

# Minutes of the Metering Committee Meeting Three

15 June 2021 | 10:00 – 12:00 | Via MS Teams

Status of Minutes: **FINAL**

Present

Members	Abbreviation	Role
Steve Formoy	SF	Chair – MOSL
Claire Yeates	CY	Retailer Committee Member
Mark Doherty	MD	Retailer Committee Member
Claire Stanness	CS	Retailer Committee Member
Paul Heron	PH	Retailer Committee Member
Ben Kershaw	BK	Retailer Committee Member
Mitchell Yeoman-Boldry	MYB	Wholesaler Committee Member
Kat Grimley	KG	Wholesaler Committee Member
Angela Brown	AB	Wholesaler Committee Member
Emma Birch	EB	Wholesaler Committee Member
Michelle Thompson	MT	Wholesaler Committee Member
Christina Blackwell	CB	Customer Representative (CCW) Committee Member

Other Attendees		
Shaun Kent	SK	Ofwat
John Davies	JD	MOSL
Martin Hall	MH	MOSL
Carol Sgambaro	CS	MOSL (Secretariat)
Sam Mawby	SM	MOSL (Secretariat)
Florentina Monea	FM	MOSL
Simon Bennett	SB	MOSL
Huw Comerford	HC	MOSL
Adrian Smith	AS	MOSL

Apologies: None

## 1. Introduction, Apologies and New Member Appointment

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting, in particular MT, the new Wholesaler Committee Member.
- 1.2. It was noted that no apologies for absence had been received and that the meeting was quorate.

## 2. Minutes and Actions from Previous Meetings

- 2.1. The Committee approved the minutes of the Metering Committee meetings held on 20 April and on 11 May 2021.
- 2.2. In addition, the Committee confirmed that actions A02\_01 and A02\_02 could be closed as they had been completed.

### 3. Developing the Programme of Work

- 3.1. MH provided a brief overview of the Metering Strategy Review structure, which encompassed three strategic themes/projects; delivery via other MOSL programmes; 'quick-starts'; and operational elements.
- 3.2. In terms of the strategic projects, MH explained that the focus of his presentation would be on the metering roles & responsibilities project and the enhanced metering technology project, noting that the metering standards project was currently on hold, as previously recommended by the Committee.
- 3.3. ***Metering roles & responsibilities – A. Ownership of the asset***
- 3.4. The Committee endorsed the work elements and opportunities included for consideration in the paper for this agenda item.
- 3.5. In addition, the Committee requested that the impact on switching and the process to transfer assets for different ownership models be also included for consideration.
- 3.6. SK highlighted that it would be beneficial to establish what criteria and/or objectives would be required to achieve the success of some of the key strategic questions being presented today; for example, a criteria and/or objectives that would underpin a change in direction, such as switching and the way metering was used to promote competition or customer benefits and outcomes as well as which model would best fit with those criteria.
- 3.7. ***Metering roles & responsibilities – B. Ownership of 'additional metering facilities'***
- 3.8. The Committee endorsed the work elements and opportunities included for consideration in the paper. In addition, the Committee requested that the following points be considered:
- 3.9. Whether there would be any cost implications for the customer where ownership model or roles and responsibilities may change.
- 3.10. How to ensure continual access and avoiding paying twice.
- 3.11. The need for better information, including how it was captured, tracked and recorded as well as what information should be held within CMOS.
- 3.12. The extent to which the market could set standards and establish approved technology or good practice.
- 3.13. The need to take a longer-term view and consider how to future-proof technology.
- 3.14. The need to think about relationship with the customer and their end-to-end journey.
- 3.15. ***Metering roles & responsibilities – C. Responsibilities for reading meters***
- 3.16. The Committee endorsed the work elements and opportunities included for consideration in the paper.
- 3.17. In addition, the Committee noted that there was a link between this area and the enhanced metering technology theme in terms of how technology could help to feed meter reads into systems. Therefore, consideration would need to be given regarding the order in which these items were considered and implemented.
- 3.18. ***Metering roles & responsibilities – D. Ownership of data, about and from meters***

- 3.19. The Committee endorsed the work elements and opportunities included for consideration in the paper.
- 3.20. In addition, the Committee noted that data itself was potentially considered more important than who owned the asset, and this ensured continuity and that all parties could benefit from the meter stock.
- 3.21. The Committee also requested that consideration be given as to whether there was a case for a transfer of ownership for some data fields (i.e. X/Y coordinates).
- 3.22. SK queried whether the relationship between billing and settlement would be brought together or kept separate. MH commented that there were opportunities for considering the advantages and disadvantages of joining those two elements or keeping them separate.
- 3.23. JD stated that there was value in as many parties as possible having access to as many meter-reads as possible. Therefore, there was a benefit in providing parties with as much access to as granular information as possible.
- 3.24. ***Metering Technology***
- 3.25. MH provided an overview of the proposed scope for the Metering Technology theme, highlighting that one of the points for consideration would be what the role of this Committee and MOSL would be in defining technology standards and business cases.
- 3.26. In addition, it would also include a technology strategy for the market, developing a standardised business case for the justification of metering technology and capturing of meter and the issues of stranded assets on customer or retailer.
- 3.27. The Committee were comfortable with the proposed scope of the project as presented by MH and outlined in the paper, and requested the following points be added for consideration:
- 3.28. An assessment of where Trading Parties had done well during the Covid period (e.g. most recent MPS/OPS charges) and show where AMR in a region was effective.
- 3.29. To look at a business case for the use of technology to identify 'vacants', noting this should be relatively high on the programme's agenda.
- 3.30. The different opportunities that may arise from a more segmented approach to the market, for example by customer, meter size and consumption bands.
- 3.31. ***Sponsors***
- 3.32. MH provided an overview of the role of the sponsor, explaining that it was likely to entail taking ownership of the work and becoming the 'spokesperson' for that particular project. The Sponsor would also be responsible for reporting back to the Committee on progress made, ensuring that any 'change' had been fully thought through and reporting to Panel, as required and directed by the Committee.
- 3.33. MH highlighted one of the advantages of having Sponsors was that they would lead ad-hoc working groups and would aid with the efficiency of the programme, as it would help to obtain as much input as possible from the Committee enabling the delivery of complex pieces of work in a short period of time.

- 3.34. Committee members volunteered to sponsor the Quick-start projects and the Strategic Theme projects as follows:
- 3.35. Metering roles and responsibilities (Project 1) – CY.
- 3.36. Enhancing Metering technology (Project 2) – CY volunteered to sponsor depending on the workload involved. MH would liaise with CY to discuss this.
- 3.37. Access to and sharing of existing consumption data (Quick-start project) – MYB
- 3.38. Reviewing meter read rejections/validation (Quick-start project) – BK
- 3.39. Standardising skip codes (Quick-start project)– CS
- 3.40. Hard to read meters (Quick-start project) – CS
- 3.41. Improving transfer reads process (Quick-start project) – CS
- 3.42. In addition, a number of Committee members volunteered to provide general support to these projects, as required. SK from Ofwat also offered to provide general support to Projects 1 and 2, as required.
- 3.43. MH would touch base with the Sponsors after the meeting in terms of next steps.
- 3.44. **Points Agreed**
- 3.45. The Committee agreed:
  - 3.4.1 The structure of the work programme for the next 12 months.
  - 3.4.2 The metering roles and responsibilities project and the enhancing metering technology project.
- 3.46. It was further agreed that any areas of interdependencies between the various pieces of work, in particular the two agreed strategic themes/projects, would be identified before any areas of priorities within these projects could be agreed and to ensure the various areas of work were running in a cohesive manner.
- 3.47. It was noted that three further projects would be supported through existing MOSL initiatives, including Data Quality, Bilaterals and Review of MPF Incentives. MH further noted that a presentation on each of these projects would be provided by MOSL to the Committee in due course. These presentations would include, for example, an overview and update on progress; a discussion on any potential sponsors from this Committee for these projects would take place then.
- 3.48. CY noted that a presentation on the MPF Incentives project would be provided to the Market Performance Committee this month and that it may be useful to share this presentation with the Metering Committee for information.

**ACTION 03\_01**

## 4. Quick-Start Programme Progress

### 4.1 *Minimum Read Frequency*

- 4.2 It was noted that the proposed solution on [CPW118 - Minimum Meter Read Frequency](#) had been revised and that a paper had been circulated ahead of the meeting to obtain member feedback on the new proposed solution.
- 4.3 FM explained that, the revised proposed solution would aim, for example, to change the consumption threshold from 100,000 m<sup>3</sup> consumption point to 5,000 m<sup>3</sup> per year and above.
- 4.4 The Committee raised some concerns in relation to the proposed solution and the timing of the consultation, particularly due to the impact of the pandemic on consumption and the importance of meter readings for customer billing. A number of the committee members questioned the assumption in the consultation that low consumption customers do not want the unnecessary reading of meter for very low bills. The committee noted that CPW118 also states in relation to high consumption, customers want more information to understand and manage their bills. SB made it clear that this is a minimum read frequency only and the decision will be with the retailer and their customer.
- 4.5 It was noted that the list of consultation questions had been revised. However, the Customer representative highlighted that there were still no questions focussed on customers and on the impact on customer service. FM undertook to add this to the consultation questions.
- 4.6 CY noted that this change proposal had been discussed at the Metering huddle, where various different views were received and that it also had been through this Committee twice. Therefore, it was important to take some learnings from the process as a high volume of work and resource had gone into shaping up this change proposal.
- 4.7 The Committee felt that it would be beneficial to proceed with the consultation to obtain feedback on the proposed solution as currently presented, as the consultation feedback may help to clarify and/or address some of the concerns raised by members.
- 4.8 *Remote Read Type*
- 4.9 Due to time constraints at the meeting, HC was asked to request the necessary input and feedback from the Committee via email after the meeting.

## 5. Reflections of the Meeting

- 5.1 The Chair noted that the first three feedback sessions were now in the diary, with the first session taking place on 5 July at 11.30am-12.15pm. As a reminder, the aim of these sessions was to discuss any feedback received from the Panel (following a Panel meeting) on Metering programme related items.

## 6. AOB

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