

Change of Supplier Project –Evaluation criteria (Revised)

CHANGE OF SUPPLIER EVALUATION CRITERIA		
Impacts on consumers		
1	Speed	<ul style="list-style-type: none"> The transfer process should be as quick as possible consistent with protecting and empowering consumers – currently and in the future.
2	Ease	<ul style="list-style-type: none"> <u>The transfer process should be transparent for consumers.</u> Once a customer has chosen a new supplier, the process should be transparent and achieved with the minimum of effort for the consumer and for all parties who have an interest in the switch.
3	Accuracy	<ul style="list-style-type: none"> All switches should occur on time and should reflect the stated choices of the consumer. Supporting information to facilitate a smooth switch should be conveyed accurately and in a timely manner.
4	Coverage	<ul style="list-style-type: none"> There should be no systematic differences in consumers’ access to a quick, easy and accurate switching process.
5	Consumer expectations	<ul style="list-style-type: none"> The transfer process should meet <u>or exceed</u> consumers’ expectations in terms of speed, ease, accuracy and coverage.
Impacts on market participants		
6	Design - flexibility	<ul style="list-style-type: none"> The end-to-end solution should be capable of adapting to changes in the regulatory framework. It should also be capable of accommodating the needs of new business models affecting how consumers engage with retail energy markets, e.g. through Third-Party Intermediaries.
7	Integration	<ul style="list-style-type: none"> The design should integrate efficiently with other related systems – current and future – such that potential synergies in cost/performance are captured.
8	Design – robustness	<ul style="list-style-type: none"> The end-to-end solution should be technologically robust and capable of ongoing maintenance without significant regulatory input – including in respect of protecting the privacy and security of personal data.
Impact on delivery, costs and risks		
9	Solution cost/benefit	<ul style="list-style-type: none"> The design should promote the delivery of the required functionality in a manner that maximises the net benefits for consumers.
10	Implementation	<ul style="list-style-type: none"> The plan for delivery should be robust, and provide a high degree of confidence – with clear and appropriate allocation of roles and responsibilities, and effective governance.