

Implementation schedule for the Voluntary Standards for the Backbilling of Microbusiness Energy Customers

The nature of these voluntary standards is such that individual suppliers will have to undertake the required system and process changes before they can then sign up to them. It will therefore ultimately be up to individual suppliers to state from what date the voluntary standards will become effective with respect to their own treatment of microbusiness customers. There will however need to be a centralised element to this implementation given the role envisaged for a communications campaign. This note sets out in chronological order how the implementation of the Voluntary Standards will work in practice.

Implementation timeline

By end February 2012

ERA and ICOSS will place the Voluntary Standards for the Backbilling of Microbusiness Energy Customers on their websites.

From February 2012

Any licenced gas or electricity supplier can write to ERA and ICOSS stating that they wish to become a signatory to the voluntary standards and the day from which they would like the standards to become effective with respect to their treatment of microbusiness customers.

A supplier will be expected to be compliant with all of the voluntary standards from the date at which they become effective with respect to that supplier: there is no provision for an individual signatory supplier to partially adhere to the standards.

ERA and ICOSS will work with Ofgem to formally invite all licenced energy suppliers in the GB market to become signatories to the voluntary standards.

By end of March 2012

ERA and ICOSS will have worked with Energy UK to engage industry stakeholders to formulate a communications plan for the communication of the voluntary standards.

Mid-April 2012

A communication campaign will commence with the aim of publicising the contents of the standards to the appropriate target audience. This communications campaign will name the signatories who have agreed that the voluntary standards should be effective with respect to their operations by the commencement of the campaign.

Beyond April 2012

The Voluntary Standards will be open for any licenced energy supplier to join.