

## Minutes of the Metering Committee Meeting 45

17 December 2024 | 09:30 – 13:00

Via MS Teams

Status of the Minutes: Final

### MEMBERS PRESENT

Steve Formoy (In Spencer's absence)	SF	Chair*/ MOSL Affiliate Member*	Angela Brown	AB	Wholesaler Member
Jordanna Lo	JL	Retailer Member Alternate	Michelle Thompson	MT	Wholesaler Member
Christina Blackwell	CB	Customer Representative Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
Rosie Rand	RR	Wholesaler Member			
Kevin McCalliskey	KM	Wholesaler Member			
Angela Brown	AB	Wholesaler Member			

*\*Non-Voting Members of the Committee*

### OTHER ATTENDEES

Chris Dawson	CD	MOSL Presenter	Toks Talabi	TT	MOSL Secretariat
Martin Hall	MH	MOSL Presenter	Dene Marshallsay	DM	Artesia Presenter
Abu Rashid	AR	MOSL Presenter	Dave Gough	DG	Artesia Presenter
Liz D'Arcy	LDA	MOSL Presenter	Aiken Besley	AB	DEFRA Representative

Adrian Smith	AS	MOSL Presenter	Thomas Taylor	TTa	Southern Water Observer
Rasika Joshi	RJ	MOSL Presenter	Kye Smith	KS	United Utilities Observer
Simon Bennett	SB	MOSL Presenter	Mark Howell	MH	Water Plus Observer

#### APOLOGIES

Sindiso Bango-Dube	SBD	Retailer Member	Paul Heron	PH	Retailer Member
Richard Barton	RB	Retailer Member	Claire Stanness	CS	Retailer Member
Spencer Mattia	SM	Chair*			

## 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 PH and SBD.
- 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 minutes of the Committee Meeting held on 19 November will be circulated for approval following the committee meeting for comments to be taken offline. Noted the deadline has been extended due to the festive holiday.

2.2. The Committee agreed that the following actions would be closed: A44\_01, A44\_02, A44\_03, A44\_04, A44\_05, A44\_06 and A44\_09. Also, the Committee noted that AR would give an update to A44\_11 under item 4.

2.3. The Committee noted an update on the following actions, which would remain open: A44\_07, A44\_08, A44\_10.

### 3. Granular Data Sharing Process Project Update

3.1. The Committee noted an update on the feedback from the Strategic Panel meeting and progress from the outline business case. The Committee also received an update presentation from Artesia.

3.2. The Committee briefly discussed the update provided, noting that the strategic case for the granular data sharing process had been completed and presented to the panel on the 20 November. Noted that the Strategic Panel gave strong support to move forward with the outline business case. MH stated that the current work to produce the outline business case is centred on five critical elements that enable the development of a successful business case: strategic, economic, commercial, funding, and delivery. Also noted that the panel's feedback on the strategic case, included:

- Data retention- the panel discussed the importance of data retention and suggested to consider at least one year of data retention to accommodate customer transitions and historical data access.
- Third Party Access- The panel explored the possibility of third-party access to the data, which was not previously considered, and advised exploring the implications of granting such access.
- Household extension- The panel raised the question of whether the data sharing solution for non-households could be extended to households, recognising the substantial scale and complexity this would entail. SF clarified that the panel did not require immediate implementation of these features, but warned against designing a system that would prevent these capabilities in the future.

- Customer access - Panel asked MOSL to explore the possibility of direct customer access, and, in particular to ensure that any design would not rule out the addition of such functionality in the future.

- 3.3. Artesia provided an update to the Committee on business requirements for the business case. The cost-benefit framework for the data sharing mechanism was reviewed, as well as the comparison of a do-nothing strategy to a centralised data sharing system. MH stated that the cost-benefit framework would require a market-wide approach, weighing the expense of continuing with current ad hoc data sharing methods versus creating a centralised mechanism. Further, it was noted that the framework would assess the cost profile of the do-nothing approach, in which wholesalers can develop their own data sharing systems. However, this could result in multiple mechanisms and possible inefficiencies. Additionally, it was highlighted that the framework would then compare the costs with both approaches against the centralized data sharing mechanism, aiming to demonstrate the benefits and cost savings of a unified approach. Lastly, MH emphasised the importance of thoroughly defining cost items, including those incurred by retailers, wholesalers, and the central system, in order to give a comprehensive cost-benefit analysis. The Committee noted the update and highlighted the value of clearly separating and defining the costs for different parties to ensure a transparent and accurate analysis.
- 3.4. The Committee was updated on the next steps for the data sharing project which includes workshops, an RFI to potential suppliers, and the development of an outline business case by the end of January. The chair thanked MH, DG and DM for their updates.

## 4. National Metering Strategy Follow on work update

- 4.1. The Committee noted an update on all follow-on actions from the National Metering Strategy, and discussed the following key points:
- Five workstreams had been marked as complete, including guidance for larger smart metering offerings, regular entry of meter asset data into CMOS, and the definition of continuous flow.
  - Four workstreams are still ongoing, including the development of a dashboard for the smart metering roll out, [CPW142](#), and the review of leakage allowances for customers with smart meters with the RWG Policy Group.

- Two workstreams: non-primary charges for data and determining the cost of reading traditional meters after smart metering implementation will be looked at in 2025.
- Review of leak allowance of customers with smart meters - CB recommended MOSL reach out to CCW to further build on the work already done with other Water companies on leak allowances.

4.2. AR updated the committee on the inclusion of a settlement strategy in the propose three-year road map 2025 - 2028 to develop and deliver settlement processes for smart meters. AR stated that lessons learnt from the energy sector had been incorporated in the Baringa Report, and Ofwat are working on smart metering governance guidelines.

4.3. The Committee was given an update on action A44\_11 (as part of QSP17). AR shared information on the different approaches to charging for vacant properties across wholesalers, highlighting the inconsistencies and potential challenges for both retailers and wholesalers. Noted that some wholesalers charge for volumetric usage, standing charges, or both, while others did not charge at all. RR and JL addressed the financial challenges retailers face in areas where wholesalers charge for vacant properties, which can result in disadvantages and increased costs. Further RR highlighted that wholesalers face challenges related to leakage and unaccounted-for water if they do not charge for vacant properties, impacting their financial and operational efficiency. The committee pointed out the importance of a consistent approach across the market to solve these issues and maintain fairness for both retailers and wholesalers. It was suggested that the RWG Tariff Group may be the best location for this work.

**ACTION:** A45\_01

## 5. Mapping the Smart AMI Meter Roll out (NMS follow-on work) / SMART meter roll out/ MAPPING/ Centralising communication approach (RWG)

5.1. The Committee discussed the proposed approach to the development of smart meter roll out map, including NMS2 update on pilot. The following key points were noted:

- LDA reported that most activities related to the smart meter map plans are on track, with significant progress made since the last meeting. The subgroup working on the

proof of concept has shown good engagement, including participation from 5 wholesalers and 2 retailers. The proof-of-concept group recently held its first meeting, where discussions focused on the solution and data provision. LDA reported a delay in data provision from wholesalers, which was originally scheduled for December but has now been delayed till January. Despite this, development is ongoing with dummy data, and MOSL development has begun, with good progress. LDA stated that the usage of dummy data is to reduce the impact of the data delay, and that the development team is using it to continue progress. This technique allows the team to retain momentum and prevents development activities from stalling. Also, it was noted that there has been thorough review of potential solutions for the smart meter map plans, with the development team making significant strides in implementing these solutions.

- LDA advised that MOSL should involve all wholesalers in smart meter map plans and communicate with them in January to ensure participation and data provision. To encourage widespread wholesaler participation, LDA suggested that MOSL develop a communication strategy to engage the whole wholesaler community. This strategy would include alerting wholesalers about the ongoing project and the importance of their data contributions.
- It was noted that the proof of concept involves wholesalers involved in the project uploading data to the MOSL SharePoint. This centralised approach aims to streamline data collection and ensures consistency across the board. A possible template for data submission has been confirmed. This template will be utilised during the pilot phase, and wholesaler feedback will be gathered to assess its performance and make any necessary changes. It was noted that if there are any serious concerns with the new template, the current wholesaler action notice template will be used by default. This fallback method ensures that data provision continues without serious disruptions. The Committee was informed that Yorkshire Water had already provided some of the necessary data, which was used to test the solution's early phases. This early data input has helped to advance the development process. Noted that other wholesalers are expected to provide data by January. This work fits in nicely with the RWG Smart Meter Roll Out Group and both Liz and Adrian sit on this group.

5.2. The committee noted the update, and no further comments were added.

5.3. AS provided an update on the development of consistent central messaging (RWG Smart Meter Roll Out Group) to support the smart meter rollout. AR stated that there are five workstreams, including reviewing bilateral approaches, data sharing agreements, and

minimum standards for evidence capture and communication. Noted that a team from various organisations have come together to work on central messaging. This diverse team brings a range of perspectives and expertise to the project. Committee members were advised that the group's key goals are to improve efficiency, core messaging, and raise awareness. They intend to create materials that provide a consistent message to customers, increasing general acceptance of the smart meter rollout.

- 5.4. AS discussed, the development of a website to provide information on smart metering, focusing on the importance of answering key questions and providing a national perspective. The website aims to increase awareness and acceptance of the rollout. Further AS, outlined the challenges and deliverables for the website development, such as selecting a hosting platform, creating content, and ensuring the website provides valuable information to customers. AS emphasized the importance of managing expectations and providing core messages.
- 5.5. The Committee was informed that the RWG Smart Meter Roll Out Group are preparing website content and will share it with the market for consultation in early February.

**ACTION: A45\_02**

- 5.6. The chair thanked LDA and AS for their update.

## 6. QSP11: New Connections

- 6.1. Item to be taken to the January meeting (MC46) due to sickness. SB has advised Committee members to share comments offline by Friday 10<sup>th</sup> Jan 2025.

**ACTION: A45\_03**

## 7. CPW128- Volume validation/post implementation review

- 7.1. The Committee was presented with the CPW128's post-implementation review. It was noted that the aim of the project is to lower the number of rejected meter reads. The assessment also revealed a modest decrease in resubmissions and a 12–13% decrease in rejected meter reads.
- 7.2. The Committee acknowledged the review and recommended that, when more data becomes available, rejected read trends be examined over the following three to five years.

However given the amount of time, it was suggested that comparing recently installed meters with a snapshot of meters put during the previous two years would be helpful. RS pointed out that in order to analyse previous rates, the Prior Estimate Daily Volume (PEDV) calculations had been modified. It was observed that the results displayed might have been affected by the data being fed into CMOS. RS suggested that looking at data from two years ago should correct this error.

- 7.3. JL indicated that it would be useful to examine the correlation between the number of deleted reads and the quality of reads entering the market. This could indicate potential improvements in read quality or behaviours related to read submissions.
- 7.4. The Committee briefly discussed the update provided, noting that a review with more data and considering different tolerances for smart meters and separating AMR/AMI meters would be also helpful. RS thanked the committee for their feedback and suggestions.
- 7.5. The chair thanked RS for her update.

## 8. QSP25 Outputs of Project NoFloW

- 8.1. The Committee noted an update on QSP25 Outputs of Project NoFloW, and the proposed scope and direction of the project. This included providing the market with a dashboard showing 3 plus reads the same for vacant properties only. 122k meters have 3+ reads the same (from the last read) and based on NoFloW stats this would mean that 35k of the meters are broken.
- 8.2. The Committee briefly discussed the update provided, noting that it would be beneficial for the dashboard to reflect how many of these meters are on vacant properties. SB advised that the plan for the dashboard was for occupied properties only and that he would expect Retailers to check whether the property was firstly vacant before getting the meter checked. Also Wholesalers could use the dashboard results for their meter replacement programme. It was also suggested to have the option of narrowing down the focus to try and link it to any open bilateral requests.
- 8.3. The chair thanked SB for his update.



## 9. Tabled Updates

- 9.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on all the Committee's quick start projects.
- 9.2. RR provided an update on the QSP 16- Continuous Flow project, including its sixth monthly review. Due to the lack of feedback at this point, it is planned to send an email to the market reminding them of the guidance and asking for additional feedback. RR informed the Committee that the guidance and Continuous Flow definitions had been downloaded 717 and 433 times, respectively. The Committee will also review CF communications and agree on best practice.
- 9.3. SB provided an update on QSP17, indicating that the RWG chairs have confirmed that our guideline does not conflict with theirs and would be happy for us to publish it.

## 10. AOB incl. Reflections on the Meeting

- 10.1. The chair informed the Committee that, based on the Baringa study, Ofwat has decided to set up a new delivery group named the Smart Water Metering Delivery Group. The Committee will be updated soon.
- 10.2. There being no further business, the Chair closed the meeting.