

## Minutes of the Metering Committee Meeting 49

15 April 2025 | 09:30 – 12:00

Via MS Teams

Status of the Minutes: Approved

### MEMBERS PRESENT

Chris Dawson	CD	Chair* (In Spencer's Absence)	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
Sindiso Bango-Dube	SBD	Retailer Member	James Mackenzie	JM	Customer Representative Member
Ben Kershaw	BK	Retailer Member	Zach Ibrahim	ZI	Wholesaler Member (Anglian Water Alternate)
Angela Brown	AB	Wholesaler Member	Jordanna Lo	JL	Retailer Member
Rosie Rand	RR	Wholesaler Member			

*\*Non-Voting Members of the Committee*

### OTHER ATTENDEES

Martin Hall	MH	MOSL Presenter	Toks Talabi	TT	MOSL Secretariat
Abu Rashid	AR	MOSL Presenter	Cillian McCarthy	CM	Metering Committee Observer
Liz D'Arcy	LDa	MOSL Presenter			

## APOLOGIES

Spencer Mattia	SM	Chair*	Paul Heron	PH	Retailer Member
Michelle Thompson	MT	Wholesaler Member	Steve Formoy	SF	MOSL Affiliate 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 KM, SP, PH, SF and MT. The Committee also welcomed JL, CM and BK to the Committee. CD mentioned that ZI will be serving as an alternate for MT while MT is on annual leave.
- 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. 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 March 2025 as an accurate record of the meeting.
- 2.2. The Committee agreed that the following actions could be closed: A48\_01 and A48\_02. The Committee noted that there are no actions to remain open.

## 3. Granular Data Sharing Process Project Update

- 3.1. The Committee received updates from MH and CD regarding the progress of the granular data sharing mechanism. Additionally, MH provided information on the completion of the requirement specification by Artesia, the request for proposals sent to suppliers, the consultation update of the data sharing hub, and the challenges encountered concerning

data retention time, transfer reads, and 15-minute data intervals. The key points under discussion were as follows:

- MH stated that Artesia completed the requirement specification for data sharing, which is solution-neutral and outlines the market's needs. The document will be published on the MOSL website and has been used to guide the request for proposal (RFP) process.
- The Request for Proposal (RFP) was distributed to eight qualified suppliers on 9<sup>th</sup> April. The MOSL team intends to conduct individual meetings with each supplier to ensure comprehensive understanding of the requirements and to clarify any technical inquiries. Responses are anticipated by 7<sup>th</sup> May, which will contribute to the development of the full business case.
- MH identified a challenge concerning the data retention time for smart meter data in the central hub. Initially set at a minimum of 12 months, the team is evaluating the cost implications of extending this period to 18 or 24 months.
- MH addressed the issues with transfer reads, elaborating on the existing manual process and the prospects of utilising monthly hub readings to enhance estimates. Also, the possibility of developing an automated system for capturing transfer readings was considered, however, it is not included within the scope of the initial phases.
- Incorporating 15-minute data into the hub presented an additional challenge. The MOSL team intends to discuss the cost implications with suppliers and determine the most effective strategy for managing this data.

3.2. RR suggested considering the inclusion of meters set to 15-minute intervals and evaluating whether the hub can convert this data to hourly readings, instead of consistently storing it as 15-minute data. Additionally, RR proposed assessing the possibility of converting the data before it is sent to the hub. MH agreed with RR's observation, noting that clarity on this matter is not essential at the current stage. However, it will be crucial, once a supplier is appointed, to engage in thorough communication with them to ensure they fully comprehend the requirements. This will enable the supplier to implement the necessary measures that meet market demands. MH advised that a continuous process with the supplier would be necessary to develop and discuss detailed requirements regarding data

management operations. While specifying a 15-minute data requirement is important, practical implementation will need to be addressed during the process. Furthermore, similar considerations are anticipated to emerge.

- 3.3. MH briefed the Committee on the current status of transfer reads. When a customer opts for a different retailer to supply their water services, the approach involves various methods such as manual reads, AMR reads, or estimated readings taken around the day of transfer, usually within five days. If an actual read is not taken, a skip code explaining the reason is entered into CMOS. With smart meters and a data sharing hub, retailers can prepare a transfer read and enter it into CMOS using two options: either by utilising the monthly reads provided by the hub to estimate the reading on the day of transfer or by downloading the meter reading from the hub on the transfer day and entering that specific data into CMOS. This option provides retailers with an improved option.
- 3.4. Regarding transfer reads, the feasibility of developing an automated process is being evaluated. In this process, the retailer can specify a transfer date, allowing the hub to automatically capture the read and input it into CMOS. Currently, this feature is not within the scope for phases 1 or 2 of the ongoing work. However, its potential implications for future development will be considered. MH advised the Committee that it is important to clarify the current position. The automated process is not included in the specification at this stage. However, if retailers and wholesalers feel strongly about it, its inclusion in phase three can be considered.
- 3.5. The Committee was informed that a request for proposal (RfP) had been created based on the outline business case specification included in the outline business case and the Artesia requirement specification. MH advised that eight suppliers had qualified through the earlier RFI process, and the RFP document had been sent to those suppliers on the 9<sup>th</sup> April. MH noted that the plan is for MOSL to conduct one-on-one meetings, led by Simon Powell, the CIO, with the suppliers to ensure a clear understanding of the requirements and address any technical questions. Additionally, these meetings may cover any other issues identified through the Metering Committee. It was noted that the original return date of 30<sup>th</sup> April has been extended to 7<sup>th</sup> May due to the Easter holidays and bank holiday. MH advised that the responses will also contribute to informing the full business case in terms of solution design, solution costs, and the delivery mechanism.

3.6. The Committee received an overview of the consultation results, noting the need for more input on the cost-benefit analysis, the requirements for third-party access, and the funding options for the data sharing mechanism. The following points were noted:

- Cost-Benefit Analysis: CD highlighted the necessity for further input from trading parties on the cost-benefit analysis. The MOSL team intends to reach out to those who have not yet contributed, specifically retailers, in order to collect more detailed data.
- Third-Party Access: The consultation indicated a preference for categorising third-party access under "Could's" rather than "Should's." There was minimal support for including household data or direct customer access at this stage.
- Funding Option: CD addressed the feedback on funding options, highlighting the need for clarity on potential alternatives if the Market Performance Framework (MPF) funds are insufficient. The possibility of using MO charges as an alternative was also discussed.
- Preferred Solution: The consultation indicated that 70% of respondents supported a central data hub as the solution for data sharing.
- Phase Delivery Approach: The phased delivery approach received significant support, as 63% of respondents expressed agreement with this method for implementing the data sharing mechanism.

3.7. MYB, AB and RR noted that if the funding option involves MO charges, trade parties may not have allocated budget for these additional costs in their annual budgets. They stated that more information would be necessary to make an informed decision. Additionally, many trading parties have not budgeted for this option and indicated that MPF might be the preferred route. JL further advised that reinvesting within MOSL through the Market Performance Framework (MPF) could be advantageous. It is viewed as an opportunity to allocate resources effectively. If backfilling market operating charges is required, the potential lifting of caps should be considered, as it poses a financial risk to trading parties. RR discussed the potential of diversifying funding sources, suggesting that it could facilitate water efficiency through enhanced data sharing. RR proposed exploring alternative funding options, including the Ofwat Water Efficiency Fund and the Innovation Fund, within the framework of the sharing initiative via the core MOSL business plan funding and the MPF. RR recommended presenting this initiative as an opportunity for water efficiency and

innovation. CD acknowledged the points made but noted that the proposals have been discounted due to potential delays in delivery. CD stated that if they were to proceed with the current delivery phase, specifically the data sharing mechanism, it is important to implement it quickly to facilitate the delivery of wholesalers' plans. CD indicated that incorporating this into next year's MOSL charges would result in further delays. Similarly, relying on the Ofwat fund would take about a year to secure the necessary funds. CD mentioned that the second phase, particularly the CMOS solution, could be included in next year's business case and funded through MOSL charges. However, the immediate priority is to address the data sharing mechanism solution this year, and therefore finding a way to fund it within the current year is essential. AB advised to explore other funding options, suggesting potential part-funding by trading parties and utilizing available funds. It was recommended that if sufficient funds could not be secured through the MPF, consideration should be given to seeking Ofwat funding as an alternative.

- 3.8. CD reviewed the interim guidance document for data sharing and requested feedback from the committee on its content and potential missing elements, particularly concerning frequency and charges. Noted that the interim guidance document aims to cover how wholesalers should share granular meter consumption data with retailers and how retailers should use this data to upload monthly meter data into CMOS for settlement purposes. CD requested the committee's feedback on the content of the interim guidance document, specifically on sections 5.1 and 5.2, as well as any elements that might be missing. JL and RR have agreed to review these sections offline and provide feedback.

ACTION 49\_01

- 3.9. The Committee was informed of the importance of addressing the frequency and charging aspects in the guidance. CD noted that the document should remind wholesalers to consider these elements in their policies. RR proposed including guidance on how wholesalers should provide monthly readings to retailers, even without sharing detailed data. This could involve using alternative methods to ensure data is shared efficiently. JL highlighted the need for clear guidelines on how retailers can request specific reads from wholesalers, particularly concerning transfer reads, to ensure precision and adherence to market performance standards. MH suggested the Committee explore funding options and noted Simon Powell's recommendation of a software-as-a-service for detailed consumption data sharing. This solution, which aligns with JL's suggestion, could be implemented quickly as phase one. MH

recommended waiting until 7th May to see what solutions are proposed, cautioning against taking premature actions that might complicate the situation. CD and MH discussed guidance, particularly its frequency and associated charges. CD observed that few wholesalers had included this aspect in their policies for the current year. CD suggested that wholesalers start considering this matter. The Committee was asked whether this should be included in the existing guidance document or handled separately. RR advised that there is a one-time charge for granular data, which reflects the actual cost of setting it up for everyone, this may vary for other wholesalers. Monthly reads might be free to CMOS, but there could be interim charges for granular data until hubs are developed. The goal is to integrate data into the hub at no cost, but fees may apply until the automated solution is available. MH advised the Committee to consider funding alternatives, mentioning that Simon Powell has frequently highlighted the availability of a software-as-a-service solution for sharing granular consumption data. This solution, which aligns with JL'S requirements, could be implemented quickly as phase one. MH recommended waiting until 7th May to see what solutions are proposed, cautioning against taking premature actions that might complicate the situation.

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3.11. CD thanked everyone for their contributions and MH for his update.

## 4. National Metering Strategy Follow on work update

4.1. The Committee received an update on the milestones achieved for 2024/2025, and went on to highlight the following:

- NMS 1 - Smart Metering Guidance: AR advised that the strategy includes guidance for smart metering, particularly for larger meters, and the consideration of static meters. The updated list of meters and enhanced technology is available on the MOSL website.
- NMS 2 - Standard Processes: Developing standard processes for the smart meter rollout based on geography is ongoing. LDa and the team have done a great job delivering this. The RWG subgroup aims to publish guidance by June 2025.
- NMS3 - Metrics for the Market Performance Framework (MPF) are being developed with input from the market and the Performance Assurance Group (PAG). A toolbox talk on meter location data accuracy has been conducted.
- NMS4 – Central messaging for Smart Metering- A subgroup responsible for the rollout of RWG smart meters, chaired by Cillian, has been established. A consultation with the market was conducted in April 2025 and published on the MOSL website, and the guidance is expected to be published by June 2025.
- NSM5 – CPW142, which pertains to wholesaler smart reads developed with input from the metering committee, was rejected by Ofwat late last year. It is noteworthy, however, that Ofwat expressed support for the objectives outlined in the proposal. Ofwat cited the data sharing mechanism as a reason for not approving CPW142.
- NMS 6 - NMS 10 and NMS 12 are part of the national meeting strategy for data mechanisms. This includes interim guidance and the approach for post-implementation review. CD is leading the program.
- NMS11 – Wholesaler charging structures - AR indicated that there could be potential charges associated with the sharing of smart metering data. Consequently, the Metering Committee and the wholesaler interface group were consulted to ascertain what such charges might entail. It was suggested that a proposal for the sharing of smart meter data may be presented to the market. MOSL and AR reviewed all wholesale charges schemes and findings were shared at the March meeting of the

Metering committee, where future actions (e.g., monitoring wholesaler policies and working on publishing comms in this area) were agreed. This workstream will be revisited in the next financial year.

- NMS 13 - Continuous Flow: The guidance on [continuous flow](#) was issued in July 2024, accompanied by initiatives to increase awareness through workshops and communications. Noted that the adoption of this guidance will be reviewed later in the year.
- NMS 14 - Leakage Allowances: The RWG policy subgroup is reviewing leakage allowances for customers with smart AMI meters. This will be further evaluated as the smart metering rollout continues.
- NMS15 - MPF is developing metrics with the market in collaboration with the PAG. These metrics, along with the tool and measures, are progressing well and are being undertaken by the MPF program.
- NMS16 – Cost of traditional Meters- AR advised that a number of meter reading providers were approached last year. Basic modelling was undertaken, and it is known that Ofwat will be looking at REC review to progress later on in the year. Noted that support is available for any potential prods that may be needed to ensure that traditional meters aren't forgotten in a smart metering world, and to address the potentially increasing costs associated with them.
- NMS17 – Learning Opportunities: Barringa has produced a report on learnings from the Energy sector, commissioned by Ofwat, which has been published. The smart water metering delivery group is actively addressing the recommendations presented in the report. SF has been attending these meetings, and the MOSL team is supporting where appropriate, sharing findings and outcomes with the Metering committee when relevant.

4.2. There being no further comments the chair thanked AR for his presentation.

## 5. Settlement Strategy Update

5.1. The Committee were informed of the latest developments related to the position paper to be published in the upcoming months.

5.2. The Committee noted that the mandate to work within the settlement piece and the specific settlement strategy is part of last year's business plan. MOSL consulted with the market informally in 2023 and 2024 to understand whether there is a mandate and a need for longer-term holistic thinking on issues related to settlement and Smart metering.

- 5.3. AR noted the importance of reviewing the current settlement processes to determine their suitability for the higher volume of meter reads from smart meters. This review encompasses assessing the feasibility of a reduced reconciliation cycle. Additionally, it was observed that the existing 16-month reconciliation period may be excessively lengthy for the smart metering environment. AR proposed that a shorter cycle, such as eight months, could be more suitable, enabling quicker adjustments and enhancing the accuracy of settlement processes.
- 5.4. AB and CD advised AR that the scope might need to enable future retailers to control the switch. For instance, if a retailer raises a bilateral issue and there has been no resolution for two or three months, they should be able to choose to switch back to standard settlement.
- 5.5. AR briefed the Committee on next steps, including forming a settlement strategy working group. The group's goal is to develop and finalise the strategy by the end of the financial year. AR stressed the need to include various concepts and proposed establishing overall objectives and principles for different work streams. AR presented the Committee with nine potential themes, including self-serve settlement, volume estimation, and the regularity of settlement runs, and welcomed additional ideas. AB advised that one of the themes under consideration is transitioning the settlement process from a complex calculator to a system that provides pricing signals to the market. It was noted that market consultation for feedback will take place in May. AR also mentioned the potential for learning from other industries, such as energy, and incorporating best practices from those sectors. Additionally, it was observed that each theme may incorporate individual projects that require prioritisation and assessment. AR mentioned the use of Request for Information (RFI), change processes, working groups, and the Retail Water Group (RWG) as platforms for these initiatives. Additionally, AR noted that the strategic perspective supporting these efforts aligns with the company's business plan and the panel's market roadmap.
- 5.6. AR advised the Committee on the timelines to finalise the strategy, noting that it would need to be fairly quick. The goal is to finalise the strategy by the end of the financial year, with set meeting dates for the panel. AR has been working on a position paper for the past few months, aiming to consult on it in the first week of May. This document includes details about the current state of settlement, potential challenges related to smart metering, and water efficiency perspectives. The consultation on the position paper will take place in May, followed by internal feedback and review in June. A working group will be established in

June to hold several meetings through July, August, and September. Although these months include the summer period, the meetings will focus on strategic thinking rather than operational or technical details.

- 5.7. The strategy will be reviewed by the market again in October before being presented to the panel in early November. Following this, the business planning and publishing of communications will occur, ensuring the strategy ramps up for the next financial year. AR urged Committee members to review and provide feedback on the settlement strategy position paper when it is released for consultation in May. Additionally, CD invited members to indicate their interest in joining the settlement strategy working group and contribute to the development of the settlement strategy.

ACTION: A49\_02

- 5.8. AB advised AR to explore the possibility of enhancing CMOS to show the financial implications of volumetric adjustments and other transactions.

ACTION: A49\_03

- 5.9. The chair thanked AR for his update.

## 6. Wholesaler and Smart Metering roll out dashboard update

- 6.1. AR discussed the current status of the smart meter implementation dashboard. AR stated that the dashboard is now live on the MOSL website, accessible via login, and tailored to individual meters. Aggregated map views will be published later in the week for public access. LDA will present a live demonstration of the dashboard at the May Committee meeting.

## 7. QSP25 NoFloW project update

- 7.1. The Committee received a verbal project update from AB on QSP25 NoFloW.
- 7.2. The Committee reviewed the update provided and noted the issues with the no flow report, including the presence of deregistered meters and exchanged meters that should not have been included in the report. AB indicated that the issues have been communicated to her team for corrections, and another report is expected to be issued before the end of the month. It was noted that wholesalers have been contacted to understand their procedures

for identifying no flow meters. Some wholesalers rely on meter readers, while others wait for retailers to identify and report broken meters. AB plans to champion the report once it is corrected and raise awareness among wholesalers through demonstrations and presentations.

7.3. The chair thanked AB for her presentation.

## 8. Tabled Updates

8.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on the Committee's workstreams and metering-related projects. AR advised of the following points:

- QSP22 - X10 meters will be closed in the absence of sponsors. This QSP requires meters to be multiplied by a factor of 10 due to the limited number of digits displayed.
- QSP23 - Operational Toolbox Talks will be concluded following the publication of the final guidance. To date, 9 toolbox talks have been published and the feedback received has been positive.
- QSP25 - No flow is currently ongoing, with updates expected in the coming months.
- QSP26 - The estimated transfer reads will be on hold until September 2025. This QSP requires a review of data on transfer reads to assess if additional work is necessary.
- CPW159 - Estimated transfer reads are currently being assessed. The objective is to determine when customers can take estimated transfer reads. The proposal will be designed, impact assessed and consulted upon by 23<sup>rd</sup> June.

ACTION: A49\_04

## 9. AOB incl. Reflections on the Meeting

9.1. The Committee reflected on the meeting.

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

## 10. Actions from Meeting:

Action	Owner	Completion by
Provide feedback on the interim guidance to CD.	<b>Metering Committee</b>	April 2025
Committee members to review and provide feedback on the settlement strategy position paper.	<b>MOSL</b>	May 2025
AR to explore the possibility of enhancing CMOS to show the financial implications of volumetric adjustments and other transactions.	<b>MOSL</b>	May 2025
AR to investigate if any settlement reruns have been triggered due to the 10 times meter issue and provide an offline update	<b>MOSL</b>	April 2025