understanding of Switching delivery performance.  
Easier and more timely access to information.

#### CONSUMERS

Better informed energy suppliers.

#### GENERAL

Easier access for industry to information about the delivery of switching



## *04 Next Steps*

# *Work already in progress*

## Address Data Quality

- We are looking at ways to improve the reporting around address matching
- We are conducting address quality audits
- We are analysing and categorising the 2.8m unmatched addresses
- We are sharing best practice with data providers

## Change Management

- We are scoping the small change process
- We are reviewing our approach to release management
- We are starting to scope possible changes to ServiceNow

## Incident Management

- Changes to incidents (Priority R6)
- Down/upgrade Report (R2)
- We are introducing automatic closure of an incident where there has been no contact from the user

## Reporting

- Analysis of 3 months' reporting data looking at the type, frequency, recipient and size of reports produced by CSS
- We are analysing the delivery success of reports looking for empty reports and/or inactive MPIDs
- Our Service Providers are investigating the efficiency of report delivery from CSS to ServiceNow

# *Next Steps*



- **As we continue to shape the projects, costs, benefits and prioritisation, we are seeking your help and support – as it's important we're aligned with your needs**
- **As highlighted in the milestone plans, we will be engaging with Parties from June onwards to examine :**
  - *Address data quality – the impact of wrong addresses and the governance within the process;*
  - *Change management – thoughts on a more formal approach to user testing;*
  - *Engagement & communications – feedback on current engagement events, communications channels and the knowledge base*
  - *Incident management – feedback on the templates, categorisation & prioritisation*
  - *Reporting – Insight into your reporting needs and if these needs are currently met*

***In the meantime we would welcome feedback on what you have heard today – so please look out for the survey that will be issued following this webinar***



*Q&A*