



METERING COMMITTEE

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# Metering Committee: Developing the programme of work June 2021 to March 2022

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<b>Meeting Name:</b>	Metering Committee
<b>Paper Number:</b>	MC02_01
<b>Meeting Date:</b>	11 May 2021
<b>Purpose of Paper:</b>	Decision
<b>Classification:</b>	Public
<b>Synopsis:</b>	This paper sets out the results of the questionnaire on the programme and a process to build an agreed programme of work

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<b>RECOMMENDATION:</b>	<p>The Metering Committee is invited to:</p> <ul style="list-style-type: none"><li>• <b>APPROVE</b> high priority projects to be included in the programme</li><li>• <b>APPROVE</b> low priority projects to be excluded from the programme for the time being</li><li>• <b>APPROVE</b> a process to include a selection of medium priority project and to enable inclusion of other work as yet unidentified</li></ul>
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## 1. Background

In mid-2020 Panel requested that MOSL develop a Strategic Metering Review with a focus on accurate and timely consumption data in the market. Through the work of the Panel Metering Huddle a draft programme of potential project was assembled, and some initial prioritisation prepared. This programme took a broad view across issues in the market, included both operational and strategic work and also identified long, medium and short-term issues. The output of this work was presented in a paper *Strategic Metering Review – The Draft Plan* (available from MOSL on request).

Given that governance of the strategic metering review was to be implemented through a new Metering Committee and formed in April 2021, the Panel Metering Huddle and MOSL agreed to begin a series of 7 quick-start projects from January 2021 that could address some urgent issues facing the market.

The task now is to define and agree a programme of work for the period June 2021 to March 2022 that brings a mix of strategic and operational issues and which provides benefit to the market and to customers.

## 2. Context

This purpose of this paper is to facilitate the development of the next stage of the Strategic Metering Review. It is important that the programme is prepared, supported and agreed by trading parties and in particular those represented on the Metering Committee. To that end a questionnaire was developed and circulated to Metering Committee members after the first meeting on 20<sup>th</sup> April 2021 to gain an insight into priorities and improvements seen as beneficial.

Below are a selection of the improvement members would like to see over the next 9+ months covering both technical issues in the programme and the development of the programme itself:

- *Introduce a standard level of data capture to reduce the number of long unread meters which are not being read due to poor meter location quality.*
- *Increases % of SPIDs billed on actual reads in early settlement runs*
- *I would like the smart meter technology understood more and a market wide plan of its implementation allowing for better consumption data and no long unread meters.*
- *I would like to have a better understanding of ownership between wholesaler and retailer ultimately allowing a better customer journey for the retailers and an improved market performance.*
- *Have an approved strategy and clear programme of works with early workstreams implemented and medium/long term workstreams properly mapped/programmed and initial works commenced.*
- *Having clearly defined guidelines and the approach applied to the projects that is a market driven request as oppose to specific TP I feel will greatly support the engagement & buy in of the TPs to expedite delivery.*
- *Further reduction in meters without a read since the market opened*
- *Progress around skip code standardisation & consistent & accurate raising of bi-laterals / work requests for meter repair work*
- *All available reads in the market*

- Review of meter read rejections complete and improvements / changes in progress
- I want to see clear evidence that the customer has been central to the project decisions and the outcomes deliver benefits for all customers in the market.
- In particular, I want to see improvements to make it easier to find, access and read meters, and share those meter readings with customers to achieve accurate bills based on consumption, and drive water saving initiatives.

The questionnaire asked members to identify key elements they would like to see in each project in the draft programme and to score each project on a priority basis.

The results of the scoring are as follows (note: this is the position at 6 May and will be updated for the meeting based on final submissions)

Themes		M1	M2	M3	M4	M5	M6	M7	Total	
Asset and data ownership										
S10	Improve core data quality & ownership/visibility (define standards)	3	3	3	3	3	3	1	19	
L1	Review the market model regarding ownership and responsibilities	3	1	3	3	3	3	1	17	
Responsibilities and accountabilities										
M7	Meter reading standards	1	2	2	1	3	2	2	13	
S8	Improve operational data capture for damaged/failing assets (Bilaterals)	3	2	3	2	3	2	2	17	
M2	Developing a segregated approach	1	2	1	0	1	2	0	7	
MPOP	Transfer reads – improved process	2	2	2	0	2	2	2	12	
Incentives and disincentives										
S2	Review of MPF Incentives (e.g. meter read and inoperable asset)	2	3	2	2	2	2	0	13	
L2	Review Price Control planning approach to drive asset health and technology	1	1	2	3	0	2	3	12	
Technology										
M1	Metering standards (installation, sizing, technology, etc.)	1	3	1	1	0	2	3	11	
S4	Market wide view of Smart metering roll-out programmes and a model benefits case	2	3	1	2	2	1	3	14	

S5	AMR reader standardisation	1	3	2	2	2	1	3	14	
S6	Innovative ways to capture asset information	1	2	2	0	1	2	3	11	

### 3. Next Steps

To turn this list of projects into a programme for the next period the following criteria need to be taken into account:

- The programme includes projects that deliver the greatest benefit to customers
- The programme includes projects that deliver the greatest benefit to the market
- There are sufficient Metering Committee sponsors to support the projects
- The projects are affordable for the market to implement (resources) and deliver (including; TP systems change, operational implementation, code change, CMOS changes)
- There are other projects defined by Metering Committee members but not included in the current draft programme

The following Sponsors have put their names forward from the questionnaires:

Metering Committee member	Quick start project	June to March programme
Ben Kershaw	QSP5 – skip codes QSP6 – Hard to read meters	S10 - Improve core data quality & ownership / visibility (define standards) M7 - Meter reading standards
Emma Birch	QSP3 - Meter read rejections	S4 - Market wide view of Smart metering roll-out programmes and a model benefits case
Mitch Yeoman-Boldry	QSP1 – sharing consumption data QSP5 – skip codes	
Mark Doherty	QSP5 – skip codes*	M7 - Meter reading standards L1 - Review the market model regarding ownership and responsibilities
Claire Stannes	QSP5 – skip codes QSP6 – Hard to read meters	MPOP - Transfer read improved process, M7 - Meter reading standards, S4 - Market wide view of smart metering roll out programmes and a model benefits case
Claire Yeates	QSP1 – sharing consumption data	S2 – Review of MPF Incentives and any of the following: S4 - Market wide view of Smart metering roll-out programmes and a model benefits case S10 - Improve core data quality & ownership / visibility (define standards) M1 - Metering standards M2 - Developing a segregated approach M7 - Meter reading standards

Angela Brown		S10 - Improve core data quality & ownership / visibility (define standards) S8 - Improve operational data capture for damaged/failing assets (Bilaterals)
Christina Blackwell	It would be beneficial to focus on the projects that could drive greater improvements in sharing metering data with customers, greater transparency of role and processes, and improving customer service; in particular, where evidence from customer complaints to CCW and customer research would be of value.	

As a suggestion for the meeting MOSL consider a possible way forward is:

- include those high priority projects shown in ‘green’
- to exclude for the time being those low priority projects shown in ‘red’
- to vote on the remaining medium priority projects shown in ‘yellow’ using the criteria for inclusion given at the beginning of this section
- to enable Metering Committee members to propose additional projects for consideration

To complete this process and in preparation for the June meeting the following actions are suggested:

1. Prepare Project Briefs - Once the list of projects has been defined a project brief and specification will be prepared for each project. This will also include a one-page project summary and a benefits assessment.
2. Agree a sponsor for each project. It is suggested this is achieved through shared email to all members.
3. These project briefs will be circulated to Committee members before the next meeting in June. The meeting in June will be used to confirm the programme.

## 4. Recommendation

The Metering Committee is invited to:

- **APPROVE** high priority projects to be included in the programme
- **APPROVE** low priority projects to be excluded from the programme for the time being
- **APPROVE** a process to include a selection of medium priority project and to enable inclusion of other work as yet unidentified.