

## Minutes of the Metering Committee Meeting 42

22 October 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	Rosie Rand	RR	Wholesaler Member
Sindiso Bango-Dube	SBD	Retailer Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
Jordanna Lo	JL	Retailer Member Alternate	Angela Brown	AB	Wholesaler Member
Steve Formoy	SF	MOSL Affiliate Member*	Ben Kershaw	BK	Retailer Member Alternate

*\*Non-Voting Members of the Committee*

### OTHER ATTENDEES

Carol Sgambaro	CSg	MOSL Secretariat	Chris Dawson	CD	MOSL Presenter
Simon Bennett	SB	MOSL Presenter	Liz D'arcy	LD	MOSL Presenter
Martin Hall	MH	MOSL Presenter	Abu Rashid	AR	MOSL Presenter
Olivia Bletsoe	OB	MOSL Presenter	Lois Gill	LG	Everflow – Presenter Item 3 only

Simone Bhagat	SB	Defra Observer	Thomas Taylor	TT	Southern Water Observer
Mark Howell	MH	Water Plus Observer	Adrian Smith	AS	MOSL

#### APOLOGIES

Mark Doherty	MD	Retailer Member	Claire Stanness	CS	Retailer Member
Kevin McCalliskey	KM	Wholesaler Member			

## 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 CS. JL acted as alternate for MD. The Chair also welcomed TT to the meeting as observer.
- 1.2. The Chair 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 minutes of the Committee Meeting held on 17 September 2024 were circulated in advance of the meeting for comments. There was one minor comment provided which was incorporated into the minutes. The Committee:
  - **APPROVED** the minutes as an accurate record of the meeting and for publication on the MOSL website.
- 2.2. The Committee reviewed the actions from previous meetings and **AGREED** that:

- The action marked for closure<sup>1</sup>, as notified in advance of the Meeting, could be closed.
- The future actions<sup>2</sup> would be carried forward to the next appropriate meeting.

### 3. RWG Smart Metering standardised Comms

- 3.1. LG joined the meeting to provide an update on the new RWG sub-group (“sub-group”) on the smart meter roll out, confirming its aim which included to document an agreed approach to customer engagement during the non-household smart meter roll out and clearly setting out the role and responsibility of Retailers and Wholesalers, as this would help to achieve national consistency to handling the smart meter roll out. LG further emphasised the importance of customer engagement during the smart meter roll out, otherwise there would be a risk that its benefits would be diluted.
- 3.2. The Committee expressed its support to the work of the sub-group, acknowledging the link with the work carried out by the National Metering Strategy Follow-on Work programme undertaken by MOSL (and overseen by the Committee) on the mapping of smart meter roll which would be discussed later on the agenda. Therefore, working collaboratively would be important.
- 3.3. The Customer Representative Member further emphasised the importance of helping to set customers’ expectations, ensuring that they were informed, for example, as and when they might be getting a meter fitted and what to expect on the day of installation. In addition, ensuring an appropriate level of communication would be key.
- 3.4. The Customer Representative Member further expressed that CCW was keen to get involved and to support the work of the sub-group.
- 3.5. The Committee noted it would be beneficial for this work to be linked to the Bilateral processes which were already available.
- 3.6. In response to a question asked, LG confirmed that the RWG sub-group was well supported in terms of its composition, which included five representatives from Retailers and five from

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<sup>1</sup> A41\_02, A42\_01, A42\_02, A42\_03 and A42\_04.

<sup>2</sup> A29\_02, A41\_01, A41\_03 and A41\_04.

Wholesalers, in addition to having links with the work of this Committee and the support from MOSL, Ofwat and CCW.

- 3.7. SF reiterated MOSL's support to the work of the sub-group and noted it would be beneficial for LD (who was leading on Smart Meter Roll out on behalf of the Committee) and for AS (from a Comms perspective) to also provide support and engage with the sub-group, as appropriate.

*MT joined the meeting*

#### 4. Granular Data Sharing Process Project Update

- 4.1. CD provided an update on the project for the Granular Data Sharing Process, including an update on the Trading Parties meetings that had taken place during September-October 2024, on the Strategic Panel Open Forum and on the interim solution for CPW142.
- 4.2. CD provided an overview of the feedback from Trading Party meetings noting that the MOSL team had spoken to nine Trading Parties. It was highlighted, for example, that the majority of the parties had agreed with the use cases identified by Custerian and no new significant use cases were suggested at this stage. However, one Trading Party noted that the drought planning might be one of their use case or potential use cases.
- 4.3. It was also noted that with the upload of meter reads to CMOS there were differing behaviours amongst parties; some had agreed that a minimum of a monthly read was important, but there was no consensus on the timing of read submission, particularly due to the variability of customer contracts and billing arrangements. Trading Parties appeared happy to be involved in the discussions, with some requests to be kept up-to-date or involved in future conversations.
- 4.4. It was further noted that most parties were in support of the principle of a data sharing hub, with one retailer not in favour and another raising some concerns. The Retailer not in favour felt that restrictions could be added to the market code to prevent CMOS from being overwhelmed by the increase in resubmissions, and retailers should already be able to navigate the sharing of smart meter read data. One other retailer flagged the need for wider and longer discussions would be beneficial.
- 4.5. The urgency in implementing the data sharing mechanism was flagged by the majority of the parties, in particular due to increasing smart meter installations. One party highlighted that

April 2026 would be a critical period for system automation. Parties were open to starting with a minimalistic data hub, if required.

- 4.6. MH provided an update on the feedback following the Strategic Panel Open Forum held in September. One of the points highlighted from the participants included the issue around data security and privacy, and the MOSL team noted these points and that they would be assessed, as appropriate, as part of the development of the solution.
- 4.7. SF highlighted that the Granular Data Sharing Programme was aimed at ensuring that Retailers were able to access granular data as easily as possible, and the relevant data could flow into CMOS. However, the programme was not aimed at confirming who had the right to access the data (and what the rules were around right of access).
- 4.8. CD provided an update on the proposed interim solution for CPW142, following the request at the September Metering Committee meeting.
- 4.9. CD updated that the interim solution proposed to deliver the solution in a number of stages and the first stage would entail delivering the data hub on its own (without CMOS interaction at this point), as this would be relatively simple and straightforward to deliver, whilst still allowing for a centralised repository for retailers together all that data.
- 4.10. One advantage of delivering this in stages would be that the first stage would be agnostic to any CPW 142 outcome (i.e. irrespective of it being approved or declined) the data hub would still be delivered.
- 4.11. CD noted that discussions had been initiated with Trading Parties (as part of Trading Party meetings) and would continue and be fed back to this Committee.
- 4.12. On the proposed timeline, it was noted that work had commenced with Artesia to develop and gather further detailed requirements to define the potential solutions and the outline business case (“OBC”) and full business case (“FBC”).
- 4.13. It was expected that the OBC would be available for ex-committee review and comments by the Committee in November and the plan was to table at the Strategic Panel meeting in November. Following feedback from the Strategic Panel, the plan was to develop the FBC through to March 2025, with the plan to consult and sign obtain final sign off from the Strategic Panel in/around March 2025.

- 4.14. To help with the FBC, CD ask for volunteers from the Committee membership to form part of the subset that would be created early next year to develop the FBC. The Customer Representative member noted that CCW would like to be involved in the work of the group. MT and JL also volunteered.

## 5. National Metering Strategy Follow on work update

- 5.1. The Committee noted the update on the 17 actions arising from the National Metering Strategy (“NMS”) follow on work as outlined on the slides for the meeting which was presented by AR.
- 5.2. In relation to NMS Follow on work Action 11 (“NMS11”- Relating to compiling and publishing a list of wholesale charging structures around smart metering data), AR noted that it would be beneficial for MOSL to obtain information from the Wholesaler members of the Committee in relation to the charging of sharing smart metering data within their relevant charging schemes and requested to find out when this information was likely to be published.
- 5.3. On NMS14 (Relating to leakage allowances for customers with SmartAMI meters), the Customer Representative Member noted that CCW was currently working with water companies with the aim of ensuring leak allowance policies are clear and accessible for businesses. SF and AR noted that this work would be taken into account.
- 5.4. With regards to NMS15 (Relating to MPF Reform and how trading parties can be incentivised to produce and share meter reads and data), AR advised that an update would be due from the MPF team in due course.

## 6. Mapping the Smart AMI Meter Roll out (NMS follow-on work)

- 6.1. LD provided an update on a proposed approach/plan for developing a smart metering national map (NMS2), including an update on the action arising from the September Metering Committee meeting to obtain feedback from the Wholesaler members of the Committee on the proposed draft plan with the aim to bring the proposed draft plan to the October meeting for further member discussion and comments.
- 6.2. LD provided an update from the sessions with the Wholesalers from the Committee, noting that there were a few sessions which were also planned in. It was noted that LD and SB had also met (and had meetings planned in) with some of the meter network and implementation third party providers including Arquiva, Netmore and Connexin. In addition, as noted by LG earlier in the

meeting, the RWG were also running the new smart metering roll out group that LD would be attending in addition to meeting with LG on 30<sup>th</sup> October.

- 6.1. The feedback from the sessions that had taken place so far were outlined in the paper for the meeting. One of the benefits was the potential to drive efficiencies by allowing neighbouring wholesalers to plan networks together (e.g. cross border and NAVs). Some of the challenges noted included the need for the plan to remain flexible and adaptable due in particular to challenges with getting customer appointments or other local issues. Flexibility would also need to be built in the plan, for example, to prevent wholesalers from being penalised in the event of changes.
- 6.2. Following today's meeting, LD would continue with the feedback sessions which were already planned in, including with the third parties who were implementing smart network and with the final Wholesaler member of the Committee. As noted earlier, LD would attend and obtain feedback from RWG Smart Meter Implementation subgroup.
- 6.3. An update on the programme of work would be provided to the Committee at its next meeting in November.

## 7. QSP8: Transfer Reads/ PIP088: Review of Estimate Transfer Read Conditions

- 7.1. OB provided an update on PIP088 in particular around the timeline, noting that gate one (which was the acceptance and prioritisation to the CCC) had been pushed back to December, particularly due to resourcing within MOSL in light of the changes that were already in process.
- 7.2. OB noted that, also due to resourcing, the CCC may also decide to put this change on hold, and therefore, the expectation was that work may pick up again on this area in March 2025.
- 7.3. The current plan was to take the proposal to the CCC in December for acceptance and prioritisation and to bring a draft, for feedback, to the Committee in November.
- 7.4. The Customer Representative Member reiterated her continued support to the work relating to this proposed change.

## 8. QSP15: Sub Metering

- 8.1. PH and AR provided an update on the QSP15 (Sub metering) and requested views from the Committee on the potential change to flag 'deduction' meters in CMOS separately to non-market meters.
- 8.2. The proposed solution was also aiming to try to identify an alternative way of being able to identify these deduction meters in CMOS (it was believed there were currently c. 1500).
- 8.3. The Committee noted the proposed costs associated with the proposals for the main solution as well as the alternative solution, as outlined in slide 5 of the paper tabled at the meeting.
- 8.4. Whilst acknowledging that works needed to be done in this area, RR commented that this was a particular challenging area, involving, for example, a number GDPR implications. RR offered to assist with this work and that some of the knowledge from the relevant team at Thames Water in this area could be utilised by the QSP, where appropriate. It was also noted that a Thames representative already sits on this group.
- 8.5. SF noted that it would also be important for the Committee to consider whether there was in fact a solution at present as to why these meters were not being read, as the proposal presented to the Committee via this QSP did not seem, in his view, to clarify how the current problem/challenge could be solved.
- 8.6. In terms of next steps, PH felt that it would be beneficial to reach out to RR, as suggested above. The QSP would also reach out to the MPF team to understand how these deduction meters were being considered.

## 9. QSP23: Operational Toolbox Talks

- 9.1. AB provided an update on the QSP23 – Toolbox Talk ("TbT"), seeking feedback on two new TbTs that were created (the details for each were outlined in the meeting paper) and to update on the TbTs that had already been publicised to date.
- 9.2. It was noted that five TbTs had been published so far. It was further noted that the new TbTs were on OPS/MPS and on Self-Lay meter installation. AB requested to receive any feedback that the Committee members may had on those.



- 9.3. One Committee member commented that the search engine could be improved to capture the word “toolbox” as “tool box” (i.e. two separate words) as well.

**ACTION MC43\_01**

- 9.4. AS noted that there had been c. 150 different downloads on the TbTs to date.
- 9.5. The Committee members were asked to provide feedback directly to AB by email, if possible, by 1<sup>st</sup> November. However, given the upcoming half term week, AB noted that any feedback received shortly after would also be considered.

## 10. QSP24 Improving XY Co-ordinates for Meter Location

- 10.1. RB provided an update on the QSP24 (Improving XY Co-ordinates for Meter Location) and asked for a decision from the Committee to agree the proposed revisions to the Meter Location Descriptor Good Practice Guide for publication (via RWG Steering Group), as outlined in the paper included in the meeting pack of materials.
- 10.2. RB noted that, as the Meter Location Descriptor Good Practice Guide was owned by the RWG, any proposed changes to it would need to be recommended for sign off by the RWG Steering Group.
- 10.3. RB highlighted that, as smart meters are in the process of being installed, this would be a key opportunity to either confirm or correct XY data, and thus improve customer outcomes. SB commented that it would also be useful to relaunch the guide, in particular to align in terms of timing with when the smart meter programme was expected to go live.
- 10.4. It was agreed that the Committee members would revert to RB and SB ex-committee to confirm their agreement with the proposed edits.

## 11. Tabled Updates

- 11.1. The Committee noted the Tabled Updates paper detailing progress on the Committee’s workstreams and metering-related projects.
- 11.2. In addition, in terms of the QSP17 (Internal Meters), SB noted that feedback from Castle had been received (and incorporated into the document). However, the QSP was still waiting for feedback from the RWG Access Group. SB further noted that the final draft document would be

circulated ahead of the Paper Day for the November Metering Committee meeting. RR offered to chase the RWG group and provide feedback.

**ACTION MC43\_02**

## **12. AOB incl. Reflections on the Meeting**

12.1. The Committee reflected on the meeting.

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