



TDC Meeting 39

19 August 2020

For Information



Welcome and Introductions

MARKET OPERATOR SERVICES LTD

For Decision



Outstanding actions and review of previous meeting minutes

TDC Outstanding Actions



TDC Actions Log

ID	Meeting and Agenda Item	Status	Action	Date Raised	Owner	Target Completion Date	Comments and Update
Action 36_02	CPW092	Open	MOSL to produce map for Disputes procedure under CPW092 and add to TDC SharePoint	20/05/2020	Secretariat	TDC 39	
Action 38_01	CPW092	Open	MOSL to follow up with IT Labs to determine time frame of security of KissFlow.	15/07/2020	Secretariat	TDC 39	
Action 38_02	CPW092 Unified Disputes Process and Committee	Open	MOSL to get in contact with GDPR committee about security of KissFlow.	15/07/2020	Secretariat	TDC 39	
Action 38_03	CPW092 Unified Disputes Process and Committee	Open	Review drafting of Schedule 9 Section 1.7 to ensure clarity on the Committee's ability to invite experts to aid in determination	15/07/2020	Secretariat	TDC 39	
Action 38_04	CPW092 Unified Disputes Process and Committee	Open	To update informal guidance document to detail that parties should look to escalate disputes internally prior to escalating to the Disputes Committee	15/07/2020	Secretariat	TDC 39	
Action 38_05	CPW092 Unified Disputes Process and Committee	Open	MOSL to check the legal drafting for CPW092 to determine whether Trading Parties must go to the Disputes Committee before being able to arbitration	15/07/2020	Secretariat	TDC 39	

For Information



Update on new and open trading disputes



CPW092

MARKET OPERATOR SERVICES LTD



Alternative Dispute Resolution

MARKET OPERATOR SERVICES LTD

Alternative Dispute Resolution

(ref 3.5.3 in [Ofwat RISE document](#)).

- ◆ Ofwat have flagged that business customers disputes process has 'scope for improvement'
- ◆ Members insight on Alternative Dispute Resolution Panel and Resolving Water Disputes Board
- ◆ Retail Wholesale Group work on Memorandum of Understanding
- ◆ Interactions with CPW092

For Information



Any Other Business

MARKET OPERATOR SERVICES LTD