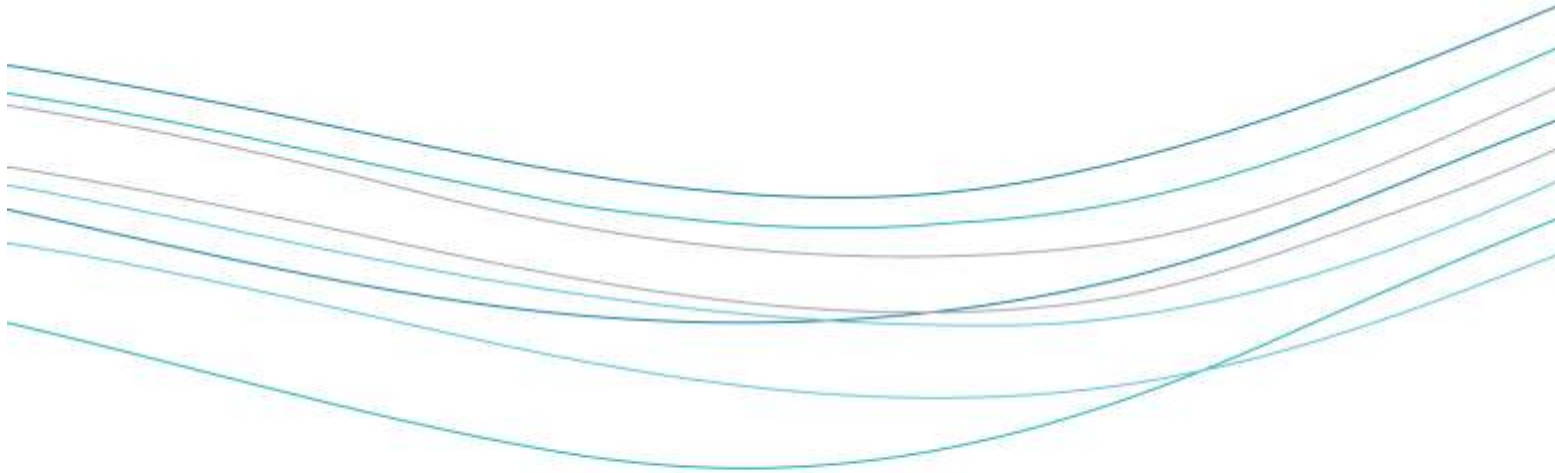


## Operational Advisory Group (OAG)

15 June 2021 meeting

**Minutes**

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## Operational Advisory Group Minutes of 15 June 2021 meeting

### Attendees

#### OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Madeleine Moores (MM), Retailer
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Paul Treagust (PT), Wholesaler
- ◆ Sian Forward (SF), Wholesaler

#### Apologies

- ◆ Laura Morgan (LM), Wholesaler - Apologies
- ◆ Lewis Orr (LO), Retailer – Apologies
- ◆ David Harris (DH), Wholesaler - Apologies
- ◆ David Moss (DM), Retailer - Apologies
- ◆ Frances Lickley (FL), Retailer - Apologies
- ◆ Patricia Quintana (PQ), Wholesaler – Apologies

#### MOSL

- ◆ Evan Joannette (EJ), Chair
- ◆ Chris Dawson (CD)
- ◆ Chris Chiorean (CC)
- ◆ Kevin Fearn (KF)
- ◆ Matthew Weaver (MW)
- ◆ Ivy Mandinyenya (IM)
- ◆ Lisa-Ann Lott (LAL) - Secretariat

#### Agenda

- ◆ Minutes/Actions from previous meetings
- ◆ F5 review
- ◆ LVI – core functionality
- ◆ Bulk submission via HVI
- ◆ AOB

## Meeting notes

### 1. Minutes/Actions from previous meetings

EJ confirmed agenda and opened the meeting

EJ confirmed minutes are all published on the website and advised members these will be forwarded to all alongside actions via email for updates by exception moving forward.

### 2. F5 review

KF proposing a SPID-optional F5 as complaints aren't always related to a customer with a live SPID or one that belongs to the retailer in question. However, this would require the Retailer select an appropriate Wholesaler. For a Wholesaler raised request it's intended that the SPID be mandatory

Following discussion OAG members agreed that there would be scenarios where SPIDs are not known. This would be true again in some other processes too.

CD noted the practicality of building a different versions of the process for Retailers and Wholesalers and whether commonality would be preferable.

**OUTCOME: OAG members generally supportive of the direction of F5 process development.**

### 3. LVI – core functionality

KF presented the slide pack and reminded members of their preference for a 'middle ground' – hybrid search function allowing the user to utilise either a drop down menu listing the process groups and a search bar into which the user can type and will produce a list of possible options

EJ recommended that menus show ALL processes but those which are not indicated by the search could be greyed out.

**OUTCOME: Members generally agreed with the proposals for an LVI process search interface.**

### 4. Bulk submission via HVI

EJ ran through the scenario/concerns raised by CAG whereby some stockpiling behaviour by HVI users could see a bulk upload situation as is described in the as-yet-approved CPW067. Proposal from CAG/Ofwat would be some guidance empowered through the Ops terms to set out rules in time for 22 September.

OAG members weren't generally concerned that this would be a material problem. Some members indicated that bulk uploads could already happen be it through a portal or Swimpool. Some members raised concerns that restrictive code changes could prevent necessary service requests from being raised in good faith

OAG Members recommended some methodology to ringfence service requests which were part of a purposeful bulk upload, for example, a data cleanse activity.

**ACTION: EJ will share the bilateral submission guidance with the OAG when it's ready for comment.**

**Outcome: Following discussion OAG members generally agreed to strengthening the Ops Terms as to how the HVI should be used in good faith and accepted CAG/Ofwat's recommendation to enable guidance to be drafted.**

## **5. AOB:**

**OS** raised query on MOSL presentation from 18 May stating possible delay in OPS charges at launch of hub. EJ confirmed that Advisory Groups not supportive of charge waiver. However, MOSL is prepping for risk that centralised reporting may not be fool proof at launch and self-reporting may be necessary for a short period

**JF** proposing that OAG members look ahead to G2 (Trade Effluent) and proposed a sub-group – members to contact either JF or EJ to volunteer.

## **6. Actions**

- 1. EJ will share the bilateral submission guidance with the OAG when it's ready for comment.**