|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Communication Detail** | | | | | | |
| **Comm Reference** | | 2102.3 – RJ – ES | | | | |
| **Comm Title** | | Find My Supplier Information Update | | | | |
| **Comm Date** | | 12/10/2018 | | | | |
| **Change Representation** | | | | | | |
| **Action Required** | | Reps are asked to consider updating any documents/websites/emails etc that currently reference the M-Number helpline (08706081524) to also include the new web address.  [**https://www.findmysupplier.energy**](https://www.findmysupplier.energy) | | | | |
| **Close Out Date** | | N/A – no responses are required | | | | |
| **Change Detail** | | | | | | |
| **Xoserve Reference Number** | XRN4626 - Provision of an alternative Consumer Enquiry Service (MNumber) | | | | | |
| **Change Class** | N/A | | | | | |
| **ChMC Constituency Impacted** | All | | | | | |
| **Change Owner** | Simon Harris (Customer Change Rep):  [Simon.Harris@Xoserve.com](mailto:Simon.Harris@Xoserve.com)  01216232455  Beth Moore (Project Manager):  [Beth.Moore@Xoserve.com](mailto:Beth.Moore@Xoserve.com)  01216232798 | | | | | |
| **Background and Context** | Cadent operates a telephone service (M Number Helpline) on Xoserve’s behalf which consumers can call to find out the Meter Point Reference Number (MPRN) and the current gas supplier for their property, or a property which they’re moving into.  As part of a number of initiatives being developed by JMDG this change was proposed to assess options and provide a free alternative service to the M number helpline.  [**https://www.findmysupplier.energy**](https://www.findmysupplier.energy)  Benefits of an alternative service include reduced running costs for our customers and an improved experience for consumers who use this service.  The provision of an alternative service was implemented on 1st September 2018 and a phase of promoting this service is underway. The second phase of the project has now begun and will include enhancing the Find My Supplier site and the operation of the phone line to be migrated to be performed by Xoserve. | | | | | |
| **Change Impact Assessment Dashboard (UK Link)** | | | | | | |
| **Functional** | None | | | | | |
| **Non Functional** | None | | | | | |
| **Application** | None | | | | | |
| **User** | All | | | | | |
| **Documentation** | None | | | | | |
| **Other** | Constituencies to identify any potential impacts to their internal processes | | | | | |
| **Files** | | | | | | |
| **File** | **Parent Record** | | | **Record** | **Data Attribute** | **Hierarchy or Format**  **Agreed** |
| N/A | N/A | | | N/A | N/A | N/A |
| **Change Design Description** | | | | | | |
| The M Number online service is provided by Xoserve and has been designed in conjunction with Back Office Associates. The M Number helpline will run in parallel with the new online service.  [**https://www.findmysupplier.energy/**](https://www.findmysupplier.energy/)  The site gives a consumer the ability to search using their postcode to find their Meter Point Reference Number (MPRN), Gas Supplier and Gas Transporter to provide them with information they need to assist with switching suppliers.  A number of promotional ventures are underway to increase the profile of the website. Including the circulation of this change pack out to the UKL Manual distribution list. Other initiatives include updating the interactive voice response (IVR), which greets consumers in the first instance on calling the M Number helpline, to inform consumers of the presence of the online service. Additionally any websites currently directing consumers to the M Number Helpline are being contacted and requested to include a link to the Find My Supplier site alongside the M Number helpline number. | | | | | | |
| **Associated Changes** | | | | | | |
| **Associated Change(s) and Title(s)** | | | No | | | |
| **DSG** | | | | | | |
| **Target DSG discussion date** | | | 15/10/2018 | | | |
| **Any further information** | | | This will be presented at DSG for information only | | | |
| **Implementation** | | | | | | |
| **Target Release** | | | N/A | | | |
| **Status** | | | Implemented on 1st September 2018 | | | |