

TOTSCo Bulletin No 6

DATE: 12 April 2023

SUBJECT: Indicative and non-binding charging levels for use of the TOTSCo Hub for One Touch Switch

Following the latest stage of the Hub procurement exercise, we wish to give a non-binding indication of initial charging levels for use of the TOTSCo Hub for residential switching using the One Touch Switch process.

At this stage, and as usual with a project of this complexity, there are significant uncertainties around the final costs. However, we understand industry's strong desire to have indicative cost levels for planning purposes.

Under our latest assumptions, the recovery of anticipated start-up and operating costs would be achieved through a switching charge alone of between £2.50 and £3.50, or through an annual charge of £0.25 to £0.35 per connected customer. However, no pricing structure has been chosen, and options include combinations of one-off and recurring fixed charges and various types of usage charge. We want the pricing structure to be fair and reasonable for all stakeholders and constituencies, and we welcome input from stakeholders. We will produce a full proposal with underlying reasoning as soon as possible.

Where users access the Hub indirectly via a third party, further charges may be payable to that third party. Hub charges for the purposes of non-residential Gaining-Provider Led switching, and for any other services that TOTSCo may be asked to provide, will be considered separately.

If you have any comments or suggestions on pricing levels or structures, please send them to admin@totsc.org.uk, using the term "Hub Charging" in the subject line.

TOTSCo

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