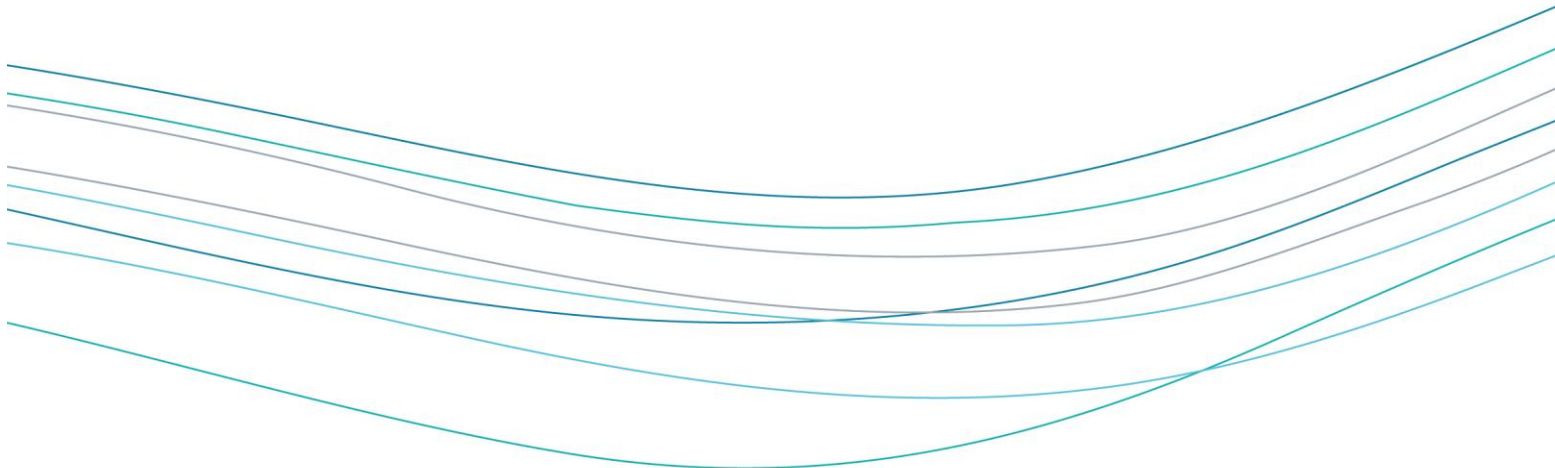


Operational Advisory Group (OAG)

20 June 2023 meeting

Minutes



Operational Advisory Group

Minutes of 20 June 2023 meeting

Attendees

OAG members and guests

- ◆ Daniel Proctor (DP)
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Deborah Bennett (DBe)
- ◆ Gemma Williams (GW)
- ◆ Helen Bennett (HB)
- ◆ Jeremy Lunn (JL)
- ◆ Mary Porter-Chorley (MP)
- ◆ Nicola Spiller (NS)
- ◆ Noel Bradley (NB)
- ◆ Onkar Singh (OS)
- ◆ Pam Nash (PN)
- ◆ Paul Baker (PB)
- ◆ Sian Forward (SF)
- ◆ Tom Wells (TW)

MOSL

- ◆ Chris Dawson (CD) – Chair
- ◆ Huw Comerford (HC)
- ◆ Jacquelyn Gibson (JG)
- ◆ Monica Falasca (MF) – notes

Meeting notes

1 Welcome

CD welcomed members and confirmed the meeting agenda.

2 Notifications

JG confirmed notifications is now called miscellaneous and consists of a grouping of approx. 18 very low volume processes.

JG ran through the state transitions confirming this is a no-SPID process similar to C3 and G2 and allows the trading party in receipt to state 'incorrect' as the hub will be unable to determine to whom the service request should be sent.

JG highlighted 'visit scheduled' and 'visit not completed' are included however 'quote proposed' etc are not required and thus not included.

JG further highlighted auto close has been included however it has been extended to 30 days based on previous feedback from members.

JG noted the process (M1) will exist in the search fields in the same way as assets, customer service, decommissioning and services.

JG also noted, at present Retailers can only raise to Wholesalers and vice versa the development team are reviewing if it is possible to add Retailer to Retailer etc.

JG highlighted the ability to select general enquiry and confirmed it must not be used in replacement of any code defined process. This will be made clear on the submission form and monitored to ensure compliance.

DM enquired what the volume of F1 and F2 transactions actually are noting in respect of notifications of section 75s there are a large volume, and will Wholesalers be advised to send them as a batch notification for example once a month?

CD confirmed the expectation given the functionality allows for multiple SPIDs and attachments Wholesalers would batch these and send them across potentially on a spreadsheet.

MOSL to review & revert on the code elements relating to the processes being incorporated in regard to the SLAs.

DM noted the options provided on completion and suggested adding a fourth option to accommodate where multiple SPIDs had been supplied.

JG noted MOSL legal team are reviewing the position on attachments with regard to if MOSL received a freedom of information request and how the data would be searchable to provide this.

3 H3 update

JG reminded members H3 now incorporates H4 and H5 as well and confirmed the slides will be shared with members for their further review.

JG noted H3 is a SPID process, and this is a mandatory requirement to raise the ORID.

DM raised the potential issue of back-to-back SLAs where an H3 is raised following e.g., a B1. MOSL to review and revert with a view to including obligations in the codes.

JG ran through screenshots of the process as to how it would function within the hub.

4 B10 update

CD reminded members of previous discussions on B10 noting members wanted to review how each new process would appear.

CD advised members B10 programme of works had been incorporated into D2 and Schedule 1 Part 3 of the codes updated accordingly. The updates will be shared with members following the meeting.

CD noted the updates stated, 'in the case of programmed meter installations or meter renewals, advance notification may include publication of planned metering installations or replacement program, identifying the SPIDs and meters which will be affected and proposed dates for carrying out the programs with such notifications to be kept updated as appropriate'.

SF queried where it is stated 'the Retailer shall notify the Wholesaler by exception' would this be via this process? CD confirmed the intention to use the newly designed process in the Hub for this purpose, however, as the process is yet to be incorporated into the hub from a code perspective it would be via any current method.

DM recommended the inclusion within the Hub of a secure file transfer area in which trading parties could communicate over planned programme of works. CD noted for the requirements backlog.

5 Planned & unplanned events grouping.

CD ran through the requirements for these processes as per the codes requesting members raise anything missing and any need/wants for this grouping.

MP noted when processing these work is undertaken in line with the good practice guide for planned and unplanned incidents. MP enquired where multiple SPIDs are affected is there an expectation to process individually or will this provide the facility to raise multiples together?

CD confirmed intention to enable multiple SPIDs under one transaction with the ability to provide an attachment listing all SPIDs and/or postcodes impacted as SPIDs may not be possible to supply.

DM highlighted the need to be able to remind trading parties of any requirement to issue a Section 75 notice where appropriate.

DM recommended creating templated attachments. CD confirmed this could be possible even if in the first instance they were not incorporated into the hub but agreed across trading parties as the preferred attachment/s.

JL agreed it would be valuable for Wholesalers to establish common information which could be included in a template.

6 AOB

6.1 .M

CD highlighted a request for feedback had been sent to HVI users re .M transactions and Wholesalers not being in receipt of them.

CD requested members respond direct noting should any changes be made; these would be subject to a cost benefit analysis and a business case which would be prioritised within the backlog and go through the Code Change Committee process.

JG noted MOSL are considering whether the benefits to all outweigh the impacts and if considered positive .M will go through to prioritisation against other backlog requests.

DM enquired if vendors of linked systems e.g., Swim Pool have been asked for information as well. CD confirmed this has been actioned.

6.2 H1 allowance end date

CD provided an update on the ‘effective to date’ on H1 noting H1 has gone live and requesting members use the process and report any issues.

DP noted when a forward date had been applied the Hub did not accept this. MOSL to test and revert.

6.3 Data retention

CD noted this represents a change from the original requirements and thus is viewed as a further request from a legal and technical perspective.

CD request members confirm the necessity for additional data retention as based on current assumptions approx. £7-9k per month to store (across the market) and thus requires a robust business case.

CD noted the customer code of practice states six years.

DM recommended storing data offline with links in the Hub should this prove a more costs effective solution. OS expressed concerns agents may miss data if held offline and thus may be better to integrate the data.

Members noted data is held for longer in Swim pool etc.

6.4 Post meeting (discon/recon I1, I3 code documents)

CD concluded the meeting confirming the I1, I3 code documents will be shared with members following confirmation from Code Advisory group (CAG).

Next meeting scheduled for 18 July to include B10 review and initial discussions on J1.

7 ACTIONS

NO	Action required	Action by	Action Date
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1	MOSL to review & revert on the code elements relating to the processes being incorporated in regard to the SLAs relating to F1 & F2	CD	18/07/202
2	MOSL to review and revert with a view to including obligations in the codes when assessment of charges should happen automatically by the Wholesaler when B1 is unfeasible and not to really on Retailer to raise a H3 Request.	CD	18/07/2023
3	B10 programme of works had been incorporated into D2 and Schedule 1 Part 3 of the codes updated accordingly. The updates will be shared with members following the meeting.	CD	20/06/2023 Complete
4	Recommended the inclusion within the Hub of a secure file transfer area in which trading parties could communicate over planned programme of works. MOSL to add requirements backlog.	CD	20/06/2023 Complete
5	DP noted when a forward date had been applied the Hub did not accept this. MOSL to test and revert. <i>No issue Hub end, user end identified.</i>	JG	20/06/2023 Complete
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