

## Minutes of the Metering Committee Meeting 21

06 December 2022 | 09:30 – 14:00 | Via MS Teams

Status of Minutes: **APPROVED**

### MEMBERS PRESENT

Steve Formoy	SF	Chair*	Angela Brown	AB	Wholesaler Member
Christina Blackwell	CB	Customer Representative Member	Kevin McCalliskey	KM	Wholesaler Member
Mark Doherty	MD	Retailer Member	Rosie Rand	RR	Wholesaler Member
Lisa Clarke	LC	Alternate Retailer Member	Michelle Thompson	MT	Wholesaler Member
John Davies	JD	MOSL Representative*	Mitchell Yeoman-Boldry	MYB	Wholesaler Member

*\*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
Matt Labrum	ML	MOSL Presenter	Giles Fox	GFx	Artesia Presenter
Adrian Smith	AS	MOSL Observer	Gareth Forrester	GF	PA Consulting Presenter
Ivy Mandinyenya	IM	MOSL Observer	Marc Tritschler	MTr	PA Consulting Presenter
Richard Barton	RB	Pennon Water Services Observer			

### APOLOGIES

Claire Stanness	CS	Retailer Member	Paul Heron	PH	Retailer Member
Shaun Kent	SK	Ofwat Representative*			

## 1. Welcome and Apologies

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting.
- 1.2. It was noted that apologies had been received from CS and that late apologies had been received from PH and SK. The Chair welcomed LC noting that she would be standing in as CS’ alternate.
- 1.3. 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.

- 1.4. 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.
- 1.5. It was confirmed that the meeting was quorate.

## 2. Minutes and Actions from Previous Meetings

- 2.1. The Committee approved the minutes of the Metering Committee meeting held on 08 November as an accurate record of the meeting.
- 2.2. It was agreed that the following actions would be closed: A19\_01, A20\_01; A20\_02; and A20\_03.
- 2.3. It was noted that the following action would remain open: A11\_04.

## 3. WRMP Analysis

- 3.1. The Committee noted a verbal update from JH on the Water Resource Management Plans (WRMPs) that had been published by wholesalers, noting that 10 of the 17 expected WRMPs had been published as well as four of five regional WRMPs.
- 3.2. The Committee discussed the WRMP analysis, noting the following key points.
  - Final industry-level targets for reductions in water consumption, including any guidance on how these should be achieved, were still subject to final confirmation from Defra, although it was currently anticipated that the non-household market would be set a 9% reduction target as part of a wider 20% reduction target for the industry as a whole. The Committee noted that there was an opportunity for it to highlight and promote the role of smart metering and data interoperability and a central data platform in achieving any consumption reduction target and that this should be taken into account in the development of a future metering strategy.
  - As part of promoting the benefits of smart metering, the importance of the data generated by smart meters and what is then done with it was highlighted and the role of the Committee's work programme in demonstrating the potential value-add for customers and trading parties was emphasised. It was noted that the non-financial benefits for customers provided by smart meters (such as more timely and accurate billing and enhanced engagement) should be brought into any potential future national metering strategy.
  - The possible impact of a current absence of any methodology or guidance associated with water reduction targets on draft WRMPs (which focussed more on water supply management than how to reduce consumption or leakage) was discussed and the Committee noted that it would expect to see more on plans for smart meter roll outs once any guidance or methodology was established by Defra.
  - The Committee noted that it would be helpful to produce a table with the percentage of total non-household meter stock that wholesaler smart meter roll out plans represented alongside an absolute number.
  - The inverse link between water consumption and plans for decarbonisation of the economy were highlighted and it was noted that a push for recognition of the increased

water consumption requirements of decarbonised energy production might be needed at a regional and wholesaler level.

- 3.3. The Chair thanked JH for his update and members for their contributions and noted that it was anticipated that a further update on WRMPs would be provided at the next Metering Committee meeting in January.

## 4. Strategic Metering Roadmap

- 4.1. The Committee noted a verbal update from MH on a revised draft metering roadmap that built on feedback received at the last Committee meeting and the initial thoughts on the development of a national metering strategy.

- 4.2. The Committee discussed the metering roadmap, noting the following key points.

- The Committee welcomed the road map, were supportive of it and welcomed the focus on customers in the objectives.
- It would be good to ensure that all of the KPIs set out in the roadmap are equally clear and it would be beneficial to include specific timelines that link the yearly targets with the 2030 aspirational targets.
- It would be beneficial to make a strong connection in the roadmap and strategy with drought response plans.

- 4.3. The Chair thanked MH and AS for their work on the road map and strategy and noted that a further iteration would come back to the January Metering Committee meeting ahead of the road map being presented to the Strategic Panel for sign off at its meeting on 6 February.

## 5. Data Interoperability Standard

### **GFx joined the meeting**

- 5.1. The Committee received an update from GFx on the progress of the data sharing standardisation workstream. The update included an overview of project progress, discussions with meter technology providers, the potential interaction with data loggers and next steps for the project.

- 5.2. The Committee discussed the progress of the data sharing standardisation workstream, noting the following key points:

- The Committee welcomed the update and progress made by Artesia.
- The risk of radio heads beings removed when loggers were fitted was noted alongside broader issues for wholesalers understanding where a logger has been fitted by a retailer or third party organisation. It was agreed that a potential quick start project or Retailer Wholesaler Group project looking at how retailers could enter logger lists into CMOS should be considered.

### **ACTION A21\_01**

- It would be beneficial to understand whether and how meter data is shared with third parties in the energy market as the Committee starts to work through next steps for the data standard as part of its wider strategy.

- It would be useful for the MOSL team to discuss the data interoperability standard with the British Standards Institute group looking at water industry and, in particular, metering standards.

5.3. The Chair thanked GFx for his presentation and noted that the Committee would be asked for final comments on the standard in the build up to and at the January Committee meeting and that it was likely that the final standard would be launched at a webinar in early February.

**GFx left the meeting**

## 6. Roles and Responsibilities Phase 2

**GF and MTr joined the meeting**

6.1. 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.

6.2. GF noted that Committee members would be asked to feed back on the options ex-Committee ahead of a further discussion at the January Committee meeting.

6.3. The Committee reflected on the update provided, noting the following key points:

### Options 1-3

- Where data is coming out of CMOS directly into retailer billing systems, retailers would need a flag to ensure that processes are clear and that the risk of a read being lost to the billing process as it was stuck in a CMOS validation process was mitigated. The process through which a retailer could challenge what it believed to be a bad read entered by a wholesaler would also need to be considered.
- The importance of allowing time for trading parties to review and align their internal processes to work with any option progressed were stressed along with the importance of ensuring that whichever option or options were taken forward supported the overall metering strategy being agreed as part of the metering roadmap.
- Option 2 should consider how issues where the LLUM was an internal meter that wholesalers are no longer able to access are addressed. There was some suggestion that consideration should be given to looking at the feasibility of mandating internal meters be removed from the market and replaced by external meters at a future point and the PA Consulting and MOSL teams were also encouraged to consider whether there were any lessons from the household market that could be learned and applied here.
- The impact on customer experience was stressed and caution was expressed over whether a split in responsibilities for meter reads between wholesalers and retailers could have the unintended consequence of resulting in more missed meter reads and a negative impact on the customer experience.

### Option 4

- The extent to which there would be benefit to instituting a central data platform would depend on what retailers want to get out of smart metering data. If option 4 was progressed a strong justification would have to be provided for the benefit a central data platform would have over and above data entered into CMOS in accordance with a data sharing standard. Conversely, if this option was not taken forward a clear explanation of

why the DCC model used in the energy industry wouldn't work would need to be provided.

- The potential benefit of central body that enforces adherence to data standards through a central data platform was noted.

6.4. The Chair thanked GF and MTr for their presentation and noted that Committee members would be asked to provide ex-Committee feedback to PA Consulting by the end of the week on the option definitions to enable PA to develop detailed cases for change for each option.

**GF and MTr left the meeting**

## 7. Project Looking Glass

**ML joined the meeting**

7.1. The Committee received an update from MH potential next steps following on from the publication of the findings of Project Looking Glass.

7.2. The Committee discussed the potential next steps, noting the following key points.

- While the ambition to remove all LLUMs from the market within a year was seen as positive it was ultimately viewed as unachievable due to potential issues relating to internal meter access.
- Further work was suggested to explore the root cause of reads being absent from the market where Project Looking Glass identified the meter as being readable. It was suggested that retailers willing to be involved were sent a list of 20 meters that were classed as readable and asked to provide details of each meters history of attempted reads. It was suggested that this would help the Committee better understand the variety of reasons meter reads are currently not going into the market and develop a more robust set of next steps to address them.
- An issue in the market where assured long term vacant premises still generated long unread and legacy long unread meters was raised and it was noted that AB was working with MOSL on a paper considering what could be done to address this.
- While there were potential areas for further exploration, it would be key to hold parties to account for taking the action on the "found meters" to ensure they are now reliably found and that data is entered to CMOS in a timely fashion going forwards.

**RR left the meeting**

7.3. The Committee received a briefing from ML on the central data cleanse work being proposed as part of the MOSL business plan for FY2023/24, including potential benefits for metering location data and metering cost to serve.

7.4. The Committee briefly discussed the scope of the proposed data cleanse activity noting the following points.

- The opportunity to join data sets across different utilities and realise benefits such as enhanced identification of up-to-date occupancy status if UPRN and VOA data is accurate was noted.

- Potential issues for trading parties in managing the volume of data they might be required to update in CMOS as a result of a central data cleanse if it is passed to them to update were discussed and it was noted that how to make this manageable would be part of the delivery design if MOSL gets approval for the work from its members. It was further noted that there was a specific question on resourcing requirements in the data cleanse consultation and that detailed feedback on this issue would be welcomed.

7.5. The Chair thanked MH and ML for their updates and noted that the data cleanse consultation was due to close on 07 December.

**ML left the meeting**

## 8. Project AMIDST

8.1. The Committee noted a brief update from MT on the progress of Project AMIDST including the development of potential solutions to issues encountered in how retailers use the data provided and incorporate it into their billing systems.

## 9. Tabled Updates

9.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on the Committee's workstreams and metering-related projects along with a verbal request from SB for a Committee member to volunteer to act as a sponsor for the new sub-meter focussed quick start project.

## 10. AOB, including reflections from the meeting

10.1. The Committee reflected on the meeting.

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