

## Minutes of the Metering Committee Meeting 20

08 November 2022 | 09:30 – 14:00 | Via MS Teams

Status of Minutes: **APPROVED**

### MEMBERS PRESENT

Steve Formoy	SF	Chair*	Christina Blackwell	CB	Customer Representative Member
Mark Doherty	MD	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Paul Heron	PH	Retailer Member	Rosie Rand	RR	Wholesaler Member
Claire Stanness	CS	Retailer Member	Michelle Thompson	MT	Wholesaler Member
Ben Kershaw	BK	Retailer Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
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	SPB	MOSL Presenter	Lucy Darch	LD	Strategic Panel Observer
Dean Marshallsay	DM	Artesia Presenter	Gareth Forrester	GF	PA Consulting Presenter
Giles Fox	GfX	Artesia Presenter	Marc Tritschler	MTr	PA Consulting Presenter
David McKenzie	DMk	Occutrace Presenter	Natalie Martin	NM	Occutrace Presenter
Ivy Mandinyenya	IM	MOSL Observer	Adrian Smith	AS	MOSL Observer
Tanya Stevenson	TS	Occutrace Observer			

### APOLOGIES

Angela Brown	AB	Wholesaler Member	Shaun Kent	SK	Ofwat Representative*
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## 1. Welcome and Apologies

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting.
- 1.2. It was noted that late apologies had been received from AB, that BK would need to leave the meeting at 1230 and that agenda item 7 ‘Quick Start Project 3 – Read Rejections’ would drop off and be picked up either at a subsequent meeting or ex-Committee.
- 1.3. It was further noted that this would be BK’s last meeting as a Committee member and, on behalf of the Committee, the Chair thanked BK for his efforts and contribution to the Committee and wished him well for the future.

- 1.4. The Chair welcomed LD, who was attending the meeting as an observer in her role as a Strategic Panel member and more specifically as one of the co-sponsors of the Strategic Panel's metering and data subset.
- 1.5. 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.
- 1.6. It was confirmed that the meeting was quorate.

## 2. Minutes and Actions from Previous Meetings

- 2.1. The Committee noted that the minutes of the Metering Committee meeting held on 11 October had been circulated and that comments on the minutes was requested by 10am on Monday 14 November, after which point they would be taken as approved and published on the MOSL website.
- 2.2. It was agreed that the following actions would be closed: A13\_01, A13\_02 and A15\_03.

## 3. Metering Roadmap

- 3.1. The Committee noted a verbal update from MH on a revised draft metering roadmap that built on feedback received at the last Committee meeting had been developed with the Strategic Panel Metering and Data Subset.
- 3.2. The Committee discussed the metering roadmap, noting the following key points.
  - Members were strongly behind the roadmap and felt that it was a great way of presenting all of the workstreams and their interdependencies and clearly setting out what the metering programme and the Committee is trying to achieve. It was also felt that the roadmap would assist the Committee in assessing how its decisions in relation to various projects impacted other in-flight workstreams.
  - It would be beneficial to revisit the aspirational targets for 2030 set out in the roadmap after water resource management plans ("WRMPs") are published in November/December.
  - Landing the national metering strategy element of the roadmap should be moved forward to be completed much earlier as it would inform all of the other activities.
  - The aspirational target relating to the percentage of smart meters in the market should be replaced by a target for an expected level of availability for granular consumption data. This point should also be considered in relation to asset lifecycles, noting that a proportion of meter assets currently in the market will not have completed their lifecycles by 2030 and that in this context the same result (getting more accurate and granular data into the market) could be achieved through other means.
  - It would be important to undertake work to understand what the granular data the metering programme hopes to see enter the market would be used for and how it would benefit customers, including taking into account lessons learned from the energy market). It was noted that smaller customers would be unlikely to have the capacity to action granular data and that the market would need to look at what it can do to help customers use the insights generated by recommending actions to them and how the

data can be presented in a way that is attractive and easy to use. As such it would be important to develop a customer awareness workstream that runs in parallel with the work to generate more granular consumption data. This could initially be built into and picked up by the customer insight research being undertaken by CCW with the Committee.

- It would be important to consider the potential impact on retailers and wholesalers if they are expected to house the granular data that the Committee would like to see enter the market. It was noted that this would be considered as part of the metring roles and responsibilities strategic theme under the central data platform option.
- The impact of increasing levels of granular consumption data on the settlement process should be factored into the roadmap and MOSL should consider running a feasibility study on running parallel smart and non-smart meter settlement processes as part of the 'modernisation of systems' thread in its business plan.
- The scope of the work set out in the roadmap would be monumental in terms of its potential impact on the market and the Committee should work to ensure that it is staggered in the right way to deliver maximum benefit by ensuring that the focus in the short to medium term is to enable SMART penetration and consider how data is shared and the benefits that this can bring for customers without being overly granular.

3.3. Following discussion, it was noted that any additional comments could be sent to MH ex-Committee and that a further iteration of the roadmap would come back for discussion at the December Committee meeting.

## 4. Project Looking Glass

### **NM, DMk and TS joined the meeting**

4.1. The Committee received an update from NM on the findings and recommendations of Project Looking Glass, a Market Improvement Fund ("MIF") project that aims to provide MOSL with accurate data on the root causes of Long Unread Meters ("LUMs") to establish a level of accuracy currently in the market and help trading parties better understand why meters are not being read across the country and what they can do about it.

4.2. The Committee discussed the findings and recommendations, noting the following key points:

- Overall, the Committee viewed Project Looking Glass as a fascinating study and an extremely useful contribution to the market.
- There were clear links between the findings of Project Looking Glass and the proposed central data cleanse activity given the number of meters where there was insufficient information to generate a meter read. Absent a central data cleanse, possible solutions would involve wholesalers working to ensure that their data is correct and retailers ensuring that meter location issues are flagged consistently to wholesalers to enable them to be addressed. Additionally, unless this issue was addressed it would have an impact on any smart meter roll outs as it would be impossible to locate and exchange these long unread meters.

- It would be beneficial to identify a mechanism through which retailers can communicate to wholesalers the steps already taken to try and find a meter when they are raising a bilateral for a meter that is hard to find.
- The 'time on site' to locate a meter data was very useful and NM clarified that where a longer period was required on site to locate a meter this did not usually require any additional specialist equipment to access the meter.
- In addition to looking at next steps following on from Project Looking Glass, it would be crucial for the Committee to look at issues around internal vacant meters and consider what activity it can undertake to address issues in obtaining reads for these and occupied internal meters where obtaining a read is not possible.
- While the findings of Project Looking Glass provided a really strong signal on what the causes of long unread meters are, it would be beneficial for trading parties and the Committee to drill down into the root cause of the issues identified by Project Looking Glass (e.g. how many long unread meters were as a result of bad scheduling or a poor site visit rather than bad data) before introducing potential solutions to ensure that the action taken not only reduces the existing pot of long unread meters but also reduces the number of new long unreads.
- Meters where the chamber was found but there was no meter were included in the definitely readable category because the issue being looked at in Project Looking Glass was whether the meter location data was good enough to get to the meter chamber.
- It would be important to establish the root cause of long unread meters in the definitely readable category to test underlying assumptions and establish what percentage were due to issues such as bad scheduling, poor system integration or poor site visits. Without undertaking this work any potential solution might not deliver its expected benefits.
- It would be beneficial to analyse the meters in this category and split them out into those where the data is good enough and the meter is readable and those where the CMOS data doesn't get you to the meter location.
- Any potential solution for the almost certainly unreadable category should work from a customer-centric principle and should not look at taking the customer out of the equation until the wholesaler can identify whether or not there is a meter in place and should instead start with the wholesaler identifying whether there is a customer.
- It would be beneficial to ensure that any work undertaken by the Committee is coordinated with a potential RWG project looking at meter access issues.

4.3. It was agreed that the findings from Project Looking Glass would be shared with the MOSL team working on a proposed central data cleanse initiative.

#### **ACTION MC20\_01**

4.4. The Chair thanked NM for her presentation, commended NM and the Occutrace team for the work they had undertaken and noted that the level of interest and discussion generated on next steps indicated that this should come back for further discussion at the December Committee meeting.

**NM, DMk and TS left the meeting**

## 5. Roles and Responsibilities Phase 2

### **GF and MTr joined the meeting**

- 5.1. The Committee received a verbal update from GF and MTr on the PA Consulting's ("PA") progress and work programme for Phase 2 of the Metering Roles and Responsibilities Strategic Theme. The update included how feedback from the Phase 1 launch webinar and further consultation had been taken into account, confirmation of the six options being progressed, PA's programme of work and an outline of the stakeholder consultation they plan to run as part of Phase 2.
- 5.2. The Committee discussed the work plan in detail, noting that:
  - PA should ensure that the approach taken looks at the alignment between the options and the Strategic Panel's priority market outcomes.
  - The option involving the creation of a central data platform and repository should not necessarily be tied to any recommendation on meter-read responsibility and consideration should be given to progressing this regardless of the other options. However, consideration should be given to how to move the market forward in the most beneficial way and it would be helpful to consider the timing and how a central data platform would interact with other elements of read responsibility.
  - The options are not mutually exclusive, and PA will consider various combinations of the options as part of their analysis any combination of which may end up being recommended to be taken forward.
- 5.3. The Chair thanked GF and MTr for their presentation and noted that PA were aiming to complete their work by the end of the financial year and that they would present back to the Committee on a regular basis as the work progressed.

### **GF and MTr left the meeting**

## 6. Data Interoperability Standard

### **DM and GFx joined the meeting**

- 6.1. The Committee received an update from DM and GFx on the progress of the data sharing standardisation workstream, including an initial draft data standard and how stakeholder feedback had been taken into account during its development.
- 6.2. The Committee noted that the draft data interoperability standard covered the common data standard and that the data sharing protocols were still to be added.
- 6.3. The Committee discussed the draft data interoperability standard in detail, noting the following key points:
  - The Committee welcomed the draft standard and the work undertaken by Artesia and felt that it was a very solid starting point.
  - AS would work with DM, GF and MH as well as the MOSL comms team to agree the best timing for a market consultation on the draft data standard.
  - The links between the data interoperability standard and the potential option of developing a central data platform under the roles and responsibilities strategic theme were noted given potential challenges for individual trading parties to store the volume

of data that would potentially be generated by a mass smart meter roll out. Additionally, the importance of considering what is done with the data and how it can be presented to customers in a way that is easy for them to understand and action was highlighted as an important next step.

- Whether a continuous flow alert should form part of the standard for AMI was discussed in light of the underlying principle for the standard to provide the minimum number of definitions required and allowing the data recipient flexibility in how they use that data. Although the usefulness of including a continuous flow alert to provide customer benefit and drive down consumption was acknowledged it was generally felt that this was outside the core data definitions that should be included in the standard because it would require a common calculation methodology and would reduce flexibility in how the data is used by the data recipient. However, Artesia should consider including mandatory and optional or primary and secondary data fields in the standard and potentially including a continuous flow alert as an optional/secondary data field that would allow the data recipient the option of using the continuous flow alert field or taking the granular base data and applying their own calculation.
- It would be useful to introduce a method for matching the data fields in the standard with the data catalogue reference number so trading parties can identify that these are not new data items and that they are already there as part of the data catalogue.
- Potential GDPR issues, or interpretations of GDPR that might be perceived as issues were highlighted and Committee members were encouraged to talk to their internal data governance teams and get their feedback on the standard and any potential issues that should be called out or considered. Developing guidance on how these potential GDPR issues should be approached should be considered as part of this project.

6.4. The Chair thanked DM and GFx for their presentation and noted that the draft data standard would be circulated after the meeting along with a request for ex-Committee feedback and that a revised data interoperability standard would be discussed at the December meeting.

**ACTION MC20\_02**

**BK, LD, DM and GFx left the meeting**

## 7. QSP 3 Read Rejections

- 7.1. The Committee received a verbal update from SPB on the Water Plus change proposal, noting BK's intention to bring this back for discussion with the Committee as the change proposal progresses.
- 7.2. The Committee agreed to suspend QSP 3 'Read Rejections' subject to Ofwat approval of CPW128, and to allow Water Plus to take forward the next phase of this work with input from the Committee.

## 8. QSP 12 Meter Reading Standards

- 8.1. The Committee received a verbal update from MD on the revised RWG-Metering Committee Meter Reading Standards Guidance document which aims to describe best practice in delivering meter-reading services in the market.

- 8.2. SPB noted that the Meter Reading Standards Guidance document would go live on MOSL website in the week following the meeting and that the potential next steps were to look at the possibility of writing the document into the Code or putting it into the Approved Codes of Practice process.
- 8.3. The Committee noted that the Meter Reading Standards Guidance document would be a live document that would be updated periodically and that any feedback should be sent through to MD and SPB.
- 8.4. The Chair thanked MD for his presentation and noted that AS and SPB would undertake work to publicise the publication of the Meter Reading Standards Guidance document.

## 9. QSP 10 Visual Read Definitions

- 9.1. The Committee received a verbal update from SPB on the draft visual read definitions change proposal. The Committee noted that as a result of the high-level cost assessment any change proposal would need to be worked up alongside other changes in order to present good value to the market.
- 9.2. The Committee discussed the proposed visual read definitions change proposal, noting the following key points:
  - More work might be required on establishing the benefits case for allowing remote reads for initial and final reads as, if a technician is there installing or changing a meter, a visual read should be possible. It was noted that any change proposal would need to address concerns that increased remote reads might lead to reduced customer service levels.
  - It would be counterintuitive not to pursue a change that allowed more remote reads at a time when the Committee was actively pursuing strategic projects that encouraged trading parties to increase smart meter roll outs and in particular advanced meter infrastructure.
  - There was a misconception that remote reads were more likely to be inaccurate than visual reads. However, in reality, visual reads are exposed to human error (e.g. translocation of numbers) and smart meter data is highly accurate and increasing its use would likely increase data quality
- 9.3. The Chair thanked SPB for his presentation and noted that the latest version of the slides would be circulated ex-Committee after the meeting along with a request for feedback from Committee members on the proposed change proposal and views on what benefit this change might offer to customers and the market.

**ACTION MC20\_03**

## 10. Tabled Updates

- 10.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on the Committee's workstreams and metering-related projects.

## 11. AOB, including reflections from the meeting

- 11.1. The Committee reflected on the meeting.
- 11.2. There being no further business, the Chair closed the meeting.