

Minutes of the Metering Committee Meeting One

20th April 2021 | 14:00 – 16:00 | 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 |
| 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) |

Apologies

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| Angela Brown | AB | Wholesaler Committee Member |
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1. Introduction and Apologies

- 1.1. SF welcomed everyone to the meeting and asked for members to introduce themselves.
- 1.2. Apologies had been received from AB. Heidi Knapton had submitted her resignation ahead of the meeting due to a change in job role meaning she could not contribute the time required.

2. Overview of Programme

- 2.1. JD reported that metering was fundamental to the market due to the need to get accurate and timely consumption data. This would lead to the best outcomes for customers, the environment, and Trading Parties. Of the complaints received by CCW three quarters related to billing and charges with the root cause of many of these relating to metering.
- 2.2. There is four years' worth of data available to the market which could be used to inform a metering strategy for the market. Improving metering in the non-household market would also obtain benefits for the household market.
- 2.3. There were wider links from metering to the bilaterals project and broader data quality issues.
- 2.4. Consumption in the market is skewed with the top 1% of customer using 40% of the water with the top 5% of customers using 60% of the water. This made the application of a generic approach difficult. The issue of long unread meters was growing with the number of meters in this category in the hundreds of thousands. This included 30,000 long unread meters that were marked as being AMR or smart meters indicating a wider issue. Read rejections once the reads

were obtained result in 150,000 rejections a month. A number of premises were marked as occupied but recorded zero consumption.

3. Objectives and Purpose

- 3.1. SF reported that it was important to put in place a framework to gain accurate and timely metering data into the market. This could be separated into five areas relating to asset and data ownership, incentives, technology, data quality and responsibilities and accountabilities.
- 3.2. MOSL had mapped the metering journey and the individual processes that this consisted of to identify themes and the pain points. An RFI had been issued to the market to assist in informing this.
- 3.3. The committee's role in the work was to ensure that the code changes proposed were the correct solutions that achieved the correct outcomes and that the changes were being progressed in the appropriate order and speed. This would help to assist in giving the Panel confidence when considering the changes. The committee may also be able to reduce the need for consultations by providing trading party insights.

4. Ways of Working

- 4.1. It was noted the committee would be involved in establishing changes, developing them and refining them and MOSL would be clear on what stage changes were at on presentation. Committee members may be required to act as proposers of changes.
- 4.2. The Committee agreed it was important to avoid short term thinking and to take a pragmatic approach to changes.
- 4.3. A member noted that even a project that would take three-four years to complete may need beginning early to allow appropriate planning.
- 4.4. A member asked that wherever possible clear evidence was presented to aid decision making and provide rationale to committee decisions.
- 4.5. All members agreed that transparency remained paramount.
- 4.6. MOSL would keep the times of the meeting under review in case additional time was required. MOSL were also proposing a short informal Panel reflection session each Monday after a Panel meeting.

5. Quick Start Programme

- 5.1. MH reported that MOSL had wanted to use the time before the committee was established to begin a series of quick start projects in January and February. A number of Changes¹ had already been raised and were programmed to achieve Panel approval in August to allow them to be implemented to CMOS in a timely manner.
- 5.2. The committee noted that '[CPW109: Changing the Restraints on Customer Reads](#)' had been approved by the Panel and was awaiting an Ofwat decision.
- 5.3. MOSL had worked to identify additional existing consumption data from when meter reads were undertaken more frequently than mandated and how this could be shared with MOSL and then shared with Trading Parties.
- 5.4. Analysis had begun on read rejections to identify the reasons for these and discussions had begun with Trading Parties to further the understanding. The Trading Parties with the biggest number of rejections had been prioritised first. There was the possibility of non-code changes to simplify meter read entry.

¹ [CPW118: Minimum Read Frequency](#) and [CPW109: Changing the Restraints on Customer Reads](#)

- 5.5. A number of premises had low consumption but due to the minimum read requirements the cost of servicing was more than the margin achieved from the customer which may inform the case to reduce the number of mandatory reads.
- 5.6. The Retailer Wholesaler Group (RWG) had previously undertaken work on skip codes which could be built upon by the committee. A full skip code system was likely to be costly but there may be alternative measures.
- 5.7. Committee input would be required on the solution to address difficult to read meters.
- 5.8. A large range of meters had additional technology attached but was not allocated correctly in CMOS and there may be benefit in simplifying this.
- 5.9. MH would issue a short survey to committee members to seek their views on three of the quick-start projects detailed and any experience their Trading Party may have in relation to them.

6. Short Term Projects

- 6.1. The next phase of work would commence at the end of May with a range of possible projects that could be undertaken with the opportunity for the committee to inform priorities or themes via surveys out of committee.
- 6.2. MH asked the committee to note that four of the quick start projects were due to end shortly with some projects, consumption in particular not having clear completion date but the work could be used to inform a paper for decision on next steps.
- 6.3. A member noted that the issues around reads was not just in relation to obtaining them but also in relation to transfer reads from customers switching and the ability to undertake this. The value of reducing reads could vary depending on the overall strategy adopted.
- 6.4. A member noted that there were a number of groups undertaking interrelated work such as the bilaterals project and MPF review and work would need to be coordinated with these workstreams.
- 6.5. A SharePoint site would be established to allow collaboration on documents.
- 6.6. A member asked if it possible to view a map of all the market groups to understand their input into metering. SF reported that the market groups had been mapped and the outputs required combining into a programme with a timeline and deliverables that identified responsibilities.

7. Next Steps and AOB

- 7.1. JD noted that MOSL would welcome any lessons that could be learnt from the Scottish Water market.