

# Minutes of the Metering Committee Meeting 22

17 January 2023 | 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	Angela Brown	AB	Wholesaler Member
Paul Heron	PH	Retailer Member	Rosie Rand	RR	Wholesaler Member
Claire Stanness	CS	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	Secretariat
Simon Bennett	SPB	MOSL Presenter	Harriet George	HG	Secretariat
Adrian Smith	AS	MOSL Presenter	Gareth Forrester	GF	PA Consulting Presenter
Giles Fox	GfX	Artesia Presenter	Marc Tritschler	MTr	PA Consulting Presenter
Stella Furniss	SFs	MOSL Observer	Ivy Mandinyenya	IM	MOSL Observer

## APOLOGIES

Kevin McCalliskey	KM	Wholesaler Member
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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 apologies had been received from KM and that MD would join the meeting late.
- 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 Roadmap

- 2.1. The Committee noted a verbal update from MH on the draft Strategic Metering Roadmap (“Roadmap”) ahead of finalisation with the Strategic Panel at its February meeting, as well as an update on WRMPs submitted and PR24 and REC Review final methodology from AS.

- 2.2. The Committee discussed the draft Roadmap, noting the following key points:
- The Committee were fully supportive of the draft Roadmap.
  - There might be some benefit to further developing the third slide to illustrate how the market could go from generating granular consumption data to using that data to benefit customers.
  - There was potentially some appetite from the Strategic Panel to develop a broader roadmap to a flourishing market and the Strategic Metering Roadmap was likely to feed into that if it was developed.
- 2.3. The Committee noted the verbal update provided by AS on WRMPs submitted and PR24 and REC Review final methodology, and discussed the following key points:
- There was overall disappointment at the lack of detail on smart meter roll out plans in the draft WRMPs as well as the lack of focus on the non-household market as a whole.
  - The Defra 9% consumption reduction target, was likely to be an industry target but further clarity on this and how it is expected to be delivered is expected from Defra at some point in January. It was hoped that the further clarification to be provided by Defra would encourage wholesalers to include more on smart meter roll out plans in their final WRMPs.
  - While the installation of smart meters would enable vastly improved water efficiency and leak detection, the 9% consumption reduction target for the non-household water market might still prove challenging to deliver if there is economic growth or where the push for de-carbonisation of the economy leads to increased consumption levels.
  - Given the difficulty in extracting smart meter roll out plan numbers from the draft WRMPs submitted, the MOSL team should look at putting out a request to wholesalers to ask for further information on the number of smart meters they intend to install in AMP8 and AMP9, both in terms of absolute numbers and as a percentage of total meter estate. Consideration should be given as to whether this communication should be sent out under the MOSL, Metering Committee or Strategic Panel banner (or a combination of these) and how to coordinate it with the work being undertaken by the Smart Meter Advisory Group.

**ACTION A22\_01**

- 2.4. The Chair thanked MH and AS for their presentations and Committee members for their feedback and it was noted that Committee members were being asked to submit their views on the five highest priority potential FY2023/24 Quick Start Projects from the list set out in the draft Roadmap slides and the Tabled Updates paper.

### 3. National Metering Strategy

- 3.1. The Committee received a verbal update from MH on the draft paper proposing the development of a national metering strategy.
- 3.2. The Committee discussed the proposal to develop of a national metering strategy, noting the following key points:

- The Committee was supportive of the proposal to develop a national metering strategy and the approach of requesting a mandate to undertake this work from the Strategic Panel.
- The proposed interim strategy that would link to PR24 and WRMP submissions was a positive suggestion and would likely have the greatest impact on wholesalers who were less advanced in their smart metering journey. It was suggested that the interim strategy could suggest minimum disclosure levels smart meter roll out plans and set the expectation that these disclosures should cover both the household and non-household markets with a clear delineation on what the plans are for each segment.
- It was suggested that the interim strategy should revisit and re-emphasise the work done by Artesia and the Enhancing Meter Technology report. Consideration should also be given as to whether further consultant support is required for the delivery of the interim and full national metering strategy.
- It was suggested that the interim strategy, as well as the full strategy, should stress the benefits of smart metering, how they could be use to reduce consumption levels and the sorts of things that trading parties could use smart meters for that would deliver benefits for customers (such as continuous flow alerts).

3.3. The Chair thanked MH for his presentation and noted that the outcome of the Strategic Panel discussion on 06 February would be fed back at the next Committee meeting and that there would potentially be further discussion on the draft interim strategy at that meeting.

## 4. Roles and Responsibilities Phase 2

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

4.1. GF provided a brief verbal update on the progress of the project, the analysis undertaken to date and PA Consulting's current thinking on which of the six options under consideration (1 – wholesalers responsible for all meter reads, 2 – wholesalers responsible for meter reads in defined circumstances, 3 – wholesalers responsible for meter reads where there is a smart meter, 4 – creation of a central data platform, 5 – centrally-governed meter asset data improvement programme, 6 – retailer and customer able to install smart meters) should be taken forward.

### **MD joined the meeting**

4.2. The Committee provided feedback on PA Consulting's analysis, noting the following key points:

- The Committee welcomed the progress made by PA Consulting and was broadly supportive of their proposal to take forward options two (wholesalers responsible for meter reads in defined circumstances) and three (wholesalers responsible for meter reads where there is a smart meter) to the Code change process, while conducting further investigation into the viability of option four (creation of a central data platform), but noted that further information was required on the rationale for taking forward certain options and pausing others before any final sign off.
- The options being proposed to take forward to the Code change process were those that PA Consulting viewed as being most likely to deliver tangible short-term benefit. The options being proposed were also seen as being those that relate to well understood systems and processes in the market.

- The options under exploration were likely to form a continuum of work, and those that were not being taken forward to the Code change process at this point might well be picked up and progressed in the longer term. It was also noted that taking forward options two and three at this point was unlikely to have any negative impact on progressing different options at a later point if that was felt to be appropriate.
- While options two and three were seen as complimentary and should be taken forward in parallel, they should not necessarily be taken together as a single Code change especially as option three is significantly further along in terms of solution development as a result of the work undertaken by Project AMIDST. It was also noted that option two would require wholesalers to increase field resource while option three would primarily require an increase in back office resource. The benefits of taking the two options forward in parallel, with likely better response levels on a single consultation and reduced CMOS cost to implementing at the same time were also noted.
- It would be important to ensure that any changes being taken forward into the Code change process were aligned with MPF reform.
- As the changes were taken forward to the Code change process it would be important to be able to set out how they are part of a wider strategic programme of work on metering and where they fit within that. It would also be important to leverage the work already done and establish why it is a priority to take these changes forward now.

4.3. The Chair thanked GF and MTr for their update and work on this project and noted that the Committee were being asked for further comments to be returned to GF, MTr and MH by email by close of business on Friday 27 January.

**RR, GF and MTr left the meeting**

## 5. Data Interoperability Standard

**GFx joined the meeting**

- 5.1. The Committee received a brief update from GFx on the Data Interoperability Standard (the "Standard").
- 5.2. The Committee discussed the draft Standard, how it interacted with Ofwat's direction for the creation of a market-wide data standard in its PR24 methodology and the potential inclusion of secondary data items, noting the following key points:
- It would be important to ensure that the standard was picked up by the market as extensively as possible as enabling data interoperability and making granular consumption data more widely available and used is core to the entire metering programme in enabling the market to deliver enhanced customer and environmental benefits.
  - Whether or not the standard should be made mandatory and how that could be achieved were issues that required further consideration and consultation with trading parties and other market stakeholders. It was noted that the MOSL team would engage with Water UK to discuss these points once the webinar and additional consultation had been undertaken.

**ACTION MC22\_02**

- The standard should enable data to be shared in any direction (as long as the sharing was in compliance with GDPR principles) and not simply between wholesalers and retailers.
- It would be beneficial to consider whether the standard could be adopted as a whole industry standard rather than being specific to the non-household market. It was noted that this would be part of the engagement with Water UK.

#### **ACTION MC22\_03**

- It would be useful to understand the data sharing and other legal agreements that would be required to make the data standard operational, particularly taking on board the lessons learned by QSP1 and Project Discovery, although it was recognised that this would be a separate piece of work.
- There was a general appetite for the inclusion of secondary data items (such as a continuous flow alert) as part of the data standard, either as part of the initial data standard or as a follow-on addition.

- 5.3. The Chair thanked GFx for his presentation and noted that the data interoperability standard to be presented at a webinar on 1 February and that feedback from that webinar and next steps on the standard would be discussed at the February Committee meeting.

**GFx left the meeting**

## 6. Research into the Customer and Societal Benefits of Enhanced Metering Technology

- 6.1. The Committee received an update from CB on the progress of this project including the customer survey.
- 6.2. The Committee discussed the potential opportunity of the Project's findings to provide the evidence base that underpins work on the development of a national metering strategy. However, recognising the project timelines and limited responses to date it was suggested that this work would inform the development of longer-term metering strategy at future meetings.
- 6.3. The Chair thanked CB for her presentation and noted that this project was due to finish by the end of March, although this was dependant on response rates and whether the quantitative survey period is extended.

## 7. QSP6 Hard to Read Meters and QSP10 Visual and Remote Read Definitions

- 7.1. CS and SPB provided an update on the potential Code changes that could be taken forward under QSP6 and QSP10, including a potential alternative solution for the QSP10 Code change.
- 7.2. The Committee commented on the potential Code changes including the benefits for customers and the market, noting the following key points:
- The proposed changes were welcomed by the Committee who felt that they would have a beneficial impact for customers and the market.
  - It would be useful to clarify what is meant by 'associated assets' in the QSP6 proposed changes to the Business Terms by including some examples, similarly clarification on what

is meant by 'standard meter reading equipment' would be welcomed (possibly by linking to the Meter Reading Standards document). The proposed Business Terms changes should also be updated to reflect that internal meters do not have chambers.

- The proposed changes to the Business Terms should also look at clarifying instances where a meter is on private land and access is impeded by customer actions (e.g. installation of block paving covering a meter chamber) that this is not a wholesaler responsibility. It was also acknowledged that clearing the meter chamber in these circumstances was also not the responsibility of a meter reader and how such situations could or should be addressed would require further consideration.
- Potential linkages between the hard to read meters definitions and option 2 (wholesalers responsible for meter reads in defined circumstances) of the Roles and Responsibilities work was noted, along with a suggestion that it would be useful for option 2 to reference under which of the defined hard to read circumstances it would propose responsibility for meter reads is moved to wholesalers.

7.3. The Chair thanked CS and SB for their presentation and noted that any additional suggestions should be sent to CS, PH and SPB ex-Committee, additional suggestions should also include a proposed form of words that could be added or substituted into the draft document. The Chair also noted that the proposed changes would come back to the Committee again prior to be taken to the Code Change Committee.

**CB left the meeting**

## 8. QSP1 Sharing and Benchmarking Consumption Data

8.1. Due to time, the Committee agreed that they would receive an update at the February meeting on the progress of this project and plans for further analysis by LIDA.

## 9. Project NoFLoW

9.1. CS provided a verbal update on the initial findings from project NoFLoW.

9.2. The Committee discussed this update and initial findings, noting the following key points:

- The Committee noted that it would be beneficial to report on the age of the meters, since this was not currently being incorporated into the findings and CS noted that she would pick up with Occutrace whether they were able to include meter age data in their monthly data updates.
- The initial finding that 38% of failed meters belonged to three manufacturers was noted and additional work was suggested to review what percentage of meters currently in the ground they represented.
- The Committee welcomed the idea of removing a zero-consumption meter (suspected broken) from the ground to complete a physical investigation into the no flow read reason.
- It would be important for the project team to carefully consider how the findings of Project NoFLow were captured and presented to meter manufacturers and the wider market, given the complexity of identifying issues and the potential impact of its findings.

- 9.3. The Chair thanked CS for her presentation and noted that with the final report was scheduled to be delivered by the end of the March.

**MD left the meeting**

## 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, along with a verbal request from SF for Committee members to feed back any comments or issues relating to the tabled updates to the relevant team member(s) ex-Committee.

## 11. Minutes and Actions from Previous Meetings

- 11.1. The Committee agreed to approve the minutes of the Metering Committee meeting held on 06 December as an accurate record of the meeting.
- 11.2. It was agreed that the following action would be closed: A17\_02.
- 11.3. It was noted that the following actions would remain open: A10\_05; A11\_04; A21\_01.

## 12. AOB, including reflections from the meeting

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