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# 2021 Business Plan

Differences Between Drafts 2 and Final  
(December 4th 2020)

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# Differences between drafts



The principal changes between versions two and three of the BP21 document are detailed below:

## **TOTEX:**

Following the second consultation phase, we increased the Central Switching Service (CSS) investment in 2021/22 by £1.2m which reflects the latest baseline of the plan.

## **Focus Areas:**

### **Customer Experience:**

In response to clear feedback from our first and second draft consultations and building on BP20 Contact Management Service (CMS) investment, we have restructured our future approach. Funding collected in 2020/21 will be used to complete requirements gathering. In 2021/22, building on these requirements, we will present customers with solution options and associated costs and benefits. To that end, we have consolidated the two CMS investment lines (£300k each) from draft 2 into one line of £600k. Furthermore, the percentage funding split between Shippers, Distribution Networks (DNs) and Independent Gas Transporters (IGTs) has also been updated. To mitigate the risk of any regret spend, we commit to seeking approval through CoMC to draw on this CMS funding prior to progressing any work.

### **REC (CSS):**

Ofgem's revised Programme Plan for CSS was approved and baselined on 27th October 2020; the go-live date has moved from March 2022 (which was the base assumption for BP21) to August 2022, along with an increase of programme scope via change requests. At the average programme run rate of £1 million per month, this extension and scope change was initially estimated to cost an additional £6m. We have undertaken an exercise to minimise cost impacts as much as possible without compromising our delivery requirements and/or obligations and have been successful in reducing the impact to our customers to £1.2m.

