

Minutes of the Metering Committee Meeting 48

18 March 2025 | 09:30 – 13:15

Via MS Teams

Status of the Minutes: Approved

MEMBERS PRESENT

Spencer Mattia	SM	Chair*	Rosie Rand	RR	Wholesaler Member
Jordanna Lo	MD	Retailer Member Alternate	Michelle Thompson	MT	Wholesaler Member
Paul Heron	PH	Retailer Member	Mitchell Yeoman- Boldry	MYB	Wholesaler Member
Sindiso Bango- Dube	SBD	Retailer Member	James Mackenzie	JM	Customer Representative Member

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Chris Dawson	CD	MOSL Presenter	Olivia Bletsoe	OB	MOSL Presenter
Simon Bennett	SB	MOSL Presenter	Toks Talabi	TT	MOSL Secretariat
Abu Rashid	AR	MOSL Presenter	Dene Marshallsay	DM	Artesia Presenter
Adrian Smith	AS	MOSL Presenter	Dave Gough	DG	Artesia Presenter
Liz D’Arcy	LDa	MOSL Presenter	Lois Gill	LG	Everflow Presenter

APOLOGIES

Kevin McCalliskey	KM	Wholesaler Member	Angela Brown	AB	Wholesaler Member
Martin Hall	MH	MOSL Presenter			

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 KM, AB and MH. The Committee also welcomed JM as the new customer representative member.
- 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 agreed to approve the minutes of the Metering Committee meeting held on 18 February 2025 as an accurate record of the meeting.
- 2.2. The Committee agreed that the following actions could be closed: A44_08, A46_01 and A47_01. JL noted that the decision to close A44_08 (QSP17) was influenced by several ongoing changes, including MPF's consideration of integrating vacancy and allowance with internal meters, as well as the ongoing SKIP work. It was highlighted that QSP17 will be reviewed in 12 months to align with the current developments being addressed.
- 2.3. The Committee noted that there were no actions proposed to carry forward.

3. Granular Data Sharing Process Project Update

- 3.1. The Committee received updates regarding the Outline Business Case that was presented to the Panel, along with information about the forthcoming steps.
- 3.2. The Committee reviewed the provided update and discussed the following points:

- The strategic panel has officially endorsed and approved the outline business case, allowing for advancement to the full business case.
- The Code Change Committee also provided feedback, regarding third-party access and the necessary balance to foster and enhance competition.
- Committee members were informed of the ongoing consultation process and the forthcoming steps. Noted that the steps include preparing the request for proposal and submitting the full business case to the board and panel. CD stressed the significance of the ongoing consultation and urged Committee members to submit their responses as soon as possible.

- 3.3. CD outlined the importance of third-party access for boosting competition and stated that future phases of the solution should maintain this capability. The Committee reviewed the specifics of transfer reads, highlighting the importance of understanding the requirements for automating the process and balancing timely delivery with the enforcement of the data sharing mechanism. Additionally, CD addressed the specifics of transfer reads, including understanding the requirements for automation and maintaining a balance between speed of delivery and mandating the use of the data sharing method. It was noted that the Code Change Committee acknowledged the approach of proceeding with phase one without code changes, while indicating that mandatory phases and code changes would follow.
- 3.4. The committee members were provided with an overview of the forthcoming steps: the consultation period ending on 28th March, followed by the consultation document outlining the proposals scheduled for April, the submission of the complete business case to the board in May, and to the panel in June. CD also highlighted the ongoing engagement with various stakeholders, including panel sponsors, Committee members, and Ofwat, to ensure that comprehensive input is incorporated into the full business case.
- 3.5. DM and DG provided the Committee with an update on the stakeholder draft report feedback, emphasising key themes including governance, use cases, and data storage. DM noted that there were several comments on governance, particularly regarding third-party access and the need for specific governance considerations. The Committee received feedback highlighting the similarity of the use case requirements and suggesting their consolidation. Nevertheless, it was decided to maintain them as distinct use cases. Additionally, the Committee reviewed feedback regarding the data retention periods, with suggestions varying from 12 months to two years, highlighting the necessity to balance data storage duration with minimising liabilities. RR

informed the Committee about the importance of customers having access to their granular data and suggested that there should be robust governance around data sharing to ensure customers benefit from the centralised hub. SF further discussed the range of governance options, from monitoring retailers' data-sharing practices to mandating processes for making data available to customers and emphasised the need to find the right balance. MT noted the dependency on the RWG good practice guide for standardising smart installations and highlighted the importance of understanding retailers' intentions for using granular data. Considering the feedback, CD proposed drafting an interim guidance for data sharing. This draft will be presented to the Committee for review and approval to ensuring consistency and clarity until the full implementation of the data sharing mechanism. RR also suggested that interim guidance should be high-level, providing multiple methods for data sharing without being excessively prescriptive, to grant wholesalers flexibility in their interim solutions. Furthermore, Steve underlined the necessity for wholesalers to communicate their interim data sharing strategies to retailers to prevent misunderstandings and ensure effective data exchange during the interim period.

ACTION: 48_01

3.6. The chair thanked CD, DM and DG for the update.

4. National Metering Strategy Follow on work update

4.1. The Committee received a progress update, and went on to highlight the following key points:

- Seven out of the eleven National Metering Strategy projects (NMS), including CPW142 change and the continuous flow project, have been successfully completed.
- Four workstreams are still in progress, with the expectation that they will conclude within two to three weeks. AR advised that NMS 2 and 4 will be completed in the coming weeks, noting that LDA and LG would provide an update on this under item six.
- It was noted that a message and request was sent to the RWG policy subgroup to consider NMS14- customer leakage allowance. AR noted that this workstream is now complete.

4.2. The Committee received an update on NMS11- compiling and publishing a comparison of wholesaler charging structures. AR reminded the Committee that the Metering strategy published last year indicated an expectation for wholesalers to provide hourly consumption data to retailers. AR noted that there have been extensive discussions regarding the provision

of such data to retailers. Furthermore, the strategy suggests that initial setup costs may be charged, while the ongoing provision of hourly data should remain free of charge to serve the interests of customers and achieve better customer outcomes. AR stated that as part of the strategy action, it was essential to gather feedback from wholesalers. This involved reviewing seventeen wholesalers' charging schemes, some of which were provided by members of the wholesaler interface group and the Metering committee. AR noted that the data was reviewed to identify any references to AMI data, smart meters, smart meter readings, and the provision of sharing data, as well as any mention of charges for sharing data. In addition, several wholesalers were contacted to verify and confirm their understanding of what was found within their published wholesale charging schemes. It was noted that three wholesalers, including Anglian Water, Thames Water and United Utilities, have now outlined their policy to include the sharing of AMI data. AR indicated that several more wholesalers were expected to update their policies, based on anecdotal conversations and data shared with MOSL. This data noted that over 13 wholesalers will commence the installation of smart meter programs in the 2025/26 period. Committee members were notified that several wholesalers mentioned the lack of defined industry standards, suggesting they are awaiting the implementation of the data-sharing mechanism before making any adjustments. Updates will be provided nearer the roll-out date of the smart meters, with notifications sent to retailers.

- 4.3. AR informed the Committee that wholesalers could be contacted for clarity on managing retailer expectations, smart meter installation plans, additional information needs, and changes in policies and charges. SM and CD discussed incorporating the Metering Strategy into MOSL's Market Focus to present the strategy's recommendations and outline the goals of the Metering Committee. AS concurred and recommended that although Market Focus is suitable, a more direct strategy should be contemplated to attain the desired results.
- 4.4. The Committee discussed having an interim solution for data sharing. SBD noted the need to clarify the perceived dependency between the interim solution and the data sharing mechanism. Additionally, he pointed out the potential risk of establishing a two-part system where some retailers might continue using their own systems even after the implementation of the data sharing mechanism. Noting this, MT raised the point that some wholesalers might be waiting for the data sharing mechanism before implementing their own systems and questioned whether the interim solution should encourage wholesalers to share data before the centralised system is in place. RR recommended that the interim guidance be both high-level and flexible, allowing wholesalers to determine the most suitable interim solution for their

specific circumstances. Furthermore, RR emphasised the importance of avoiding overly prescriptive measures to protect competitive advantages. Additionally, MYB raised concerns about the potential redundancy of investing in a technical solution prior to the implementation of the market-wide data sharing mechanism. MYB further stressed the necessity of expediting the implementation of a comprehensive market-wide solution to prevent unnecessary expenditure. SF recognised the complexity of the situation and suggested that while urging wholesalers to publish their interim data sharing policies might be excessive, it is crucial to maintain communication. SF proposed providing guidance to wholesalers by reminding them of the recommendations from the national metering strategy and encouraging them to communicate their interim data sharing methods and charges to retailers. RR acknowledged this point and recommended that instead of issuing specific interim guidance, MOSL should provide a high-level statement. RR proposed that the statement should highlight the various methods available for data sharing, such as APIs or CSV files, and encourage wholesalers to share data during the interim period before the centralised system is implemented. Additionally, RR emphasised that each wholesaler has the discretion to determine the most appropriate method for their needs.

ACTION: 48_02

5. CPW159 - Transfer Reads

5.1. The Committee was presented with the background of CPW152 and updates on the Code change. The Committee noted the following points-

- OS informed the Committee that CPW159 will be presented to the Code Change Committee in April for approval. It was noted that the Committee will examine the initial description and analysis of the code to determine if further assessment is required. The acceptance meeting is scheduled for 8th April.
- CPW159 addresses the issue of estimated transfer reads, which have increased notably since COVID. The ambiguity in the codes results in trading party behaviour that includes limited effort to obtain actual reads and reliance on customer-provided or estimated reads. The change focuses on code modifications to clarify obligations and enhance the accuracy of transfer reads. It does not address reason codes or involve changes to CMOS.

OS presented a case study from CCW that showed how estimated transfer readings affected customers, leading to billing errors and unanticipated charges. OS reported

that analysis indicated that customers, on average, underpay by about £10 per month due to estimated transfer reads, with notable financial impacts for outliers.

- OS recommended clarifying retailers' duty to attempt actual reads, enforcing actions for unreadable meters, and specifying conditions for customer reads, especially internal ones. The Committee approved the draft in MC40.

- 5.2. SF stated that the initial purpose of the code was to ensure retailers make every effort to obtain an actual meter reading or encourage customers to do so. SF highlighted that the current ambiguity in the code leads to varied interpretations and behaviours. Additionally, SF mentioned that the market needs to determine whether to prioritize obtaining actual readings or accept estimates. The inconsistency in current practices was deemed unsatisfactory. Furthermore, it was noted that removing the option for customers to read external meters might limit their choices. Customers who are willing and able to read their meters should be permitted to do so. Lastly, SF advised that if a customer fails to provide a reading, the retailer should visit within a specified period to obtain the reading.
- 5.3. RB stressed the importance of tightening the codes to ensure retailers make every effort to secure an accurate transfer read. RB observed that reputable retailers are investing substantial resources to obtain transfer reads, whereas others are not, resulting in competitive disadvantages. Furthermore, RB highlighted that underestimating transfer reads can lead to customers receiving large catch-up bills, which can be financially detrimental, especially considering rising tariffs.
- 5.4. RR highlighted the importance of verifying whether any estimated transfer readings in the analysis include smart meters designated as AMI active to ensure accuracy. JL suggested that customer meter readings should only be requested if the meter is located inside the building; external meters should be read by the retailer. Furthermore, it was emphasized that if a customer fails to provide a reading as agreed, the retailer must visit and obtain the reading within a specified timeframe. Also, if a retailer underestimates a reading and it is not due to the customer's actions, the retailer should assume some of the consumption costs to support the customer, particularly in situations involving meters that have gone long periods without being read. Lastly, it was noted that faulty meters should not be considered active, and there should be a clear procedure for requesting smart meter readings from wholesalers.
- 5.5. OB outlined the next steps for CPW 159, noting that the change will go to the Code Change Committee in April for acceptance, allowing further discussion and refinement of the solution.

5.6. The chair thanked OB for her presentation.

6. RWG Smart Meter Roll out Consultation / Roll out Mapping update

6.1. The Committee received a progress update, which prompted discussion of the following key points:

- LDA highlighted that the implementation of smart meters is progressing successfully, with strong engagement from the pilot involving five wholesalers. The committee was informed that there are plans to extend the pilot to the broader group of wholesalers, and the release remains scheduled for the beginning of April.
- LDA informed the Committee about the delivery plan, which involves extending the pilot and solution to a broader group of wholesalers for a comprehensive evaluation. It was noted that the decision is to proceed with the available data by the end of March, with the aim for an April release.
- Five wholesalers from the pilot, including Wessex Water, have submitted data through the SharePoint solution. Southwest Water needs further engagement to submit their data.
- Members were provided with updated maps that now include data from six wholesalers. The maps display start and completion dates by postal sector, with more detailed views available. It was noted that the dashboards have been revised based on feedback. The primary change is that information is now held at the water supply point level rather than the water meter level to offer a more comprehensive view. MT and LDA discussed the necessity of including completed implementations on the map and the potential use of MOSL data for this purpose.

6.2. Following the updates presented by LDA, AS and JL emphasised the importance of clear communication regarding the status of smart meters, including the distinction between their physical installation and network connection. LDA agreed and proposed incorporating a map view in CMOS that highlights smart and functioning meters. JL emphasised the importance of retailers clearly informing customers when smart meters are fully operational, rather than simply installed. LDA acknowledged this point and recommended adding explanatory context next to the map to clarify completion statuses.

6.3. LDA outlined the upcoming actions for the dashboard, informing members that additional data from the remaining wholesalers will be gathered and examined. The second version of the dashboard is scheduled for release on 2nd April on the MOSL website.

6.4. LG provided a summary of the consultation feedback on the smart meter rollout and customer engagement plan.

- It was reported that there is significant support for standardising customer communications and defining the roles and responsibilities of retailers and wholesalers. The data shows that 93% agreed on the need for standardisation, with 66% expressing strong agreement.
- LG recognised that access to granular data is essential for the customer engagement plan. Retailers require this information to provide basic services upon completion of the smart meter rollout initiative.
- LG identified the creation of a central website as a critical dependency. This website is intended to be a primary source of information for customers and trading partners.
- LG suggested specific data sharing agreements to address concerns about sharing customer data, with 80% support from the market.
- LG highlighted the significance of data sharing between wholesalers and retailers concerning meters to be installed, as it is essential for issuing precise pre-installation notices to customers.

6.5. LG informed Members of the plan to publish an interim document at the end of March, acknowledging the dependencies and providing guidance on how to work towards the shared customer communication plan. SF and LG discussed the importance of the data sharing mechanism and the potential involvement of the RWG group in the full business case submission.

6.6. The chair thanked LG and AS for their presentation.

7. QSP22 X10

7.1. AR provided the Committee with an overview of x10 Meters, ensuring that Members were reminded of the project's objectives and significance. The Committee were asked to select a new proposer and request a new sponsor.

7.2. JL proposed the inclusion of guidelines for compensating customers in cases where incorrect meter readings result in billing discrepancies. It was also highlighted that both wholesalers and retailers should jointly bear the responsibility for any catch-up consumption charges. RB also recommended identifying and replacing X10 meters to prevent future issues. RB highlighted the risk of errors due to the small "X10" indicator and suggested that smart meters could be used to mitigate this problem.

7.3. Following the discussion, the Committee: noted the paper.

7.4. The Committee were also asked to select a new sponsor. Following the discussion SM recommended that Members reach out to the MOSL team if they are interested in sponsoring the project.

7.5. The chair thanked AR for his presentation.

8. QSP26 CPW120 PIR

8.1. AR provided an update on the CPW 120 post-implementation review.

8.2. AR updated the Committee on the next steps: reviewing recent data to assess trends, publishing toolbox talk #9 to remind wholesalers of reason codes and definitions, considering additional codes, and selecting a new project sponsor.

8.3. The chair thanked AR 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.

- QSP16- Continuous Flow guidance- The guidance document and definition have been downloaded approximately 1600 times, indicating good traction and market awareness. AR advised that initial feedback suggests some friction between retailers and wholesalers regarding customer communication. AR also suggested to put QSP16 on hold and revisit in October 2025 to allow more wholesalers to roll out smart meters and gather additional data
- QSP23- Operational toolbox talks – It was noted that eight toolbox talks have been published to date. AR informed that toolbox talk #9 is under review and will be published soon. AR requested the Committee to provide feedback at the earliest convenience. It was noted that no additional toolbox talks are planned, therefore AR recommends closing QSP23.
- QSP25- AR stated that Training party reports have been uploaded to SharePoint, highlighting meters at occupied premises with three or more identical meter readings. An in-depth update will be presented at the metering committee meeting next month.

10. AOB incl. Reflections on the Meeting

- 10.1. The Committee reflected on the meeting.
- 10.2. The Committee thanked Simon Bennet and Richard Barton for their contributions and wished them well in retirement.
- 10.3. There being no further business, the Chair closed the meeting.

11. Actions from Meeting:

Action	Owner	Completion by
The MOSL team is tasked with preparing the interim guidance for data sharing. This guidance will be subject to review and approval by the committee prior to the implementation of the full data sharing mechanism.	MOSL/ Metering Committee	15 April 2025
The MOSL team is tasked with drafting guidance for wholesalers, reminding them of the recommendations outlined in the national metering strategy.	MOSL	15 April 2025