

Trading Disputes Committee 20 – Headline Report

16 January 2019 | 10.30 - 13:00 via Teleconference

1. Welcome

The Chair welcomed Trading Disputes Committee (TDC) members to the meeting. The Chair enquired whether there were any changes to the minutes of the last meeting. One change was proposed, which MOSL undertook to carry out. On the basis of the change, the minutes were approved.

2. Update on current trading disputes

MOSL confirmed that no new trading disputes had been raised since the last TDC meeting.

The TDC:

- **NOTED** the presentation.

3. Trading Dispute - TD0044

MOSL presented a summary of the background of the dispute and confirmed the dispute met the criteria to be escalated to the TDC for a decision. The Chair invited representatives from Thames Water and Castle Water to each present on the trading dispute. Two TDC members declared a conflict of interest in relation to TD044.

Thames Water provided background information to the trading dispute, stating approximately 12,000 SPIDs had the data item Yearly Volume Estimate (YVE) changed to a value of '1' in CMOS by Castle Water. Thames Water stated that this had caused an impact on its wholesale revenue and leakage reports. Thames Water also stated no explanation for the change had been provided by Castle.

Castle Water presented their view of the trading dispute, stating that they considered the change in YVE values to be necessary due to inaccurate and/or incomplete meter data. Castle informed the TDC that this had resulted in a high level of customer complaints due to high billing amounts on customer invoices.

Committee members discussed the presentations in a closed session. The Chair stated that as outlined in the Terms of Reference, the TDC members who had declared the conflict of interest were ineligible to vote on this issue.

The remaining TDC members voted unanimously to uphold Thames Water's trading dispute, noting that the trading dispute met the criteria to be escalated to the TDC and that there had been an error in a data item. The TDC also unanimously agreed on rectification steps for both parties to complete, including an initial plan to be presented at an extraordinary meeting in early February and for updates to be presented at future TDC meetings.



The TDC noted the presentation and unanimously:

- **AGREED** to uphold Thames Water's trading dispute against Castle Water
- **AGREED** a rectification plan for both parties to carry out.

4. Decision on next steps for the individual SPID change proposal (DCP021)

This item was postponed to the next meeting.

5. AOB

There was no additional business and the Chair closed the meeting.