

Minutes of the Metering Committee Meeting 23

14 February 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	Kevin McCalliskey	KM	Wholesaler Member
Claire Stanness	CS	Retailer Member	Rosie Rand	RR	Wholesaler Member
Michelle Thompson	MT	Wholesaler Member	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	Ivy Mandinyenya	IM	MOSL Presenter
Adrian Smith	AS	MOSL Presenter	Harriet George	HG	MOSL Observer
Huw Comerford	HC	MOSL Presenter	Richard Barton	RB	Pennon Water Services Observer
Stella Furniss	SFs	MOSL Observer			

APOLOGIES

John Davies	JD	MOSL 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 apologies had been received from JD.
- 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. Minutes and Actions from Previous Meetings

- 2.1. The Committee agreed to approve the minutes of the Metering Committee meeting held on 17 January as an accurate record of the meeting.

- 2.2. It was agreed that the following actions would be closed: A10_05; A11_04; and A21_01.
- 2.3. The Committee noted an update on the following actions, which would remain open: A22_01; A22_02; and A22_03.

3. National Metering Strategy

- 3.1. The Committee noted a brief verbal update from MH on the progress of work on the development of a National Metering Strategy, following the Strategic Panel's decision to approve a mandate for MOSL and the Committee to develop a National Metering Strategy at its February meeting, as well as an update on Wholesaler WRMP plans. The Committee also noted the value that the Strategic Panel's Metering and Data Subset, which consisted of Lucy Darch and Cathryn Ross, had provided to date and that this group would continue to provide governance, oversight and guidance on the development of the National Metering Strategy and other strategic metering programme initiatives on behalf of the Strategic Panel. MH outlined the ambition for the Interim Strategy to be finalised in early April and for the full Strategy to be finalised over the next 12 months.
- 3.2. MH asked Committee members to comment on the objectives and approach to be included in an Interim National Metering Strategy, the aim of which would be to influence wholesalers' final PR24 and Water Resource Management Plan ("WRMP") submissions.
- 3.3. The Committee discussed the objectives and approach of an Interim National Metering Strategy, noting the following key points:
 - It would be imperative to move quickly to develop and finalise the Interim Strategy as the window of opportunity to influence WRMPs was very limited.
 - The WRMP response provided by MOSL to wholesalers would be a useful template from which to develop the Interim Strategy.
 - The National Metering Strategy should not focus on 100% smart meter coverage but should instead work back from the sorts of services that would provide the greatest benefit, the data that would be required to support their delivery and then the sort of technical solutions that would support the delivery of that data. In the short term this would likely mean a hybrid of smart meters and add on technology to existing 'dumb' meters. The National Metering Strategy should also take learnings from those wholesalers who are more advanced in their metering journey and aim to develop a set of standardised processes that can be adopted by the market as a whole.
 - Given the challenges already observed with draft WRMPs and the limited window of opportunity to influence final WRMP submissions, it was felt that the Interim Strategy should include a page on what should be included with regards to non-household metering programmes in wholesalers' final WRMPs. It was felt that this page should explicitly pull out the benefits and business case from Artesia's Enhanced Metering Technology report in order to assist wholesalers as they make the case for regulatory funding for enhanced metring technology.
 - It would be important to ensure that both the Interim Strategy and full National Metering Strategy kept a strategic, bold and forward-thinking focus and that it did not stray into the operational areas typically picked up by the Committee's quick start projects.

- It would be important to engage with Ofwat to understand how it sees its role in the development and delivery of both the Interim Strategy and full National Metering Strategy. It was agreed that the MOSL support team would engage with Ofwat on this point.

ACTION A23_01

- 3.4. The Committee's wholesaler members each provided a brief overview of their organisation's WRMP plans and the key challenges that they faced.
- 3.5. The Chair thanked MH for his contribution and noted that the next steps would be for a virtual workshop to develop the contents of the Interim Strategy to be held on 28 February, with a view to having an initial draft Interim Strategy ready for discussion at the March Committee meeting before it was shared with the Strategic Panel Metering and Data Subset and finalised in early April.

4. Strategic Metering Roadmap

- 4.1. The Committee noted an update on Strategic Panel discussion, the impact of the Metering Roadmap on its programme of work for the coming year following Strategic Panel approval at SP09 and were asked to agree Quick Start Projects to be picked up in FY23/24.
- 4.2. The Committee:
 - **AGREED** to endorse the publication of the Strategic Metering Roadmap on the MOSL website.
- 4.3. The Committee discussed Quick Start Projects for FY23/24, noting the following key points:
 - Given the work set out in the Strategic Metering Roadmap and the focus on delivery of a National Metering Strategy, it would be important to ensure that the Committee's workload was manageable and that it did not take on too many operational projects. It was suggested that if the Committee did not have the capacity to pick up all of the areas being proposed it could potentially provide endorsement for projects if MOSL wanted to pick them up as workstreams without Committee member involvement ex-Committee. It was also noted that some of the proposed projects might be able to be incorporated into the National Metering Strategy.
 - The proposal to revisit phase two of the meter read frequency workstream, which had previously been picked up under Quick Start Project 4 (Meter Read Frequency) and had resulted in CPW118 'Minimum Meter Read Frequency' which was rejected by the old Panel was noted.
 - It was requested that the MOSL support team go back to Committee members to request additional clarification on which projects they would like taken forward from the long list.
 - It was suggested that where an operational issue identified as a work area by the Committee was being picked up by the Retailer-Wholesaler Group ("RWG") it might be beneficial to have a Metering Committee member representative on the RWG working group to provide a linkage to the National Metering Strategy and other Committee workstreams.

- 4.4. The Chair thanked MH and SB for their presentations and noted that the proposed Quick Start Projects for FY23/24 would be reviewed by the MOSL team following further engagement with Committee members and that this would come back for further discussion at the April Committee meeting.

ACTION A23_02

5. Roles and Responsibilities Phase 2 & Data Interoperability Standard

- 5.1. The Committee received an update from MH and AS on the feedback from the webinar held on 01 February and were asked to comment on next steps for the Data Interoperability Standard and Roles and Responsibilities work.
- 5.2. The Committee noted that under their current timelines would see both reports come to the March Committee meeting along with a request for endorsement and that they would be published later that month.
- 5.3. The Committee further noted that if it agreed with the recommended options to take forward in the Roles and Responsibilities Phase 2 report, these would be moved into the Code change process. At that point there would need to be a decision on whether the change proposals were taken forward by MOSL, a trading party or the Committee (if the timing allows this to fall under the revised Code change process, that is currently being proposed by the Code Change Committee).
- 5.4. The Committee noted that it was comfortable with the Data Interoperability Standard workstream and that it had no further comment on that work at this point beyond the need to consider allowing a transitional period as part of the expected uptake of this standard to allow trading parties to assess and manage any potential impact of adoption on end users.
- 5.5. The Committee discussed next steps for the Roles and Responsibilities work, noting the following key points:
- Further feedback had been invited following the webinar, although not through a formal consultation with a defined set of questions and response deadline. However, any changes proposed would be subject to a formal consultation as part of the Code change process.
 - There was a significant amount of concern amongst trading parties as to what Option 2 (wholesalers to take responsibility for meter reads in defined circumstances) entailed and whether this would increase market friction and the number of disputes. Further clarity on what was meant by 'defined circumstances' was expected to be provided in PA Consulting's final report. The Committee was however reminded by one member that its principal focus should be on the impact on the customer and the ability of the market to deliver customer bills based on actual meter reads.
 - Assuming the Committee endorsed both Options 2 and 3 being taken into the Code change process while there might be some benefit undertaking a combined consultation and in so doing reducing the time and resource impact on trading parties and other stakeholders, the Committee was firmly of the view that these should be taken forward as entirely separate Code changes.

- The linkages between Project AMIDST and Option 3 (wholesalers to take responsibility for reads where a smart meter is installed) were noted and MT was suggested as a possible sponsor for the Option 3 Code change if the Committee endorsed this being taken forward.

5.6. The Chair thanked MH and AS for their presentation and noted that the Data Interoperability Standard and Roles and Responsibilities reports would come back to the Committee in March for review and, subject to the Committee being happy to endorse the Roles and Responsibility reports recommendations these would likely be taken forward to the Code Change Committee to initiate the Code change process in April or May.

6. QSP9 Standard Meter Locations

6.1. The Committee received an update from AB and SB on a potential code change proposal and were asked to comment.

6.2. The Committee discussed the potential code change proposal, noting the following key points:

- What3Words was already being used by a number of reading contractors and internal meter reading teams via the free comments box and adoption of a specific field for What3Words would help improve existing practice and help get accurate meter location data into the market, facilitating more actual reads.
- The What3Words field should not be mandatory and should not require validation as long as x, y coordinates are validated.
- It was noted that What3Words was accurate to one square meter whereas x, y coordinate data was accurate to either three or 10 meters depending on the type of device used to record.
- It was noted that the feedback was that the What3Words location was generally easier for customers to understand than an x, y coordinate.
- It was suggested that the Quick Start Project 9 team could trial the impact of What3Words location data through the Hard to Read Meters workstream and that there might also be some available data from Project Looking Glass that could help to make the case for the inclusion of a What3Words data field.

6.3. The Chair thanked AB and SB for their presentation and noted that the Quick Start Project 9 team would take away the Committee's feedback and bring the proposal back for further discussion in due course. The Committee further noted that, due to the interaction with Roles and Responsibilities Phase 2, this would likely come back in the summer.

7. QSP8 Transfer Reads

7.1. The Committee noted an update from CS and SB on the feedback from the transfer reads survey and potential next steps including the potential introduction of a Good Practice Guide.

7.2. The Committee commented on the feedback from the transfer reads survey and potential next steps, noting the following key points:

- While accurate transfer reads are important to customer service levels and a functioning market, they are the only reads that the Codes allow to be entered as an estimate and

this may be driving poor behaviours. Additionally, there are potentially competitive advantages for retailers to estimate transfer reads and there is the potential that this could drive a race to the bottom on transfer read performance.

- The MOSL market assurance team was currently undertaking an audit of transfer behaviours and the Quick Start Project 8 team should engage with them as part of this work.

7.3. The Chair thanked CS and SB for their presentation and noted that the Committee was fully supportive of this work and saw it as a priority area.

7.4. The Committee noted that CS would bring the Transfer Reads Good Practice Guide back for comment and Committee endorsement at a future meeting.

8. CPW128 Post Implementation Review Planning

8.1. HC provided a verbal update on the metrics to be included in a future post-implementation review of CPW128 (CMOS volume validation tolerance) before they are submitted to the March Code Change Committee.

8.2. The Committee discussed the metrics, noting that while it had no comments on the proposed metrics it would be beneficial to expand on why each measure is being included and why a reduction/increase in each metric would be a good thing and how it would provide customer benefit.

8.3. The Chair thanked HC for his work on this issue.

9. CPW130 Post Implementation Review Planning

9.1. IM and CS provided a verbal update on the metrics to be included in a post-implementation review of CPW130 (transfer reads estimated reason codes) before they are submitted to the March Code Change Committee.

9.2. The Committee discussed the metrics, noting that while it had no comments on the proposed metrics it would be beneficial to expand on why each measure is being included and why a reduction/increase in each metric would be a good thing and how it would provide customer benefit.

9.3. The Chair thanked IM for her work on this issue.

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.

10.2. The Committee noted a request from SB that members contact him directly ex-Committee if they have any objections to the closure of Quick Start Project 3 (Read Rejections) along with a request to send through photos that could be used as part of the meter pit debris guidance.

10.3. The Committee noted a brief update from CB on CCW's research into the Customer and Societal Benefits of Enhanced Metering Technology, qualitative interviews for which had been completed and the findings of which were expected to be presented to the Committee at its April meeting.

10.4. The Committee noted that PH would act as sponsor for Quick Start Project 15 'Non Market Meters'.

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.