

Minutes of the Metering Committee Meeting 30

18 September 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
Sindiso Bango-Dube	SBD	Retailer Member	Richard Barton	RB	Retailer Member
John Davies	JD	MOSL Representative*			

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Martin Hall	MH	MOSL Presenter	Alex Cowie	AC	MOSL Secretariat
Evan Joannette	EJ	MOSL Presenter	Natalie Martin	NM	Occutrace Presenter
Huw Comerford	HC	MOSL Presenter	Dene Marshallsay	DM	Artesia Consulting Presenter
Adrain Smith	AS	MOSL Observer	Dave Gough	DG	Artesia Consulting Presenter
Simon Bennett	SB	MOSL Observer	Spencer Mattia	SM	MOSL Observer

1. Welcome and Apologies

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting.
- 1.2. 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.
- 1.3. The Committee noted an update from the Chair that JD would shortly be leaving MOSL and that he would take over as sponsor of the MOSL Strategic Metering Programme. As such the Chair informed the Committee that he intended to step down as Committee Chair and that SM had been put forward as the new Committee Chair. The Committee noted that SM’s appointment as Committee Chair was subject to consultation with the Strategic Panel but that it was anticipated that this would be confirmed ahead of the November Committee meeting.
- 1.4. 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 15 August as an accurate record of the meeting.
- 2.2. It was agreed that the following action would be closed: A29_03.
- 2.3. The Committee noted an update on the following actions, which would remain open: A15_05, A16_02, A29_01 and A29_02.

3. Data Sharing Process

KM joined the meeting

- 3.1. The Committee noted an update from Artesia on their project plan for the development of a data sharing process for the non-household water market, including:
 - That the main aim of the project was to develop a data sharing process, while considering the potential role of a central data platform, whether raw or analysed data should be shared, how the process would incorporate GDPR best practice principles and how it would align with Ofwat's open data principles, how to get the most out of AMR meters and loggers and whether a standard approach to continuous flows should be included.
 - The expectation was that a draft report detailing the process would be completed by mid-January 2024 with further consultation and refinement leading to the publication of a final report by the end of February 2024.
- 3.2. The Committee discussed Artesia's project plan for developing the data sharing process, noting the following key points:
 - It would be important to keep the Strategic Panel informed of the project's progress.
 - The project was likely to identify lots of issues and could, unchecked, expand dramatically. The challenge for the project team would be to maintain focus on developing and delivering a process that would add real value to the market.
 - When considering the role of a central data platform it would be important to consider how it would synchronise with CMOS so that there was a single consistent source of truth in the market. This would include ensuring that any new central data platform would pick up new properties entering the non-household market.
 - It would be useful to run an awareness programme for wholesalers that work on a data sharing process for the market is underway and to keep them briefed on the project's progress and outcomes so they are able to integrate the project's outcomes into their smart metering programmes from the outset rather than needing to retrofit any standards. Equally it would be important to ensure that retailers have sight of the project's proposals as they develop in order to allow them to consider how they would integrate any standards with their existing systems. It would also be crucial that the data coming out of the data sharing process is delivered in a standardised format to enable retailers to facilitate a good customer experience.
 - There was significant crossover between the Data Sharing Process and National Metering Strategy workstreams and it would be important to ensure that they worked together in

order to make the best use of the consumption data available in the market. It would also be important to link in with the Stream Open Data programme and to reflect on whether there is the potential for any non-household data sharing process to also serve as a model for the household market.

- 3.3. MH noted that the National Metering Strategy project had not yet commenced and that it was likely that a consultant would be appointed in the coming week and that they would present on their project plan at the next Committee meeting.
- 3.4. The Chair thanked MH and DG for their presentation, and it was noted that CCW should be added to future Data Sharing Process workstream meetings and that CB would liaise with MH to confirm the most appropriate representative.

4. Roles and Responsibilities – SMART Meter Reads Code Change

RR joined the meeting

- 4.1. The Committee noted a brief introduction from SF which outlined the purpose of CPW142 'Wholesaler Smart Meter Reads' ("CPW142") and the change timeline, with the Code Change Committee agreeing to delay the CPW142 consultation following feedback on the proposed solution at the August Committee meeting. SF noted the work that had been undertaken to refine the solution since the August Committee meeting and emphasised that the Committee were being asked to endorse the revised solution and consultation questions at this meeting ahead of the CPW142 consultation opening on 2 October.
- 4.2. HC outlined how the issues previously raised by the Committee had been addressed. These included:
 - That it was not proposed that the solution create a new CMOS process by which retailers could remove wholesaler smart reads. Instead, it was envisioned that retailers would use the F7 process in the Bilaterals Hub to raise requests to the wholesaler. The disputes process would also be available to retailers to challenge reads if the bilateral request raised did not result in a satisfactory resolution. A review of the number of read removals requested via the F7 process would be included as part of the proposed CPW142 post-implementation review.
 - That while there would be an expectation for wholesalers to submit a single monthly read into CMOS for all smart meters, meter read frequency requirements would not be altered for smart meters and where a meter's read frequency is currently set as biannual this would remain the case. The obligation to submit transfer reads and move in-out reads would remain the responsibility of retailers.
 - It would not be appropriate for granular consumption data to go into CMOS at this point and the solution might include an upper limit on the number of meter reads that could be entered into CMOS for any meter in a given month. It was likely that the upper limit would either be one or two reads per month. Any review of CMOS capacity was not within the scope of CPW142.
 - Both notifications of acceptance and rejection for a wholesaler smart meter read would be sent to the wholesaler and the retailer.

- Changes to current MPS charges are being considered to ensure retailers are not being held accountable for submitting reads where a smart meter is installed. While retailers would not receive charges where wholesalers are responsible for read submission, wholesalers would not receive a charge either. For the time being it was likely that wholesaler smart meter read submission performance would be monitored via an API. Any further changes to introduce charges relating to wholesaler smart meter read performance would come through the MPF Reform Programme and would not be part of CPW142.

4.3. The Committee discussed the proposed solution and consultation questions ahead of the launch of the CPW142 consultation in September, noting the following key points:

- It was noted that there was an increasing awareness that as wholesaler smart meter roll outs were progressing, there was a difference between when smart meters were going into the ground and when they were connected to the network and fully operational and that this change should only apply where the smart meter is connected and operating as a smart meter.
- It would be important to consider whether any elements of the change should influence Market Performance Framework (“MPF”) Reform and whether any APIs on smart meter reads should be included and reported, either to the Committee or the Market Performance Committee (or any similar body set up as a result of MPF Reform)
- It would be beneficial to consult on two different definitions of a smart meter. One referring to all electronic registers where the smart read, and visual read will always be the same and the other one referring to all mechanical registers where the smart reading is obtained via a clip-on or wired device and there is a possibility of incorrect commissioning and/or drift in the mechanical reading and smart reading. It was also noted that MH had taken away an action form previous discussions to work up a definition of a smart meter and that he would bring that back to the Committee for discussion.
- The change in responsibility for smart meter reads could create additional resource requirements and it would be important to use the consultation to test what the impact of the change might be and to consider whether there could be potential implications for funding.
- It would be important for the Committee to have the opportunity to input on MPF Reform discussions on any future MPS standards for wholesaler smart meter reads. The data that could be provided from the uptake of the Project AMIDST interim solution and other existing processes would be important context for what these standards should look like. Other factors that would be important areas for consideration included the impact of removing charges on customer service levels and smart meter manufacturers’ recommended timings and processes. The consultation should also be used to test views on whether any aspects should be picked up as part of the MPF Reform Programme and expected impacts on customer billing.

4.4. The Committee:

- **AGREED** to endorse the CPW142 proposed solution and consultation questions, subject to the inclusion of additional questions on: (1) whether the change should have any impact on the funding mechanisms currently in place for meter reading; (2) whether any

parts of the change should be considered as part of the MPF Reform Programme; and (3) whether the change would have any impact on customer billing.

- 4.5. The Chair thanked HC for his presentation and taking the Committee through the revisions to the solution and noted that the CPW142 consultation note would be circulated to Committee members for any final comments on the wording ahead of the consultation launch on 2 October.

5. QSP6 Hard to Read Meters

- 5.1. The Committee noted a brief update from HC and CS on the responses to the CPW141b 'Clarification of Meter Chamber Ownership' ("CPW141b") consultation and proposed changes to the legal drafting.

- 5.2. Overall, the response to the proposed solution had been positive (12 respondents in favour and two against). The feedback received had prompted additions to the Meter Chamber Debris Guidance document, including to:

- set the expectation that where a customer's actions had prevented access to the meter, the wholesaler and the retailer should work together to resolve the issue;
- add a definition of an 'industry standard cover' (based on the British Standard for access covers and gully gates);
- clarify that where a meter chamber has been flooded after a period of heavy rainfall, the retailer should attempt to read the meter at a later point rather than raising a bilateral request;
- reference issues like overgrown hedges; and
- provide additional clarity on how much compacted debris meter readers should be expected to clear.

- 5.3. The consultation feedback had also suggested additional analysis of bilateral request rejections be undertaken to try and provide a more conclusive view of why meter chamber requests are being rejected.

- 5.4. The Committee discussed the CPW141b consultation responses and proposed solution, noting the following key points:

- The Committee were very supportive of the proposed solution, noting the strong support from the market and how the solution would work together with the Meter Chamber Debris Guidance document. The Committee viewed the combination of the proposed solution and the revised Meter Chamber Debris Guidance document as likely to reduce market frictions and provide better outcomes for customers by removing ambiguity and helping wholesalers to understand why bilateral requests had been submitted and how they should respond.
- It would be beneficial to pull out the role of the Meter Chamber Debris Guidance document at the front of the CPW141b Draft Recommendation Report and how the proposed solution and Guidance document would work together to provide benefit to the market.

- Paving-based meter chamber covers installed by local councils would need to be considered and included as part of the definition of an ‘industry standard cover’.

5.5. The Committee:

- **AGREED** to endorse the CPW141b proposed solution ahead of presentation of the Draft Recommendation Report to the Code Change Committee.

5.6. The Chair thanked HC and CS for the update and noted that CPW141b would be presented to the October Code Change Committee for Gate 3 approval and recommendation to Ofwat and that, if the proposal was approved by Ofwat, the change would likely be implemented in either February or April 2024.

6. QSP20 Standard Meter List

6.1. The Committee noted a brief update from RB on the progress of Quick Start Project (“QSP”) 20, the aim of which was to produce a Standard Meter List that could be used by wholesalers to fulfil their obligation under the Business Terms to, on an annual basis, publish a list of all the meters they can supply. RB noted that the initial draft presented at the July Committee meeting had been refined and that the revised draft had incorporated all the feedback from Committee members, both at that meeting and subsequently ex Committee.

6.2. Following a brief discussion, it was agreed that Committee members would review the document and provide any further feedback to RB offline.

6.3. The Chair thanked RB for his presentation.

7. QSP17 Internal Meter Access

7.1. The Committee noted a brief update from MD on the development of an Internal Meter Access Process, which had been circulated in advance of the meeting, the aim of which was to help resolve legacy long unread meters and ensure sustainable meter reading.

7.2. The Committee briefly discussed the draft Internal Meter Access Process, noting the following key points:

- The intention was to share the draft process with the Retailer-Wholesaler Group Access Subgroup in the coming week for their feedback.
- It would be helpful to strengthen the wording on the action wholesalers are able to take once the retailer has exhausted their avenues in terms of customer contact and requests for access and to reference the statutory rights of access that wholesalers have.
- Consideration could be given to adding a step for the retailer encourages the customer to take a customer read, as an alternative to arranging access, as part of their initial communications.
- It would be helpful to consider whether there would be any benefit to allowing wholesalers to move customers onto assessed charges in certain circumstances and to clarify what is currently permitted and whether any potential Code changes to allow this should be considered. Additionally, the process map should include where the installation of a smart meter (either internal or external) or an external standard meter should be considered.

- 7.3. The Chair thanked MD for his presentation and it was noted that Committee members should provide any feedback on the draft process to MD by email and that a revised process would come back to the November Committee meeting for further substantive review and discussion.

RR left the meeting

8. MPF Reform Update

- 8.1. The Committee noted a presentation from EJ on the progress of the MPF Reform Programme, including the proposed metering-related metrics (including market meter KPIs, non-market meter KPIs, additional metrics and market indicators) and CPW144 'MPF Interim Improvements' ("CPW144") which had been recommended for approval by the Code Change Committee and included the proposal to suspend charges for meters that have an open C1 or B5 bilateral request raised against them. were asked to review and comment on how the revised Market Performance Framework will incentivise improved performance for Legacy Long Unread Meters and also the metrics that will be introduced to support smart metering.
- 8.2. The Committee briefly discussed the update and proposed metrics, noting that the rationale for including similar-looking metrics where the only differential was whether they were looking at the number of meters or percentage consumption levels from the meters captured was to provide both views on the basis that they were important to fully understand the potential impact of performance levels. While the Committee was generally supportive of this, the risk of this approach leading to double penalties was raised and it was noted that this risk would need to be captured and mitigated as part of the detailed design phase.
- 8.3. The Committee noted that the MPF Reform consultation 3 was open until 20 October and that a drop-in session would be held on 27 September.
- 8.4. The Chair thanked EJ for his presentation and noted that the plan was to have regular updates on the MPF Reform Programme and that SB and the Strategic Metering Programme team would continue to work closely with the MPF Reform team to ensure alignment between the two programmes.

9. Project No Flow

- 9.1. The Committee noted that the findings of Project No Flow were not ready for review at this point and that this agenda item had been deferred.

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. SF provided an update on feedback from the Strategic Panel's Open Forum where MH had presented on the Strategic Metering Programme, noting that the question had been asked as to how the Committee could satisfy itself that the Data Interoperability Standard was being used, whether there was the opportunity to explore whether metering could be financed in a completely different way and outside the realms of existing models and how to break the retailer decision paralysis caused by the lack of clarity on wholesaler smart meter roll out plans and delivery timelines.

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.