Minutes of the Metering Committee (the "Committee")

Meeting Two

11th May 2021 | 10:00 – 12:00 | Via MS Teams

Status of Minutes: FINAL

Present

Member	Abbreviation	Role
Steve Formoy	SF	Chair – MOSL
Claire Yeates	CY	Retailer Committee Member
Mark Doherty	MD	Retailer Committee Member
Claire Stanness	CS	Retailer Committee Member
Paul Heron	PH	Retailer Committee Member
Ben Kershaw	BK	Retailer Committee Member
Mitchell Yeoman-Boldry	MYB	Wholesaler Committee Member
Kat Grimley	KG	Wholesaler Committee Member
Angela Brown	AB	Wholesaler Committee Member
Emma Birch	EB	Wholesaler Committee Member
Christina Blackwell	CB	CCW Committee Member
Shaun Kent	SK	Ofwat
John Davies	JD	MOSL
Martin Hall	MH	MOSL
Ethan Fleming	EF	MOSL (Secretariat)
Carol Sgambaro	CS	MOSL (Secretariat)
Florentina Monea	FM	MOSL
Simon Bennett	SB	MOSL

Apologies: None

1.   Introduction, Apologies and New Member Appointment

1.1.   The Chair welcomed everyone to the meeting. He provided a brief update on the appointment of the remaining Wholesaler member of the Committee confirming that, at the last Panel meeting, the Panel agreed to defer making an appointment decision in favour of a Panel vote ex-committee.

1.2.   It was noted that no apologies for absence had been received and that the meeting was quorate.

2.   Developing the Programme of Work

2.1.   Following the agreement by the Panel Metering Huddle and MOSL to begin a series of seven quick-start projects from January 2021 in connection with the Strategic Metering Review ("SMR"), MH explained that the next step would be for the Committee to define and agree a Programme of Work for the period between June 2021 to March 2022.

2.2.   MH provided a brief overview of the current proposed projects which had been grouped under four different themes; the four themes were Asset and Data Ownership, Responsibilities and

Accountabilities, Incentives and Desincentives and Technology. Committee members had provided feedback in Task 1 from the last meeting which MH noted was extremely useful to help shape the programme. MH explained that some of these projects were already being covered by other initiatives and programmes within MOSL (e.g. Data Quality and Bilaterals). For the remaining projects it was decided that they could be grouped into three key strategic projects, namely roles & responsibilities, enhancing metering technology and metering standards.

2.3.   The Committee felt that before they could agree a final programme, they would like to obtain further information on each of the projects and requested that MH circulate a paper to the Committee providing such information.

2.4.   In addition, the Committee felt that it would be important to receive regular updates from those groups undertaking interrelated work, so that the Committee could feedback into their progress, if needed, and also to prevent duplication of effort.

2.5.   It was agreed that MH would draft a paper setting out a proposed Programme of Work based on the views and comments received so far in order for the Committee to then provide feedback on areas of prioritisation and segregation.

ACTION: A02_01

3.   Quick-Start Programme Progress

3.1.   MH provided a brief introduction to the Quick-Start Programme, explaining that it was made up of seven different areas. It was noted that work on all these areas had been initiated, except for the Customer-Provided Meter Reads area, where a decision was pending from Ofwat. A brief overview of the 'work in progress' areas was provided below.

3.2.   *Minimum Read Frequency*

3.3.   FM provided the Committee with an update on the status of CPW118 - Minimum Meter Read Frequency.

3.4.   FM also sought the Committee's feedback on the initial draft consultation questions associated with this change proposal, noting that the consultation process would take place from 1 June until 18 June 2021. FM confirmed the Committee would be provided with an update when the answers to the consultation questions had been received.

3.5.   The Customer Representative member noted that there were currently no questions focused on the impact on customers. FM confirmed that this would be added.

3.6.   It was noted that the proposed solution on CPW118 had been developed based on extensive analysis done in collaboration with the Metering Huddle.

3.7.   *Remote Read Types*

3.8.   MH explained that Remote Read Types did not accurately represent the technology available in the market and were either not being used or not used consistently. The proposed solution would amend the codes to Outreader, Touch, AMR, AMRsmartready, Smart AMI, as appropriate. Furthermore, the proposed solution would provide consistent definitions for the terminologies used, such as Outreader, Touch and AMR.

3.9.   It was noted that this change was planned to be tabled at Gate 1 at the May Panel meeting.

3.10. *Sharing Consumption Data*

3.11. SB provided a brief update on the Sharing Consumption Data initiative. He also confirmed that there was a drive to support RWG Water Efficiency work.

3.12. *Skip Codes*

3.13. SB confirmed that the work on this area had been completed and that it had the support from the Retailer Wholesaler Group ("RWG"). He stated this was ready to be published and sought the Committee's feedback on how would be best to socialise this.

3.14. A Committee member felt that it would be beneficial to socialise this via the RWG Good Practice Guide, rather than incorporating it into the Code at this stage. Once this had been released as a RWG good practice guide, it could be monitored and assessed in terms of how it has improved; following this, it may then be advantageous to incorporate it into the Code. It was noted that this would be uploaded to the MOSL website in early June and socialised with the market.

3.15. *Hard to Read Meters*

3.16. A Committee member noted that some performance planning and reporting had been put on hold during COVID to prevent undue pressure on Trading Parties and queried when it would be the appropriate time to revisit these. The Chair stated he would speak to the performance team at MOSL and revert to the Committee with an update.

3.17. Another Committee member remarked that, as part of the difficult to read meters work, it would be important to take into account where ownership of responsibilities lie in respect of health and safety issues in case for instance a meter was located on flooded areas or on a fast road. SB stated that this may feed into the work undertaken on metering standards by the RWG; SB further stated that ascertaining responsibilities would be found from discussions between those Trading Parties.

3.18. *Read rejections*

3.19. It was noted that Around 50% of rejections were broadly related to volume validation and one of the next steps would be for MOSL with support from CGI to review the volume validation rules in CMOS; in this context, the Committee would be asked to provide input in respect of the proposed changes on volume validation rules in due course.

3.20. A Committee member asked how the parameters for the read had been previously defined. MOSL confirmed that these were defined pre-market opening and that they had not changed since. Therefore, now would be a sensible opportunity to re-visit them and assess whether they remained appropriate. This would be built into the project going forward.

3.21. *Quick-Start Programme Next Steps*

3.22. MH stated there was a desire for a Committee member to sponsor the projects initiated as part of the Quick-Start Programme Process (e.g. Hard to Read Meters) with the aim, for example, to promote or report on these outside of this forum.

3.23. It was agreed that MH would reach out to those who had expressed interest in sponsoring some of these projects and to have further discussions about what 'sponsoring' the projects would entail. MH would then report back to the Committee with a list of proposed sponsors at the next Committee meeting.

3.24.   In addition, it was agreed that MH would obtain further input from Trading Parties in case they had additional points to contribute; in the event that they did, one-to-one meetings would be set up with the aim to have more in-depth discussions with each Trading Party, in particular regarding consumption data and hard to read meters.

4.   Operational Improvement

4.1   The operational improvements were discussed as part of agenda item 3 above (Quick-Start Programme Process).

4.2   SB provided an overview of the Operational "quick wins", including an overview of the actions in progress or "ready to go", providing for instance a brief summary of the operational improvements which were expected from Trading Parties (e.g. Request customer reads particularly for LUMs where the meter was 'internal'). It was important to stress that Trading Parties could already carry out a lot of this work and should not be waiting for this Committee or MOSL.

5.   Reflections of the Meeting

5.1.   The Committee members generally felt that the meeting went well with a few minor areas for improvement:

5.1.1   Updates from other relevant groups undertaking interrelated work (e.g. Bilaterals project and MPF review) would be added to the agenda as standing items.

5.1.2   Slides for presentations would be, so far as possible, circulated in advance of meetings.

5.1.3   Papers would be assumed to have been read, so that the Committee could focus on discussions.

5.1.4   Presentations would make it clearer from the outset whether an item was for information or decision by the Committee.

5.2.   The Committee reiterated the importance of keeping customer experience and impact at the heart of the Committee's discussions and decisions. The Customer representative member noted that in the context of meter reads, billing and charges were currently the biggest areas for complaints, therefore, it was important to ensure that consultations questions sought to understand and assess customer impact.

5.3.   It was agreed that short informal reflection sessions would be scheduled for each Monday after a Panel meeting with the aim to discuss any feedback received from Panel meetings. It was noted, however, that the occurrence of such sessions would depend on the feedback received from the Panel (and whether, for example, a Committee discussion would be required), as in some cases, an email with an update following a Panel meeting would be sufficient. Secretariat would schedule these sessions.

ACTION: A02_02

6.   AOB

6.1.   There being no further business, the Chair closed the meeting.