

Minutes of the Metering Committee Meeting 24

14 March 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
John Davies	JD	MOSL Representative*	Richard Barton	RB	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	Harriet George	HG	MOSL Secretariat
Adrian Smith	AS	MOSL Presenter	Gareth Forrester	GF	PA Consulting Presenter
Dean Marshallsay	DM	Artesia Presenter			

1. Welcome and Apologies

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and confirmed that no apologies had been received.
- 1.2. The Chair welcomed RB, noting he had recently been appointed as a retailer member of the Committee.
- 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 14 February as an accurate record of the meeting.
- 2.2. It was agreed that the following actions would be closed: A19_02, A23_01 & A23_02.
- 2.3. The Committee noted an update on the following actions, which would remain open: A15_05, A16_02, A22_01, A22_02 & A22_03.

3. National Metering Strategy

- 3.1. The Committee noted the draft Interim National Metering Strategy (“Interim Strategy”) that was circulated in advance as well as an overview from MH on the focus of the Interim Strategy and the key issues and questions, including potential funding routes. MH detailed the proposed timeline and Committee members were asked to comment on a draft Interim Strategy ahead of its distribution to the Strategic Panel’s Metering and Data Subset and a request for sign off by the Strategic Panel.
- 3.2. The Committee noted that the draft Interim Strategy was designed to promote an accelerated programme that includes six key items which should be included in companies’ WRMP/PR24 plans for completion in the first three years of AMP8 (i.e. 2025-2028) or sooner):
- Capture granular consumption data from all larger meters.
 - Adopt the data interoperability standard to improve data sharing.
 - Eliminate legacy long unread meters by April 2025.
 - Ensure all meters have been read in last three years.
 - Wholesalers to take responsibility for reading smart meters and ‘hard to read’ meters.
 - Improve the understanding of the ‘asset health’ of meters in the market, ensure all they meet minimum age and quality standards and fully realise AMR potential.
- 3.3. The Committee discussed the draft Interim Strategy, noting the following key points:

General feedback

- While wholesalers or retailers should be named as having responsibility/the lead role in delivery of the targets included in the Interim Strategy, the language in the document should be tweaked to recognise the need for collaboration between parties in the delivery of the targets.
- The Committee recommended that the Interim Strategy should start at a higher level than that currently set out in the draft Interim Strategy. The Interim Strategy should start with the aim of providing a framework for the accelerated delivery of more granular data and then set out what needs to be done to achieve this, which would encompass the six areas already included in the document. The document should also include information on potential funding routes.
- While the Interim Strategy should advocate the accelerated roll out of smart meters, or alternative technology solutions that enabled the production of granular consumption data, consideration should also be given to the affordability and use case for smart meter installation for small business customers (while acknowledging that smart meters will still provide them with a number of benefits).
- It was suggested that the Interim Strategy should draw on the cost-benefit analysis of the case for smart metering produced by Artesia, as well as the findings from the CCW customer and societal benefits of enhanced metering technology research, when making the case for enhanced funding for accelerated smart meter roll outs.

Eliminate legacy long unread meters by April 2025

- While general responsibility for eliminating LLUMs should sit with wholesalers, consideration should be given to specific circumstances in the definition of a LLUM such as whether it was appropriate for responsibility for reading a LLUM that was last read immediately before market opening back to the wholesaler. It was noted that it might be more appropriate to pick this point up as part of the Roles and Responsibilities Phase 2 Option 2 Code change process rather than within the Interim Strategy.
- It would be important for any work done by wholesalers to read LLUMs to also identify and communicate/address potential issues that might prevent regular future reads by a retailer.

Ensure all meters have been read in the last three years

- It was noted that the last three years encompassed the COVID period and that it would be interesting to look at the split of occupied and vacant premises with long unread meters.
- In setting this target it would be helpful to differentiate between meters that are long unread but possible to read and those that are long unread because they are impossible to read. In this context the aim of target is not necessarily to move to zero LUMs / LLUMs but to have absolute understanding of what the issues are and what steps need to be taken.
- The Committee noted that this aim could and should take account of the Project Looking Glass findings.

Wholesalers to take responsibility for reading smart meters and 'hard to read' meters

- There was discomfort with the statement that wholesalers should take responsibility for hard to read meters, and to some extent smart meter reads, as part of the Interim Strategy given that these would be subject to further consultation as part of a future Code change process coming out of the recommendations of Roles and Responsibilities Phase 2. To address this discomfort, it was recommended that the language in the document is amended to state that wholesalers should make regular meter reads available for all smart metered supply points and that wholesalers should address any identified underlying issues that are making meters hard to read. The purpose of the change in wording was to focus this target of getting more meter data into the market rather than a potential solution to an issue.

Improve the understanding of the 'asset health' of meters in the market, ensure all they meet minimum age and quality standards and fully realise AMR potential

- The Committee did not have any comments on this area, although it was noted that similar issues to those raised under other areas would also apply here.

Capture granular consumption data from all larger meters

- It was noted that high consumption volume meters are those which are most frequently fitted with a logger to enable data collection and that switching out these meters for genuine smart meters can have a high customer impact and that how this process was managed would have to be considered as part of a push for more smart meters for larger customers.

- It would be important for the Interim Strategy not to undersell the potential benefits of smart meters and granular consumption data for smaller customers, and it was noted that the Interim Strategy would emphasise the importance of rolling out smart meters for smaller non-household customers in line with geographic smart meter roll outs for household customers (and would reference the economies of scale achievable through this approach). The Interim Strategy would also emphasise the expectation that existing meters should be replaced by smart meters in all instances at the end of their current asset life as a minimum.

Adopt the data interoperability standard to improve data sharing

- Questions were raised as to whether there should be any mention of a potential central data platform given the work still required to evaluate the use-case and demand for any platform. Similarly, questions were raised about the inclusion of an indicative date for the delivery of innovative tariffs.

Funding

- It would be beneficial for the Interim Strategy to more explicitly link what will be done with the granular consumption data produced with the delivery of the 9% consumption and leakage reduction targets and in so doing demonstrate how producing and using granular consumption will be central to the delivery of consumption and leakage reduction targets.
- Issues were highlighted around the need for careful thought with regard to the change of use and new operational process requirements that would be required for the change in ownership of large meters included in the alternative funding arrangements section.
- It was acknowledged that the extent to which funding is delivered through PR24 will drive the extent to which alternative funding arrangements need to be explored as part of the Committee's further programme of work.

3.4. The Chair thanked MH, AS and the MOSL team for their work in developing the Interim Strategy and noted offers from a number of members to help contribute to the further development of the draft interim Strategy ahead of its distribution to the Strategic Panel's Metering and Data Subset.

3.5. MH noted that the next steps would be before the Committee's feedback to be worked into the draft Interim Strategy ahead of the discussion with the Metering and Data Subset and that the final draft Interim Strategy would be circulated to Committee members for information and any final comments if possible.

ACTION A24_01

4. Roles and Responsibilities Phase 2

GF joined the meeting

4.1. The Committee noted the draft report that had been circulated in advance of the meeting as well as a verbal update from GF on how feedback from the webinar and previous Committee meetings had been incorporated into the report.

4.2. The Chair thanked GF for his update and reminded the Committee that the aim was for this report to be published before the end of the month and invited any final comments from the Committee.

The Chair also noted that, assuming Committee members were comfortable with the report and proposals they would be asked to endorse Options 2 and 3 being taken forward into the Code change process.

4.3. The Committee discussed the Roles and Responsibilities Phase 2 report ahead of its publication, noting the following key points:

- The Committee were fully supportive of Option 3 (Wholesaler responsibility for smart meter reads) being taken forward into the Code change process and had no significant concerns about this option.
- The Committee were fully supportive of initiating the Code change process for Option 2 (Wholesaler responsibility for meter reads in ‘defined circumstances’) but expressed some concern around which ‘defined circumstances’ would be included in the proposal and how MPS charges associated with these meters would be moved from retailers to wholesalers. While it was acknowledged that, as presently formulated the proposed defined circumstances would encompass legacy long unread meters and ‘hard to read’ meters, how ‘hard to read’ meters could be defined in such a way as to provide absolute clarity for trading parties on where meter read responsibility lay was seen as a challenge.
- It was suggested that any Code change consultation for Option 2 include a long list of all the circumstances under which meter reads occur and that the consultation should ask trading parties for feedback on which of the circumstances, if any, they would be supportive of moving responsibility for meter reads from the retailer to the wholesaler and their rationale for supporting a change in meter read responsibility.
- The Committee noted that Options 2 and 3 would be progressed as separate Code changes and that MOSL would act as the proposer pending any change to the Code change process that would allow the Metering Committee to propose Code changes.
- The Committee agreed with the view that further work was required to understand the use-case for the creation of a central data platform before undertaking any further work in this area, such as identifying potential funding routes or initiating Code change proposals.

4.4. The Committee:

- **AGREED** to endorse the Roles and Responsibilities Phase 2 Report and Options 2 and 3 being taken forward into the Code change process.

GF left the meeting

5. Data Interoperability Standard

DM joined the meeting

5.1. The Committee noted a verbal update from MH that the Data Interoperability Standard (“the Standard”) and associated report were now in final draft form, having been through multiple iterations with the Committee and that the Committee was now being asked to endorse Standard and report.

5.2. The Committee discussed the Data Interoperability Standard and report ahead of its publication, noting that trading parties would need a period to assess the impact of adopting the Standard on

their systems and the impact on the experience of customers and any other end users of the data. Given this it was felt that it would not be appropriate for the Committee to push for mandatory adoption of the Standard immediately.

5.3. The Committee:

- **AGREED** to endorse the Data Interoperability Standard and associated report.

DM left the meeting

6. QSP1 Sharing and Benchmarking Consumption Data

6.1. The Committee received an update from SPB on QSP1 and were asked to endorse a proposal to close and be taken forward under the banner of the MIF-funded Project CAB.

6.2. Following a brief discussion, the Committee:

- **AGREED** that QSP1 should be closed and taken forward via Project CAB.

7. QSP6 Hard to Read Meters

7.1. The Committee noted a verbal update from CS on the draft Debris Guidance, along with a request to comment on its potential benefits to the market ahead of any potential publication on the MOSL website.

7.2. The Committee discussed the draft Debris Guidance, noting the following key points:

- The key question was where the line was crossed in terms of a meter read technician being able to clear a meter pit given the tools available to them (as set out in the Hard to Read Guidance document) and responsibility for clearing the pit moved to the wholesaler.
- While the key question lay with the ability of the meter read technician to clear the meter pit, potential issues around their ability to safely dispose of meter pit debris (including the equipment required to do so) should also be considered when considering where responsibility for clearance lies.
- The Debris Guidance should consider the extent to which customer interaction was required in certain scenarios (such as where a meter chamber is covered by debris) and take into account the need for cooperation between retailers and wholesalers.
- The Committee were reminded that the aim of the Debris Guidance document is to reduce grey areas around where responsibility for clearing a meter chamber lies and members were requested to send any specific photos, language changes or other examples that helped provide this clarity through to CS directly.

7.3. The Chair thanked CS for her presentation.

8. FY23/24 Quick Start Projects

8.1. SB asked the Committee to endorse proposed Quick Start Projects for FY23/24 following the second round of voting.

8.2. The proposed Quick Start Projects were:

- QSP16 - Continuous flow (to produce good practice guidance / leakage monitoring standards for smart meters).
- QSP17 - Internal meters (to agree best practice guidance / process for internal meter access, legacy LUMs and sustainable reading (working with RWG Access Group as necessary)).
- QSP18 - Logger to smart meter switching process (to produce a good practice guidance for ensuring the customer is not left without data when a logged meter is exchanged for a smart meter)
- QSP19 - Trade effluent meters (to explore potential trade effluent metering issues and consider possible solutions)
- QSP20 - Standard metering list format (to agree a best practice document for wholesalers to populate when fulfilling their obligation to provide retailers with a list of meters under section 4.2.1 of the Business Terms)
- QSP21 - Customer view access to CMOS (to explore the possibility of a limited view for customers to see their meter reads and meter data in CMOS).

8.3. Following a brief discussion, during which the Committee noted the crossover between some of the proposed Quick Start Projects and various RWG workstreams, the Committee:

- **AGREED** the list of proposed QSPs for FY23/24.

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.

10. AOB, including reflections from the meeting

10.1. The Committee reflected on the meeting.

10.2. The Committee noted an AoB from CS in relation to potential issues with the operation of the MPS19 meter read window. The Committee were supportive of CS taking this forward and investigating the impact of the challenges detailed and whether there was a potential Code change that should be raised (although it was noted that the timing may mean that this should be picked up as part of the MPF Reform programme rather than as a separate Code change). Following the discussion, JD noted that he would pick up with the MPF Reform team how the Committee could best influence and inform the standards under development that are metering focussed.

10.3. The Committee also noted a verbal update from AC on the development of impact metrics for the metering programme and Committee, which would be brought back for discussion at future meetings.

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