

Minutes of Disputes Committee Meeting 44

30 June 2025

Via MS Teams

Status of the Minutes: Approved

MEMBERS PRESENT

Rick Hill	RH	Chair	Matthew Glover	MGI	Committee Member (Retailer)
Sam Dawson	SD	Committee Member (Wholesaler)	Reece Stewart	RS	Committee Member (Retailer)
Matt Garfield	MGa	Committee Member (Wholesaler)	Gerard Lyden	GL	Committee Member (Wholesaler)
Sean Larkin	SL	Committee Member (Wholesaler)			

OTHER ATTENDEES

Charles Unvala	CU	Disputes Secretariat	Alexander Cowie	AC	Disputes Secretariat
Andrew Johnson	AJ	Disputes Secretariat	Markus Lloyd	ML	Disputes Secretariat
Sarah McMath	SM	MOSL Observer			

APOLOGIES

Barry Matthews	BM	Committee Member (Wholesaler)			
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1. Welcome and Introductions

Purpose: For Information

- 1.1. The Chair welcomed all attendees to the Disputes Committee (“Committee”) Meeting 44 and noted that apologies for absence were received and accepted from BM. The Chair confirmed that the meeting was quorate.

- 1.2. The Chair drew attendees' attention to the need to comply with applicable law, notably competition law and that any actual or perceived conflicts of interest should be declared at the start of the meeting or at such point as it becomes apparent to any member that there may be a conflict. GL declared a potential conflict of interest in relation to agenda item 5 'CPM054 & CPW145 Deductions and Withholdings Under formal Disputes Process Update'. GL's declaration was noted and it was agreed he would recuse himself from any discussion as part of that agenda item.

2. Introductions

Purpose: For Information

- 2.1. Committee members and members of the MOSL support team briefly introduced themselves.
- 2.2. The Chair noted that, although only one Dispute had been raised in his three years on the Committee, this was not a failure. The Pre-Dispute Process (of the Quick Start Guide and the MyMOSL Pre-Dispute Query) which had been put in place as part of a review of the Disputes Process for the Strategic Panel was working well. In his view, the ability of trading parties to resolve these Pre-Disputes without the need to raise them as formal Disputes or to refer them to the Committee was a positive sign for the market.

3. Disputes Committee Annual Report

Purpose: For Decision

- 3.1. CU provided an overview of the contents of the draft Disputes Committee Annual Report 2025, which it is required to produce for the Strategic Panel on an annual basis. Broadly the draft report noted that:
 - There were no new or outstanding Disputes under the Unified Disputes Process.
 - The DC had met three times during the year
 - Seven Pre-Disputes had been raised during the year, of which three concerned switching (transfers: blocked, with erroneous reads and insufficient information provided by the outgoing Retailer) and one on each of de-registration (difficulty with the de-registration process between Wholesalers), disconnection (customers threatened with disconnection by an unrelated Retailer), bilaterals (problems with bilateral requests combined with lack of contact information) and licensing (customers may not be aware of the breakdown of all their charges).

- The progress of CPM054 & CPW145 Deductions and withholdings under the formal Disputes Process, which the Committee had recommended for withdrawal but had been adopted by a trading party.
 - The Recruitment of Committee members setting out the composition of the Committee (both during FY2024/25 and currently).
- 3.2. The Committee briefly discussed the draft Disputes Committee Annual Report, noting that the report was well written and summarised the work of the Committee and relevant developments in FY2024/25.
- 3.3. Following discussion, the Committee:
- **AGREED** to endorse the Disputes Committee Annual Report 2025.

4. CPM054 & CPW145 Deductions and withholdings under the formal Disputes Process Update

Purpose: For Information

- 4.1. The Committee noted a brief update from AJ on the progress of the CPM054 & CPW145 Deductions and withholdings under the formal Disputes Process (“CPM054 & CPW145”) change proposal, which the Committee had recommended for withdrawal at its April meeting.
- 4.2. AJ noted that:
- CPM054 & CPW145 had originally been raised to try to provide visibility of, and standardise the process for resolving, full or partially withheld payments for primary charges as allowed by Section 9.7.2 of the Business Terms. It proposes that withheld amounts should be subject to the formal Disputes Process.
 - The change had originally been raised by RH on behalf of the Strategic Panel and the Committee under the old change process.
 - The Code Change Committee accepted its withdrawal in May 2025 as put forward by the proposer following of the Committee’s review of consultation feedback which indicated that there was insufficient evidence and support for the need for the change. As the change was originally raised under the old change process, the change withdrawal policy applies and this allows another proposer to come forward within ten business days of

the withdrawal notification if they wish to adopt the change, otherwise it will be withdrawn

- Thames Water had adopted CPM054 & CPW145 on 14 May 2025 and submitted the new proposer's details through the [Change Proposal Form V2.0](#), on 3 June. The plan for the progression of this change proposal will be presented to the Code Change Committee in July. Recommendation to Ofwat is scheduled for October 2025, and, if approved, implementation in April 2026.
- The Committee had previously discussed producing some clarificatory guidance on the deductions and withholdings process, but that work on that would be paused pending the conclusion of the change process.

GL left the meeting.

- 4.3. The Committee briefly reflected on the update provided, including the rationale for the decision to withdraw the change proposal.

GL rejoined the meeting.

5. Disputes Committee Areas of Focus

Purpose: For Discussion

- 5.1. The Committee briefly reflected on the contents of the Annual Report, including information on Pre-Disputes raised and considered whether there were any additional areas it would like reviewed in FY25/26 noting the following key points:

- It was important that the Pre-Disputes raised continue to be monitored by the Disputes Secretariat to ensure that there any issues that would require a code change or alteration to the Disputes Process to be raised are identified.
- The relatively low levels of Disputes and Pre-Disputes being raised were the result of Trading Parties engaging with each other to resolve issues, sometimes through bilateral arrangements. Where Trading Parties are resolving potential issues through dialogue entirely outside of the Disputes and Pre-Disputes processes this falls outside of the remit of the Committee and it would be hard for the Committee to obtain evidence of significant issues arising that are being addressed in this manner. ML confirmed that Trading Parties are asked to highlight issues of this nature that they are experiencing for discussion at User Forum but that significant issues had not yet been communicated.

To promote, challenge and lead the operation and evolution of the market for the benefit of business water customers.



- While the level of Disputes and Pre-Disputes currently being raised was very low, there were a number of significant changes within the market (such as the roll out of smart meters, MPF Reform and CPW152 Post RF customer refunds) that could result in a higher level of activity in the future.

6. Any Other Business (AOB)

Purpose: For Information

6.1. There being no further business the Chair closed the meeting.

The next Disputes Committee meeting is scheduled for: 17 November 2025 via MS Teams