

Minutes of the Metering Committee Meeting 40

16 July 2024 | 09:30 – 13:00

Via MS Teams

Status of the Minutes: Approved

MEMBERS PRESENT

Spencer Mattia	SM	Chair*	Christina Blackwell	CB	Customer Representative Member
Richard Barton	RB	Retailer Member	Michelle Thompson	MT	Wholesaler Member
Paul Heron	PH	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Claire Stanness	CS	Retailer Member	Rosie Rand	RR	Wholesaler Member
Sindiso Bango-Dube	SBD	Retailer Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
Steve Formoy	SF	MOSL Affiliate Member*	Alex Cowie	AC	Committee Secretary

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Chris Dawson	CD	MOSL Presenter	Liz D’Arcy	LD	MOSL Presenter
Simon Bennett	SB	MOSL Presenter	Martin Hall	MH	MOSL Presenter
James Higgins	JH	MOSL Presenter	Ivy Mandinyenya	IM	MOSL Presenter
Aiken Besley	AB	EA Observer	Rummana Patel	RP	DEFRA Observer

Sam Webb	SW	MOSL Observer	Florentina Monea	FM	MOSL Observer
Abu Rashid	AR	MOSL Observer	Tom Daborn	TD	MOSL Observer

APOLOGIES

Mark Doherty	MD	Retailer Member	Angela Brown	AB	Wholesaler Member
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1. Welcome, Apologies and Compliance

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and noted that apologies had been received from MD and AB and that MT would join the meeting late.
- 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. It was confirmed that the meeting was quorate.

2. Minutes and Actions from Previous Meetings

- 2.1. The Committee noted that the minutes of the Metering Committee meeting held on 18 June 2024 would be taken as approved as an accurate record of the meeting ex-Committee, provided there were no substantive comments received by close of business on 19 July 2024¹.
- 2.2. The Committee agreed that the following actions would be closed: A15_05 and A37_01.
- 2.3. The Committee noted an update on the following actions, which would remain open: A29_02.

¹ No substantive comments were received, as agreed the minutes were approved and published on the MOSL website.

3. PR24 Draft Determinations

3.1. The Committee noted an update from JH and MH on the timelines for Ofwat's PR24 draft determination consultation and initial views on the draft determinations. In particular JH and MH highlighted performance commitments that would see the non-household market expected to reduce consumption by 7.7% against a 2019/20 baseline and that funding had been provided for all of the 10.3 million smart meters (covering both new installations and upgrades) requested but that the funding provided was 13% lower than that which had been requested.

3.2. The Committee discussed the update provided, raising the following key points:

- A Committee member observed that the baseline year proposed for the 7.7% demand reduction target was pre-pandemic and that their understanding was that consumption patterns had changed significantly since then with the increase in working from home meaning that non-household consumption was now lower than it had been.
- Concern over the single unit rate for household and non-household, that had been used to calculate smart meter funding was noted. Committee members emphasised the risk that this approach would incentivise wholesalers to focus on roll outs that targeted small, easy to read meters at the expense of larger or hard to read meters. Additionally, the reduced funding allocation could also move wholesalers to move towards street-by-street roll outs rather than adopting a more targeted approach as advocated by the National Metering Strategy.
- The link between smart meter roll outs and the ability to deliver water efficiency was noted and concern over the knock-on impact of lower levels of funding for smart meter roll outs were noted. then it will be linked.

3.3. MH and JH noted that MOSL and the Strategic Panel would be producing a response to the draft determination consultation and that the Committee's comments would be taken into account as part of that process.

3.4. The Chair thanked MH and JH for their presentation.

MT and RP joined the meeting.

JH left the meeting.

4. National Metering Strategy and Granular Data Sharing Process Update

4.1. The Committee welcomed a brief update from CD on the progress of the workstreams being taken forward as part of the National Metering Strategy, noting that:

- Work continues on the development of the granular consumption data sharing mechanism.
- A standard definition of continuous flow and accompanying best practice guidance was published in July 2024.
- A dashboard would be developed by MOSL to provide a standard format report on smart meter roll out plans, and that the aim was for this to be in place in 2025.
- A review of wholesaler data charges was planned for November 2024.
- Work had commenced looking at the true cost of meter reading.
- Work on roll out plan communications and leakage allowances for smart meters were being taken forward subject to engagement with relevant RWG groups and other stakeholders.

4.2. The Customer Representative requested that the Strategic Metering Programme team engages with CCW on work around leakage allowances for smart meters, noting the work that CCW was undertaking with water companies to make sure that their leakage policies are more transparent for customers.

4.3. CD provided an overview of the responses provided to the data sharing request for information, noting that:

- Two respondents are currently sharing smart meter data with retailers and a further three are sharing data from loggers and AMR meters. Nine respondents are not currently sharing data with retailers but plan to do so.
- Of the respondents who are currently sharing data, only two are using the Granular Data Sharing Specification.

- Four respondents are sharing data with customers and third parties, where appropriate permissions are in place.
- One respondent highlighted customer switching as a potential area of complexity identified as part of their smart metering rollout planning.
- There was strong support for work on a data sharing mechanism for the market with several respondents indicating that they intended to build their approach to data sharing around the recommended mechanism.

4.4. The Committee briefly discussed the feedback received, with retailers noting the benefit they were experiencing where granular data was being shared and the significant further benefit that would come from a standardised process and more widespread availability of granular consumption data.

4.5. MH noted that the MOSL team would shortly be undertaking site visits with Thames Water and Anglian Water to try and understand their approach to data sharing in greater detail.

4.6. CD summarised next steps for the project which included:

- August – identify and resolve any data gaps (e.g. requirements specifications needed for key use cases).
- September – assessment of options and initial draft proposal (including business case).
- October and beyond – seek Committee and Strategic Panel endorsement or draft proposal, consult with the market and finalise the proposals for building the granular data sharing mechanism.

4.7. The Chair thanked CD for the update.

5. QSP8: Transfer Reads

5.1. CS introduced proposals, detailed in paper MC40_03, to make amendments to CSD0102 and CSD0202, which aimed to strengthen the language around the requirement to take actual transfer reads as well as a potential additional change to amend the wording of CSD0202 to add a requirement for retailers to only allow customer reads where it is safe for the customer to provide that read.

5.2. The Committee discussed potential changes to the wording of CSD0102 and CSD0202 being proposed, noting that:

- Committee members were fully supportive of these proposed changes and were also in full support of the inclusion of customer safety provisions.
- It would not be appropriate for this change proposal to pick up incentives for actual transfer reads as this area was being addressed by the Market Performance Framework Reform Programme.
- Mandating a requirement for an actual read where a smart meter is in place and data from that meter is available should be considered as part of this change as it develops. It was however noted that it would not be appropriate to include such a mandate if the smart meter data was not free to access.
- The project team should consider whether to strengthen the wording of any change proposal relating to any agreement for a customer to provide a transfer read, to require the incoming retailer to ensure that the customer intends to take the read and that they are adequately resourced to do so.
- The Customer Representative noted that the impact of this change on the Customer Protection Code of Practice would need to be considered as it develops.

5.3. Following discussion, the Committee:

- **AGREED** that the proposals to make amendments to CSD0102 and CSD0202, which aimed to strengthen the language around the requirement to take actual transfer reads should be taken forward into the Code change process by CS on behalf of the Committee; and
- **AGREED** that these proposals should also include proposals to amend the wording of CSD0202 to add a requirement for retailers to only allow customer reads where it is safe for the customer to provide that read.

5.4. The Chair thanked CS for her presentation.

CS left the meeting.

6. Data-Led Use Cases

- 6.1. The Committee noted a brief update from LD on the progress of Custerian's work on data-led use cases. LD noted that the feedback provided at the June Committee meeting had been incorporated into Custerian's report which was being finalised. The three key findings from Custerian's work were the benefits of standardisation, focus on reduced consumption and the potential role that MOSL could play as a facilitator. LD noted that Custerian's report also gives a view on whether MOSL should be involved and how the data would need to be held and shared. The MOSL team are currently looking at the report and how best to share and position it (including the potential addition of an executive summary).
- 6.2. SF noted that work on the granular consumption data sharing mechanism would factor the findings of the Custerian report into the assessment of the different mechanisms and cross reference the ability of each approach to deliver the identified use cases.
- 6.3. The Chair thanked LD for her update.

7. CPW120/130 Post Implementation Review

- 7.1. The Committee noted an update from IM on the findings of the CPW120 'Final Meter Read Where No Visual Read is Available' and CPW130 'Transfer Reads Estimated Reason Codes' Post Implementation Review ("PIR"), which were described in paper MC40_02.
- 7.2. The Committee reviewed and discussed the findings of the CPW120 and CPW130 PIR, noting that it would be presented to the Code Change Committee at its August meeting. The following key points were raised:
 - The Committee were of the view that CPW120 and CPW130 had fully achieved their aims in providing enhanced visibility of actual behaviours/activity in the market and noted that the findings of the PIR meant that a second phase of activity would be required to ensure that the poor behaviours likely to have a detrimental impact on customers that had been identified were addressed.
 - There was a need to audit the transfer read processes being used by trading parties that were identified as using the estimated reason codes inappropriately, and in particular those who were not using the 'No Transfer Read Attempted' reason code as

intended (where a large multi-site customer was being transferred and with agreement from the outgoing retailer).

- One Committee expressed concern that metric M09 being considered by the Market Performance Framework Reform Programme would not sufficiently address the behaviours identified if it applies a minimum 0% standard on estimated transfer reads. It was however recognised that metric M09 was trying to measure performance on actual versus estimated transfer reads and, recognising that estimated reads are permitted under certain circumstances by the Market Codes, trying to incentivise a higher proportion of actual transfer reads while not punishing behaviour permitted under the Codes. Within this context ensuring that the potential changes discussed under agenda item 5 and being taken forward by the QSP8 project team tightened the language to clarify what is and what is not acceptable was very important and would work in concert with metric M09 to drive better behaviours and outcomes for customers.
- It might be beneficial for the Code change proposal that was being taken forward by the QSP8 project team and that had been discussed earlier in the meeting under agenda item 5 to look at further tightening the language in the Codes around when an estimated transfer read was acceptable to ensure that all of the behaviours likely to have a detrimental impact on the customer journey that had been identified by the PIR were addressed.
- In order to ensure that the PIR lands well with the Code Change Committee, the Committee was of the view that a piece should be added to the start of the PIR providing additional context on the activity being undertaken to address the issues identified.

7.3. Following discussion, Committee members were generally supportive of the next steps identified in MC40_02, which were to:

- Share the PIR with the Code Change Committee.
- Share the detailed findings of the PIR with the Market Performance Framework Reform Programme team who are currently reviewing transfer read incentives.

- Encourage QSP23 'Operational Toolbox Talks' to develop toolbox talks that remind trading parties of the estimated reason codes and their definitions.
- Support the change proposals being taken forward by QSP8 to strengthen the wording of CSD0102 and CSD0202 to encourage more actual transfer reads.
- Establish a new Quick Start Project to review the outputs of CPW120.
- Add transfer reads to MOSL's list of market audit topics for the 2025 audit schedule.

7.4. IM thanked Committee members for their feedback and noted that any further comments should be emailed to her directly by close of business on 22 July so they could be considered and included ahead of the presentation of the PIR to the Code Change Committee.

7.5. The Chair thanked IM for her presentation.

8. QSP19: Trade Effluent

8.1. The Committee welcomed an update from SBD on the progress of QSP19 'Trade Effluent', which include an overview of the current market responsibilities for trade effluent meter reads, what could potentially be changed and what could not, engagement that had been undertaken with other groups and potential next steps for the project.

8.2. The Committee briefly discussed the update provided, noting that:

- It would potentially be useful if the project could develop some case studies to accompany any proposals coming out of it in order to help bolster understanding of how they would benefit customers and improve the customer journey.
- LD noted that it would be possible to add a meter type slicer onto the MOSL metering dashboard to differentiate private, trade effluent and water meters. This could also potentially be applied to the long unread meter dashboard.

8.3. MT and RR suggested colleagues from their respective organisations who could be included in the QSP19 project group going forward and SM noted that he would get in touch with SBD to discuss how the MOSL Data Assurance Programme could provide support.

8.4. The Chair thanked SBD for his update.

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 incl. Reflections on the Meeting

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