

Minutes of the Metering Committee Meeting 15

07 June 2022 | 09:30 – 13:40 | Via MS Teams

Status of Minutes: **FINAL**

MEMBERS PRESENT

Steve Formoy	SF	Chair*	Christina Blackwell	CB	Customer Representative Member
Angela Brown	AB	Wholesaler Member	Mark Doherty	MD	Retailer Member
Samantha Byrom	SB	Alternate Wholesaler Member	Paul Heron	PH	Retailer Member
Kevin McCalliskey	KM	Wholesaler Member	Claire Stanness	CS	Retailer Member
Michelle Thompson	MT	Wholesaler Member	Claire Yeates	CY	Retailer Member
Shaun Kent	SK	Ofwat Representative*	John Davies	JD	MOSL Representative*

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Martin Hall	MH	MOSL Presenter	Alex Cowie	AC	MOSL Secretariat
Simon Bennett	SBn	MOSL Presenter	Adrian Smith	AS	MOSL Presenter
Natalie Martin	NM	OccuTrace Presenter	David McKenzie	DM	OccuTrace Observer
Ivy Mandinyenya	IM	MOSL Observer			

APOLOGIES

Mitchell Yeoman-Boldry	MYB	Wholesaler Member	Ben Kershaw	BK	Retailer Member
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1. Welcome and Apologies

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting noting that apologies for absence had been received from MYB and BK and that SB was standing in as MYB’s alternate.
- 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 10 May ex-Committee, with a deadline of close of business on Friday 10 June for any comments to be provided to Secretariat.

- 2.2. It was agreed that the following actions would be closed: A11_02; A12_04; A14_01 and A14_03.
- 2.3. It was agreed that the following actions A11_03 and A12_02 would remain open and would come back for more substantive updates and discussion at the July meeting.

3. Strategic Metering Review Programme Progress Update

- 3.1. The Committee noted a verbal update from the Chair on the Strategic Panel Priority Outcomes document and appendices circulated in advance of the meeting. It was noted that the Committee was being asked to provide their thoughts and feedback on the documents at this meeting in order to inform a response from the Committee that would be provided to the Strategic Panel ahead of its July meeting.
- 3.2. The Committee noted a further update from the Chair and SB on the progress of the Committee KPIs, including some example KPIs which had been added to the KPI pyramid and it was noted that this would be shared separately ex-Committee ahead of a further discussion at MC16.
- 3.3. The Committee discussed the Strategic Panel Priority Outcomes document and appendices, noting that:
 - There was broad support for the priority outcomes and work areas set out in the documents.
 - The documents set a clear platform for the Committee to think in a big and radical fashion to facilitate wide-ranging change.
 - It would be important for the Committee's response to emphasise the work already undertaken to ensure that its forward work programme aligns with the priorities, in particular the expected customer benefit. It would also be important to demonstrate how some seemingly lower-level activity fits into the overall programme of work, and acts as an enabler for more strategic elements, as well as recognising the link to any market risks.
 - Customer benefit was felt to be too open to interpretation and would benefit from additional clarification from the Strategic Panel on what was meant by the term. For instance, driving down prices would not benefit customers if it meant retailers were to go out of business and competition reduced or if it resulted in increased water usage and increased stress on scarce supply.
 - There was a clear direction in the documents for the Committee to produce a programme of work through continuous engagement with trading parties. This would require a much more active engagement role than it had previously in order to be able to bring ideas and thinking from the wider market into the Committee for discussion and debate.
- 3.4. Following discussion, the Committee noted that the next steps would be for SF and AC to draft a response on behalf of the Committee. The draft response would be circulated for comment ex-Committee before being finalised and submitted to the Strategic Panel ahead of its July meeting.

ACTION A15_01

4. Roles and Responsibilities

AB joined the meeting.

- 4.1. The Committee noted that the Metering Roles and Responsibilities report, including the foreword from CY on behalf of the Committee, and press release that had been circulated in advance of the meeting.
- 4.2. The Committee had no further comments on the report or press release and:
 - **AGREED** to approve the report for publication; and
 - **AGREED** to approve the accompanying press release.
- 4.3. The Chair and Committee recorded their thanks to PA Consulting, CY and MH for their work on the report.
- 4.4. The Committee received a brief verbal update from AS on the launch plans for the Roles and Responsibilities report.
- 4.5. The Committee discussed the launch plans, noting the following key points:
 - It would be important for the webinar and wider consultation to provide a view on prioritisation of the options as this would enable the Committee to decide which should be taken forward for further exploration. When assessing which options should be taken forward, it would also be important to take into account the views of trading parties who disagreed with the prioritisation proposed in the report and to further assess those options against the Strategic Panel's priorities.
 - It would be important for the Committee to hear from and understand a range of different views from trading parties and, in particular, those that disagreed with the prioritisation proposed in the report.
 - It would be beneficial to include targeted sessions with specific trading party segments as part of the consultation phase (in the same way that targeted follow ups with wholesalers operating in water stressed areas was used in the Enhancing Metering Technology consultation).
- 4.6. It was noted that an invitation to the webinar would be sent out to Committee members shortly.

ACTION A15_02

5. Research to Understand Customer and Wider Societal Benefits

- 5.1. The Committee noted a brief overview from CB and MH setting out the scope of and approach to the proposed work on establishing the customer and wider societal benefits of enhanced metering, which was part of phase 2 of the Enhancing Metering Technology Strategic Theme set out in the Artesia report. It is likely this would include both quantitative and qualitative research stages, but this was yet to be determined.
- 5.2. CB noted that the aim of the work was to understand the customer and wider societal benefits of enhanced metering technology by testing customer priorities on the proposed benefits and whether these have been realised.

5.3. The Committee briefly discussed the scope of and plans for the project, noting the following key points:

- One of the aims of the project would be to understand what kinds of services customers value and are willing to pay for that smarter metering would provide over and above existing services and to quantify that value. In this context it would be beneficial for the project to consider existing research that has been undertaken in other sectors, albeit recognising that the water market is very different to other utilities, as well as the market research undertaken by trading parties in the market.
- The project should focus on the value that customers perceive in having a better view of their consumption and what they would be able to do with any quarter-hourly or hourly data that comes back to them. Part of the purpose of the project would be to feed into PR24 submissions, which would provide an important link on ensuring that customers didn't end up carrying the cost of smart metering assets directly.
- Part of the project's focus would be to educate and empower customers on what they could do to manage water efficiency and it would be beneficial to improve customer awareness of water scarcity before engaging through a survey.
- The project would need the support of trading party Committee members in order to achieve a sample of smart metered customers to undertake targeted research.
- It would be important for the project to deliver clarity on what it is measuring (e.g. what are smart meters delivering over and above dumb meters in terms of benefits) and to clearly define the benefits that might be delivered. For the project to really deliver, definitions and clear ideas would need to be pegged to an identified benefit alongside a quantification of what customers would be willing to pay for that benefit. However, the difficulties of testing willingness to pay were highlighted.
- The aim is for this research to be completed by the end of 2022.

6. Data Standardisation

6.1. The Committee noted the draft invitation to tender document circulated by MH in advance of the meeting as well as the proposed list of consultants who would be contacted.

6.2. MH provided a brief verbal update on the scope of the project, which would include a review of existing practice and where any interventions might be most impactful before making a recommendation on a set of standard formats and processes for the market, and the potential range of benefits.

6.3. It was noted that the invitation to tender would be finalised after the meeting and would go out to the agreed list of consultants in the next week with the aim of being able to appoint and commence the project by 14 July with a target conclusion date in December.

6.4. It was noted that it would be beneficial to establish a small sub group to support the work. CS volunteered for involvement, and it was agreed that MH would follow up with MYB to see if he would like to be involved as well as offering involvement to the new Wholesaler Member who would be appointed in the coming months.

ACTION A15_03

- 6.5. When reflecting on the proposals, the Committee noted the number of workstreams currently being undertaken and the linkages between them and asked MOSL to produce a visual aid that captured how the various Metering Committee / Strategic Metering Review workstreams linked and worked together (as well as with the MIF projects). It was noted that this visual aid would be a useful tool when communicating the work of the Committee to other groups.

ACTION A15_04

7. Delivery Role of the Committee

- 7.1. The Committee noted the document detailing the role of various key stakeholders in the delivery of the Committee's main focus areas as well as a brief verbal update from the Chair highlighting the intention for MOSL to act as proposer for any Code changes coming out of phase two of the Committee's work.

8. Project Looking Glass

NM and DM joined the meeting.

- 8.1. SB introduced the session, noting the background to the project and that its purpose was to understand the root causes of long unread meters ("LUMs").
- 8.2. NM provided an overview of the work undertaken to date noting the progress to date, which included data on the average time spent on site and some of the issues encountered, and an interim summary of the key findings .
- 8.3. The Committee briefly discussed Project Looking Glass, noting the following key points:
- It would be useful for the project to drill down into its data to provide further information on the average time taken to locate the meters and in particular how many of the meters were located within 5 minutes. This would provide context for meter readers. It was also noted that there were actions retailers could take to encourage more time spent on site by readers trying to find LUMs and this was something that could potentially be picked up in the Meter Reading Standards quick start project.
 - The findings of Project Looking Glass might provide insight that could be used to refine the 'hard to read' definition.
 - It would be helpful for the project to provide some insight on the relative costs of different time periods taken to read a meter (noting issues around commercial confidentiality). This would help further develop the cost-benefit analysis for enhanced metering technology. It would also be useful to see data on the different read success rates for LUMs and legacy long unread meters.
 - Prior to market opening wholesalers had experienced the same issues with LUMs as retailers do now and it was felt that there would be some benefit to sharing practice in the future to build a fuller picture of why meters are not being read. In particular, enabling lines of communication to be opened up between the retailer and the wholesaler where there is a long unread meter might improve meter read success.
 - Project Looking Glass would be capturing occupancy status at the same time as undertaking meter read visits and it would be good to see a comparison of the occupancy data gathered through Project Looking Glass and that recorded in CMOS. It

would also be useful for MOSL to pick up on the data provided by Project Looking Glass at the conclusion of the project and run a comparison of the meter reads captured by the project and the estimated read in CMOS.

- It might be beneficial for retailers to be able to pick up the insights provided by Project Looking Glass in their REC Review submissions.

8.4. The Committee thanked NM and OccuTrace for their work.

NM and DM left the meeting.

9. Project AMIDST

9.1. MT provided a brief verbal update on Project AMIDST noting that the timeline had been extended slightly and that the aim was to complete by the end of August and present back to the Committee in September.

10. MIF Project Update

10.1. The Committee noted a brief verbal update from SF on the progress of round two of funding for Market Improvement Fund (“MIF”) projects. It was noted that the details of the successful bids were available on the MOSL website with one bid still under review by the Strategic Panel. A number of the projects related to metering, and it was noted that these would be likely to come across to the Committee for oversight.

10.2. It was noted that the Automated Water Efficiency Audits MIF project ties in well with the work the Committee are undertaking on technology and that it would be good to ensure that the two workstreams shared learnings.

11. Tabled Updates

11.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on phase two quick start projects.

11.2. It was noted that a post-implementation review for the transfer reads change should be added to the Committee’s forward programme.

ACTION A15_05

11.3. It was further noted that MT will need to step away from the new connections quick start project based on the additional projects she has taken on. New Connections QSP sponsor now needed to replace MT.

12. AOB, including reflections from the meeting

12.1. The Committee noted an update from AC on the progress and timeline for the appointment of a new Wholesaler Member of the Committee.

12.2. The Committee reflected on the meeting.

12.3. There being no further business, the Chair closed the meeting.