

# Minutes of the Metering Committee Meeting 16

12 July 2022 | 09:30 – 13:40 | Via MS Teams

Status of Minutes: **APPROVED**

## MEMBERS PRESENT

Steve Formoy	SF	Chair*	Christina Blackwell	CB	Customer Representative Member
Angela Brown	AB	Wholesaler Member	Mark Doherty	MD	Retailer Member
Kevin McCalliskey	KM	Wholesaler Member	Ben Kershaw	BK	Retailer Member
Michelle Thompson	MT	Wholesaler Member	Claire Stanness	CS	Retailer Member
Mitchell Yeoman-Boldry	MYB	Wholesaler Member	Claire Yeates	CY	Retailer Member

*\*Non-Voting Members of the Committee*

## OTHER ATTENDEES

Martin Hall	MH	MOSL Presenter	Alex Cowie	AC	MOSL Secretariat
Simon Bennett	SPB	MOSL Presenter	Ivy Mandinyenya	IM	MOSL Observer
Sam Mawby	SM	MOSL Secretariat			

## APOLOGIES

Paul Heron	PH	Retailer Member	Shaun Kent	SK	Ofwat Representative*
John Davies	JD	MOSL Representative*			

## 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 SK and JD.
- 1.2. It was noted that AC would be absent from the start of the meeting and that the minutes and actions agenda item would move to later in the meeting.
- 1.3. 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.
- 1.4. It was confirmed that the meeting was quorate.

## 2. Strategic Metering Review Programme Progress Update

- 2.1. The Committee noted an update from MH and SF that provided an overview of the programme of work, including where and how each project impacted the metering journey and further information on the proposed KPI structure for the metering programme that would help support

the programme of work and demonstrate the benefits that would be delivered. It was also noted that a subset of Strategic Panel members would be established to provide a link between the work of the metering programme and the Strategic Panel's priorities.

2.2. The Committee discussed the programme overview, noting that:

- The Strategic Metering Review roadmap and timeline visuals were extremely useful tools for understanding and communicating the programme of work and highlighting the scale and ambition of the programme.
- There was the potential to further enhance the programme overview by providing an indication of the prioritisation of the projects and how they fit together sequentially to address issues. Where this identified particularly strong linkages and interdependencies consideration should be given to whether there would be benefit to combining currently separate workstreams.

**ACTION A16\_01**

- The Research into the Customer and Societal Benefits of Enhanced Metering Technology workstream was now expected to run from September to January.

2.3. The Committee discussed the KPI structure, noting that:

- It would be important for the individual workstreams to think about the metrics that could be applied to their work and how these would fit within KPI structure.

**ACTION A16\_02**

- While the CCW annual complaints report was published on a biannual basis the overall business customer satisfaction survey was biannual.

2.4. SF noted the importance of the work to develop the KPI structure in demonstrating the link between all of the Committee's workstreams and improving customer outcomes.

### 3. Roles and Responsibilities Phase 2

**AC joined the meeting**

3.1. The Committee noted a brief verbal reminder from MH on the options developed by PA Consulting and the rationale behind how they were grouped and organised.

3.2. The Committee discussed the launch of the Roles and Responsibilities report and feedback received, noting the following key points:

- The launch webinar was extremely well run and pitched at the right level of detail with good engagement from the audience, although there were some technical issues with lag on the slide presentation. The level of impact and sensitivities associated with the topic were noted along with the need to continue to be mindful of these sensitivities going forward and making sure that it was clear that all options are under consideration at this point.
- Consideration should be given to running a formal consultation on the options set out in the Roles and Responsibilities report. Further consideration on how and when to run a formal consultation would be given at a future Committee meeting. This consideration

should include whether or not the number of options should be narrowed down prior to consultation and whether there was any benefit to including elements of the Enhancing Metering Technology work in the consultation.

#### **ACTION A16\_03**

- Any determination of which options to fast track, if any, would depend on the feedback received from trading parties and their analysis of the potential impact on their businesses. Running a formal consultation would help in this regard and could also provide the opportunity for trading parties, or others, to contribute any research or work they have undertaken that would help establish the business case for a particular option or set of options.
- It would be important to look at the interdependencies between the Enhancing Metering Technology and Metering Roles and Responsibilities strategic themes and ensure that they were taken forward together in a coordinated way. It would also be important to ensure that the work of the strategic themes was joined up with the Market Performance Framework Reform programme.
- The work being undertaken by Project AMIDST could go some way towards exploring the smart meter data sharing option set out in the Roles and Responsibilities report by exploring proof of concept. Phase 2 of the Roles and Responsibilities work should take these interdependencies into account.

3.3. SF thanked Committee members for their feedback and noted that it would be important to consider how momentum could be maintained on the work when looking at the timing for a formal consultation.

#### **SM left the meeting**

## 4. Smart Meter Roll Out Mapping

4.1. The Committee noted a brief overview from MH on the smart meter roll out mapping exercise that had been undertaken by the Smart Metering Advisory Group. MH noted that SMAG currently had indicative information on household and non-household smart metering roll out plans for nine of the 17 wholesalers operating in the market.

4.2. The Committee briefly discussed the initial draft of the PR24 smart meter roll out map, noting the following key points:

- Overall, the level of data provided was disappointing and the Committee should look to pull any levers to encourage the provision of more information wherever possible in the build up to wholesalers PR24 submissions at the end of the year.
- Ofwat were thought to be undertaking some work to look at customer views on enhanced metering technology and it would be useful to follow up with SK to see whether there were any findings from this work that the Committee could build into its push on this.
- PR24 guidance had only recently confirmed that there was an expectation for trading parties to set out their plans for demand reduction and that this might drive more wholesalers to include plans for expanded smart meter roll outs in their region.

- 4.3. The Committee agreed that focus should be maintained on the actions it could take to encourage smart meter roll outs and that this item should be brought back for discussion at each meeting until PR24 submissions are complete.

**ACTION A16\_04**

## 5. Review of Relevant Technology

- 5.1. The Committee noted a brief update from MH setting out the rationale for undertaking the work, which builds on recommendations from the Artesia report, potential wholesaler approaches to upgrading smaller and larger meters, the cost-benefit case for a retailer-led approach to upgrading technology, retailer-led technology solution and barriers to the implementation of technology solutions.
- 5.2. The Committee briefly discussed the potential approach to the Review of Relevant Technology work, noting the following key points:
- A programme of work looking to review relevant metering technology would have strong interdependencies with the outcome of the metering roles and responsibilities strategic theme and should wait for more clarity on the findings of that work before being taken forward. When this work is taken forward it would be important to keep smaller meters in scope as, in aggregate, they have a large impact on customers.
  - The suppliers' matrix was an extremely useful tool that should continue to be maintained and updated. It was noted that as part of this ongoing maintenance SPB and MH could engage with suppliers to collect initial information on data format and data collection frequency, which would inform further work.

## 6. Data Standardisation

- 6.1. The Committee noted a brief update from MH setting out the progress in appointing an external consultant, who would be tasked with developing a standard approach to formatting and sharing meter data. It was noted that interviews with six candidate consultancies would be undertaken on 13 July 2022 and a group involving MOSL and MT, who was the Committee sponsor, would then take a decision on who to appoint. MH further noted that the plan was to complete this work by the end of the calendar year.
- 6.2. It was noted that the present expectation was that the consultant would present their outline plans for the work at the August Committee meeting.

## 7. Visual Read Definition

- 7.1. The Committee noted a brief overview from SPB setting out the background and scope to the visual read definitions quick start project (noting that it had expanded into read definitions more broadly) as well as an initial draft of potential changes to the Codes.
- 7.2. The Committee briefly discussed the potential changes to the Codes, noting the following key points:
- It would be worth considering adding provision for a photograph taken on site to qualify as a visual read. If this is taken forward clarity should be provided on whether automatic photographs are included within the definition as well as manual photographs. With

automated photographs, the potential for confusion with customers where a visual read was recorded but nobody had been on site was noted.

- If photographs were included within the definition of visual reads then clarity would need to be provided over how a customer photograph would be categorised (e.g whether it would be classed as a visual read or as a customer read). A similar clarification would also need to be provided to capture where photographic reads were provided by wholesalers.

## 8. Tabled Updates

- 8.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on phase two quick start projects.
- 8.2. It was noted that CB and SPB would contact retailers ahead of making contact with any customers as part of the Understanding the Customer and Wider Societal Benefits of Enhanced Metering Technology workstream.

## 9. Minutes and Actions from Previous Meetings

- 9.1. The Committee agreed to approve the minutes of the Metering Committee meeting held on 07 June as an accurate record of the meeting.
- 9.2. It was agreed that the following actions would be closed: A12\_02; A14\_02; A15\_01; A15\_02; A15\_04.
- 9.3. It was agreed that the following actions would remain open: A11\_03; A13\_01.

## 10. AOB, including reflections from the meeting

- 10.1. The Committee reflected on the meeting.
- 10.2. It was noted that the programme overview visual was a really useful tool for demonstrating the linkages and interdependencies between the metering programme of work and that it might be helpful to include it as part of consultations going forward.
- 10.3. It was noted that this would be CY's last meeting and the Chair and Committee thanked her for her hard work and engagement with the metering programme and wished her well for the future.
- 10.4. There being no further business, the Chair closed the meeting.