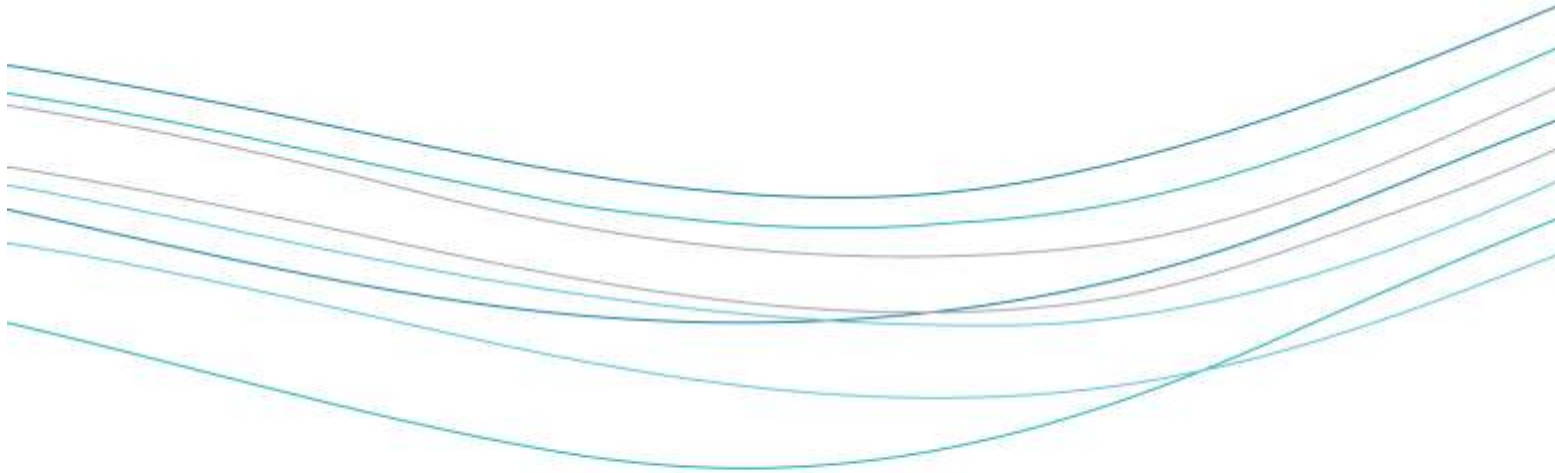


Operational Advisory Group (OAG)

13 July 2021 meeting

Minutes



Operational Advisory Group Minutes of 13 July 2021 meeting

Attendees

OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Harris (DH), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Louise Durbin (LD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler

Apologies

- ◆ Frances Lickley (FL), Retailer - Apologies
- ◆ Lewis Orr (LO), Retailer - Apologies
- ◆ Madeleine Moores (MM), Retailer- Apologies
- ◆ Paul Baker (PB), Retailer- Apologies
- ◆ Paul Treagust (PT), Wholesaler - Apologies

MOSL

- ◆ Evan Joannette (EJ), Chair
- ◆ Chris Dawson (CD)
- ◆ Chris Chiorean (CC) - Apologies
- ◆ Oliver Robins (OR)
- ◆ Kevin Fearn (KF)
- ◆ Mayuresh Tamboli (MT) - Apologies
- ◆ Matthew Weaver (MW) - Apologies
- ◆ Ivy Mandinyanya (IM)
- ◆ Lisa-Ann Lott (LAL) – Secretariat

Agenda

- 💧 Welcome and apologies
- 💧 F5 review of major changes
 - Questions
- 💧 B5 review of major changes
 - Questions
 - 27 business days clash with MPS 7
- 💧 AOB
 - Plans to test before go-live
 - Bulk upload guidance document (CPW067 & volunteers)
 - Email notification update (e.g. Swimpool)
 - B3 changes next meeting
 - Upcoming agenda

Meeting notes

1. Welcome and apologies

EJ welcomed attendees

CD ran through the agenda and thanked members for feedback received prior to the meeting

EJ confirmed seeking 'minded to support' on F5 and B5. Early sight to enable documents to be put forward to CAG with input already received from OAG

2. F5 review of major changes

CD shared the major changes (slides attached)

CD confirmed RWG sub-group have already worked through process prior to viewing from OAG

Original design of F5 was made prior to 'deferrals' being available in the hub now deferrals are available F5b will be removed and replaced with a deferred F5a.

CD proposing a closure template is used with certain data items to help the retailer assess the resolution. SF queried whether the Wholesaler can accurately reply with information in some of the data items. DM recommended a similar list of data items in the manner of C1. PQ cautioned it may not be possible to define templates for complaints as too many options. Consider using free text fields.

ACTION: MOSL to review the F5 closure template data items.

CD review the streamlined SLAs, including a proposal to remove low-value 5-day SLA..

Several members supported removal of 5-day SLA as it provided information of relatively low value only days before the substantive response was needed. Several members noted that typically, the response received on day 5 is useless to retailers and is now made rather redundant by the hub's notification that a request has been accepted. The SLA was a box-tick.

JF noted that the TPs may still wish to update each other and the hub should provide that flexibility facility.

A member raised concerns that the overall 30-day SLA seemed long and MOSL should consider if it's appropriate.

OUTCOME: OAG members generally supportive of F5 process design, in particular the new data items in the accept transaction. However, they propose MOSL review the response template.

3. B5 review of major changes

CD presented the slide pack of changes to B5. B5 anticipated to be launched in February 2022

EJ confirmed MPS 7 is likely to be phased out in the next 18/24 months which would resolve some of the B process / MPS7 overlap.

OAG members generally agreed for MPS 7 to be set to zero and then phased out despite B5 contributing a significant number of MPS 7

Some OAG members proposed that the three month Retailer SLA to agree a non-standard quotation seemed long. Other members pointed out that the SLA seemed to be more about the timescale for quote validity rather than a pressure on the customer to revert. One TP noted that developers may require longer timeframe.

Some members noted that the meter fault list was missing common faults like meter running backwards, meter running slow and meter removed and stopped.

ACTION: MOSL to review meter fault reasons and revert to OAG

OUTCOME: OAG members generally support of B5 process design.

4. AOB

4.1 Plans to test before go-live

DM queried training plans at Trading Parties for Bilaterals Hub. Testing processes/SLAs in advance of new processes being adopted and whether Trading Parties were comfortable signing-up to work through and feedback on how feasible processes/SLAs will be. Wholesalers suggested this may not be feasible due to volume of requests they get.

4.2 Bulk upload guidance document (CPW067 & volunteers)

CD confirmed MOSL working on guidance document due to possibility of Trading Parties using HVI as a way to bulk upload. Asked for volunteers to work through document to complete first draft to Ofwat by 31 July

4.3 Email notification update (e.g. Swimpool)

KF confirmed that email notifications would not be built and would be reviewed after go-live and that better filtering would mitigate. Reminded Swimpool users they can have email notifications from their systems.

DMo says her organisation exchanges meters up to 50mm but anything above that size a quotation is issued. Suggestion to bring standard and non-standard quotes into B1.

ACTION: MOSL to consider non-standard quotes as part of B1

5. Actions

1. **MOSL to review the F5 closure template data items.**
2. **MOSL to review meter fault reasons and revert to OAG**
3. **MOSL to consider non-standard quotes as part of B1**