

## Minutes of the Metering Committee Meeting 58

27 January 2026 | 09:30 – 11:30

Via MS Teams

Status of the Minutes: Approved

### MEMBERS PRESENT

Spencer Mattia	SM	Chair*	Angela Brown	AB	Wholesaler Member
Jordanna Lo	JL	Retailer Member	Michelle Thompson	MT	Wholesaler Member
Jamie Davies	JD	Retailer Member Alternate	Rosie Rand	RR	Wholesaler Member
Sindiso Bango-Dube	SBD	Retailer Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
Cillian McCarthy	CM	Retailer Member	James Cooke	JC	Wholesaler Member Alternate
Ben Kershaw	BK	Retailer Member	James Mackenzie	JM	Customer Representative Member

*\*Non-Voting Members of the Committee*

### OTHER ATTENDEES

Chris Dawson	CD	MOSL Presenter	Louis Brennan	LB	MOSL Secretariat
Elliot Smith	ES	MOSL Presenter	Matthew Glover	MG	Retailer Presenter
Abu Rashid	AR	MOSL Presenter	Lee Millward	LM	Wholesaler Observer
Kye Smith	KS	Wholesaler Observer	Mark Whitall	MW	Retailer Observer

Axelle Saada	AS	MOSL Presenter			
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#### APOLOGIES

Paul Heron	PH	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Steve Formoy	SF	MOSL Affiliate Member*			

## 1. Welcome, Apologies and Compliance

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and noted that apologies had been received from SF. The Committee also welcomed AS, MG & JC.
- 1.2. The Chair drew attendees’ attention to the MOSL recording policy and reminded members that, in line with section 5.7 of the Market Arrangements Code (“MAC”), they were to act impartially and not in the interest or as a representative of any organisation or individual.
- 1.3. It was confirmed that the meeting was quorate.

## 2. Minutes and Actions from Previous Meetings

- 2.1. The Committee agreed to approve the minutes of the Metering Committee meeting held on 16 December 2025 as an accurate record of the meeting.
- 2.2. The Committee agreed that the following actions could be closed: A57\_01, A57\_02, A57\_03 and A57\_05.
- 2.3. The Committee noted that the following actions should remain open: A57\_04.

## 3. Smart Meter Read Hub

- 3.1. The Chair provided a comprehensive update on the Smart Meter Read Hub programme, covering software development progress, early adopter engagement, user agreement timelines, privacy notice consultation, FAQs, user manuals, risk tracking, and next steps for both current and future phases:

- **Software Development Progress:** Phase one software development for the Smart Meter Read Hub has progressed well, with bug fixing and internal testing ongoing throughout January. Early adopter connectivity testing is set to begin imminently, with 11 early adopters now engaged. MOSL are also offering 1v1s to any Trading Parties who feel they would benefit.
  - **User Agreement and Privacy Notice:** An updated draft of the User Agreement – incorporating feedback from a webinar held the previous week - will be issued on 9th February. Comments are due by 20th February, with the final version being released on 9th March. Trading parties wishing to use the Hub during the pilot phase must sign the final agreement. The market privacy notice is in draft and will be circulated for consultation in March.
  - **Supporting Materials and Stakeholder Engagement:** FAQs have been published and will be updated to reflect webinar questions. User manuals are being finalized for broader distribution. The team has been presenting updates at various forums, including the user forum, metering committee, and contract managers' update, where a demo of phase one will be provided.
- 3.2.** In terms of risk management, a key risk identified is the tight timeline for obtaining necessary approvals for mandatory hub adoption in December. The team is tracking back from the December deadline to ensure all statutory consultations and recommendations are completed on time.
- 3.3.** Phase two requirements are under review, with development scheduled to begin in February, and potential scope options for phase three are being considered for the next business plan.

## 4. Strategic Metering Programme Update

- 4.1.** CD and AR provided updates on the strategic metering programme, including progress on deliverables, deferral of certain items, and a detailed report on the settlement strategy's development, panel feedback, and next steps for approval and implementation.
- **Programme Deliverables and Deferrals:** CD reported that 13 deliverables are in progress, 7 have been completed, and none are on hold. Three deliverables have been deferred to the next year, including the demonstration of benefits, which will be revisited after the full hub release in April.

- **Settlement Strategy Panel Feedback:** AR summarized the panel's feedback on the settlement strategy, noting that the panel found the strategy well-developed and engaged, but suggested elaboration on success factors, KPIs, unintended consequences, future outlook, customer back-billing risks, and customer outcomes. The strategy will be refined and presented for approval in March.
- **Implementation Timeline and Next Steps:** AR explained that the first year of the settlement strategy's implementation will focus on business case development and requirements gathering, with code and system changes planned for the following year. The self-service setup mechanism is highlighted as a significant future development.

4.2. CD provided an update on the smart metering rollout dashboard, detailing the ongoing efforts to obtain data from any outstanding wholesalers and plans to enhance dashboard granularity:

- **Data Collection Status:** CD confirmed that Southern, South-East, and Affinity Water have now provided rollout data, bringing the total to 11 wholesalers contributing to the dashboard. Welsh Water is excluded as they have no smart AMI rollout plans.
- **Dashboard Enhancements:** MOSL are working on breaking down rollout data by meter size and other factors, with plans to present these enhancements to the metering committee in the following month.
- **Data Refresh Frequency:** JL inquired about the frequency of data refreshes, and Chris clarified that updates occur whenever wholesalers submit new data, rather than on a fixed schedule.

4.3. The Committee discussed recent improvements to the no flow reporting process, including the introduction of an assurance mechanism for wholesalers, plans for automation, and considerations for handling vacant and occupied properties:

- **Assurance Mechanism Introduction:** CD explained that wholesalers will soon be able to assure no flow flags and report them back, streamlining the process and reducing monthly manual checks. This update will be implemented in May when the MOSL team has capacity.
- **Future Automation Plans:** RR and CD discussed the potential for automating the assurance process within CMOS, aiming to minimize manual intervention, especially for vacant properties with zero flow.

- **Handling Occupied Properties and Flag Management:** AB and AR clarified that the report will include both vacant and occupied properties, with dropdowns to indicate assurance status. The process allows for changing assurance flags if property status changes, and aims to reduce repetitive checks.
- **Committee Engagement and Next Steps:** CD proposed providing example reports and a refresher session for the committee before the May release to ensure understanding of the new process and its implications.

The Chair thanked the Committee and moved on to the next agenda item.

## 5. Smart Metering Guidance Document

5.1. Following conversations with some Committee members in the previous 24 hours, CD informed the Committee that there would be further changes made to the document and would therefore not be asking for a vote in the current meeting.

**ACTION 58\_01: CD to revise the guidance document based on the Committee’s feedback and circulate for review before MC59, with a view to obtaining final sign-off.**

5.2. The Committee then discussed:

- **Feedback:** Chris summarized feedback received, including concerns about potential unforeseen conflicts with PR24 PCDs, the risk of increased bilateral cases, funding for meter relocation, and the need for clearer process diagrams. Editorial improvements and the addition of a systematic outage section potentially diluting what the process is designed for were also noted. It was also suggested that a diagram should be added in Appendix B regarding the reclassification process.
- **Flagging and Automation for Smart Meter Issues:** Participants proposed introducing specific flags for meters that cannot be made smart or have persistent issues, with MT and AB suggesting the use of remote read flags with “effective to” dates on them to manage status changes over time.

5.3. CD then outlined the key changes proposed to the document:

- **Funding and Relocation Considerations:** The group discussed scenarios where meter relocation is required, with CD proposing to insert wording into the document clarifying

that wholesalers may recover costs in certain cases and are not mandated to fund all relocations. RR and JL emphasized the need to note situations where relocation is not feasible and what the next steps should be if so.

- **Interim Nature and Review Process:** The document will be explicitly labelled as interim, with a six-month review planned, with new wording also reflecting that the committee retains discretion to amend the guidance as operational insights are gained from the hub rollout. There will also be an introductory setting discussing the unknowns, acknowledging that assumptions will evolve.

**5.4.** The guidance now reflects a reworked bilateral flow diagram to split the bilateral process by meter type. MT suggested that the documentation should state that wholesalers have a right to reject bilaterals if retailers do not follow the correct process, as operational teams may not be aware that they have the right to do so.

**5.5.** Extensive discussion clarified that the guidance focuses on supporting billing reads rather than granular data, and that any value-added granular data services would need to be managed through separate agreements between retailer and wholesaler. The group agreed that the guidance should explicitly state that granular data performance is not in the scope of the document, with a view to this being revisited after the interim period.

**5.6.** RR questioned the accuracy of using the B5 Bilateral for instances where a smart meter is not providing an automated reading, as the meter can still be visually read and is therefore not technically faulty. It was suggested that a reference to this be included in the guidance document. CD added that this issue can be something looked at once a more enduring process is established.

**ACTION 58 02: The Chair to meet with Lisa O’Connell (MOSL) to discuss the viability of bilateral transaction B5.**

## 6. CPW162: Cyclic Read Skip Codes

**6.1.** Following a meeting with RWG the previous day, ED presented the final version of the CPW162 skip codes standardization, detailing the consultation process, rationale for code inclusion/exclusion, and the finalized list, asking the committee to note the changes ahead of formal recommendation:

- **Consultation and RWG Review:** ED explained that trading parties provided feedback on four categories: additions, removals, and granularity of skip codes. The RWG then reviewed these suggestions and voted not to add any of the three suggested codes, and not to increase or decrease code granularity. It did however agree to remove the two suggested codes.
- **Final Skip Codes List:** The finalized list reduces the number of codes from 49 to 15, categorized by meter issue, access issue, customer issue, and safety. The list is designed to be flexible, with future reviews planned based on market feedback.

6.2. The code change will be recommended by CCC on 10th February. If accepted by OfWat on 7th June, it will be implemented on 7th December.

6.3. CD raised a point about referencing the smart meter guidance document for certain skip code scenarios, and ED agreed to clarify documentation to ensure alignment.

**There were no further questions. The Chair thanked ED and moved on to the next item.**

## 7. Trading Party's findings on x10 meters (QSP22)

7.1. MG presented Wave Utilities' experiences and challenges with x10 meters, in reference to the guidance created from QSP22:

- **Data Review and Issues:** MG reported that Wave Utilities have identified 67 known x10 meters, with issues including 23 meters having incorrect measurement units and 6 meters featuring different variations of free descriptors. They also uncovered 18 x address data errors.
- **Customer and Financial Impact:** Four recent cases that involved the x10 elements being retrospectively applied have led up to £250,000 in backdated wholesale charges and £400,000 in lost revenue, with some charges unrecoverable due to negotiation challenges and incorrect adjustments calculated by the wholesaler in CMOS. These issues have inevitably led to negative customer impact and presents a risk to customer retention.

7.2. MG proposed a market-wide audit of x10 meter records. AS proposed that she incorporates a review of 10x meters in her upcoming Retrospective Amendments audit.

**ACTION 58 03: AS to incorporate a review of changes to x10 meters in the upcoming Retrospective Amendments audit**

- 7.3. The question was raised about what Smart Metering means for the future of x10 meters. CD responded that from a Smart Metering delivery aspect, he is not aware of any x10 Smart Meters that currently exist so this issue may no longer be relevant in circa five years' time. It was suggested that encouraging wholesalers to prioritise changing 10x meters over to Smart Meters to help negate the issues in the meantime.
- 7.4. The Committee agreed that reviewing and updating the QSP22 guidance document would be productive.

**ACTION 58 04: CD to review the guidance document for QSP22 and update in line with findings from Trading Parties**

## 8. AOB incl. Reflections on the Meeting

- 8.1. The Chair reminded the Committee that the recruitment process for seven longstanding seats on the Committee (five wholesaler and two retailer) is underway. The nomination window is due to close on 16th February. Longstanding members are encouraged to re-apply.
- 8.2. The Chair reminded the Committee that MC60 in March is an in-person meeting and requested that members inform MOSL at their earliest convenience if they are unable to attend in-person.
- 8.3. The Chair informed the Committee that internal discussions on potentially changing the cadence of the Metering Committee meetings had come to an end, with an agreement to make no changes for the foreseeable future.

**The Chair thanked the Committee and closed the meeting.**

## 9. Actions from the Meeting.

Action	Owner	Completion by
<p><u>Smart Metering Guidance Document</u></p> <p><b>ACTION 58_01:</b> CD to revise the guidance document based on the Committee’s feedback and circulate for review before MC59, with a view to obtaining final sign-off.</p>	Chris Dawson	10 <sup>th</sup> February 2026
<p><u>Smart Metering Guidance Document</u></p> <p><b>ACTION 58_02:</b> The Chair to meet with Lisa O’Connell (MOSL) to discuss the viability of bilateral transaction B5.</p>	Spencer Mattia	17 <sup>th</sup> February 2026
<p><u>Trading Party’s findings on x10 Meters</u></p> <p><b>ACTION 58_03:</b> AS to incorporate a review of changes to x10 meters in the upcoming Retrospective Amendments audit.</p>	Axelle Saada	Late 2026
<p><u>Trading Party’s findings on x10 Meters</u></p> <p><b>ACTION 58_04:</b> CD to review the guidance document for QSP22 and update in line with findings from Trading Parties.</p>	Chris Dawson	Late 2026