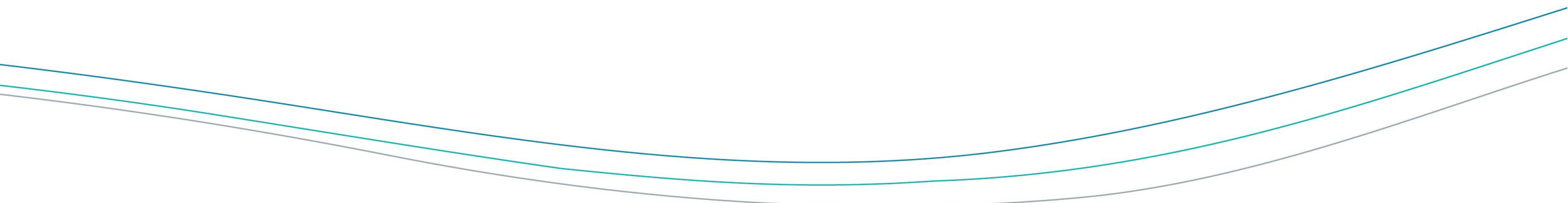


# Operational Advisory Group (OAG)

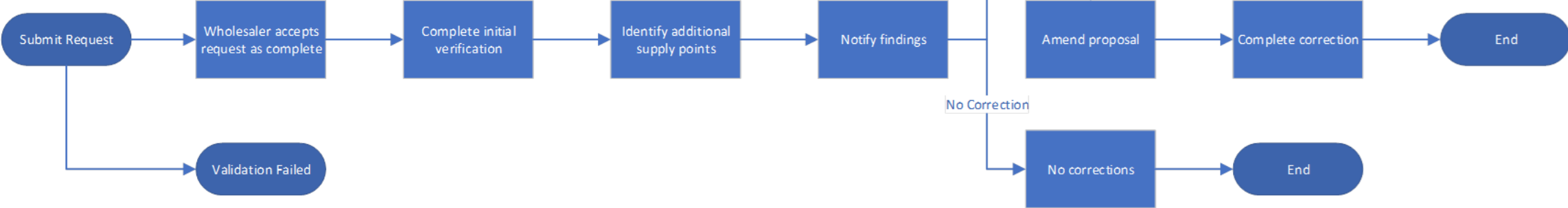
Supporting materials

27 August 2020

## Wessex Water feedback



# General process questions



## Flexible Rejection and Deferrals – at anytime in the process

Rationale for

- ◆ Flexible
- ◆ Simplifies the process flow

Rationale against

- ◆ Currently inconstant use of rejections and deferrals in the market.
- ◆ Wholesaler have too much control of the process, many Retailers have cases closed rejected without control measure in place or notifications.
- ◆ Imbalance off rejections and deferrals.
- ◆ Current options for rejections or request more info :
  - ◆ Retailer replies with more info,
  - ◆ Retailer cancels, or
  - ◆ Timeout clause (if no reply)

## Requesting further info at any time and pause SLA

### For

- ◆ Flexible process
- ◆ Simplifies the process flow
- ◆ Allows pause of SLA at anytime

### Against

- ◆ Message box can be used by either party to request updates and pass on info.
- ◆ Could be used as a loophole by some parties to cheat the system

## Pausing SLA at no customer contact on initial or second attempt

### For

- ◆ Allows extra time for Wholesalers tight OPS SLA

### Against

- ◆ Most Wholesalers already take this issue 'on the chin' and take it as part of the 10 day SLA(75% success rate on c1a).
- ◆ The process flow also allows for this in most scenarios.

## Points to be raised

- 1) The current scope will have a timeout clause placed on the Retailer on any actions. What does OAG think is a sensible time to place on this?
- 2) What are the business rules of repeating OPS start and end steps (X and data correction resubmit)?
  - Recommence the SLA timer as soon as the Retailer has submitted a response (step x or aa)
- 3) OPS end step, what if already counted in end of month (X and data correction resubmit)?
  - The OPS will be adaptive so that respective adjustments will be made. Only pay the OPS fine once.
  - The OPS will end at 'ae' or 'p'. If it ends up going around again to 'y'.
- 4) What is a valid challenge and what is the guidance for “good” practice use of this function (step X)?
  - This is to be confirmed but it will have reject codes defined and reason text box as well.
  - Support facility to help guide the operator to the correct process

## Points to be raised (Continued)

- 5) If rejected again, do we only count final rejection reason code?
  - The history will be kept of all transactions, communications and all reportable. The plan is for this to be viewable to both parties on the landing page to that request.
  - The bilateral portal will keep count of all rejection reasons. 'We 'Trading Parties choice.
  - ❖ Does it matter which one you store?
  
- 6) What is the date of close of the request if the Retailer fails to respond, the date the wholesaler requests the action on the Retailer or the date the retailer says no object/auto expire date?
  - To avoid OPS impacts recommending, it should be the date of action not timeout date.
  - ❖ Does the OAG agree?
  
- 7) On the route of disagreement of a proposed data correction, do we have to go back to square one via the resubmit function?
  - Whilst it looks like its going back to the beginning, the journey will be quick.
  - Don't have to complete form again or customer details it's a route to give Retailer the opportunity to pass on further info and the Wholesaler to have multiple options depending on the challenge.

## Notification Requirements and Templates (LVI)

## Notification Requirements and Templates (LVI)

### Email template

Subject: Bilateral Notification C1.RA1 'SPID'

Main: (Templated)

Bilateral Transaction ref:

Process: C1 Verification of meter details or meter supply arrangements

Main (Status specific)

# High Level Requirements

- ◆ Ref number to be hyper link to case and action
- ◆ 'Wholesaler' & 'Retailer' to be company name
- ◆ 'C1' is the process type and should be drawn from the system depending on the type of request.
- ◆ On notifications that do not require actions there is a Link to show current status and required actions
- ◆ Site visit date and time to be inputted by the Wholesaler
- ◆ Reason codes needed for unable to book site visit
- ◆ Email structure:
  - ◆ Subjects header, Content = 'Bilateral Hub email'
  - ◆ Bilat ref
  - ◆ Transaction ref
  - ◆ SPID
  - ◆ Process
  - ◆ Action Required: Yes/NO
- ◆ Consistent subject header format for subject of email
- ◆ Notification type A=Action S=status update AC1-3/ SC1-4
- ◆ Email format – HTML?
- ◆ Optional notification – HVI confirmation of successful transaction

1	2	3	4	5
Step(s)	Request Status (D8223)	Activity Status (D8224)	Notification sent to W/R	Template wording (example)
a	DRAFT	DRAFT	-	
b	SUBMITTED	SUBMITTED	W	<p>'Action Required'</p> <p>What's happened: 'Retailer' has submitted a 'C1' request</p> <p>What's is the action: Please follow this link to start the request.</p> <p><a href="#">LINK</a></p>
c	-	-	-	
d	IN PROGRESS	ACCEPTED - Being Assessed	R	<p>'Status Update'</p> <p>What's happened: 'Wholesaler' has reviewed your request and accepted.</p> <p>What's is the action: There is currently no action required but 'Wholesaler' may be in touch if they require further information.</p> <p>If you would like to know the status or send the Wholesaler a message, please follow the link below.</p> <p><a href="#">STATUS</a></p>
e	-	-	-	
f	-	-	-	
g	IN PROGRESS	INFO REQUESTED	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has identified further information is required before they can progress the request further.</p> <p>What's is the action: Please follow the below link to carry out the required action.</p> <p>Please note the SLA is on pause while the Wholesaler waits for your response</p> <p><a href="#">LINK</a></p>

	IN PROGRESS	INFO PROVIDED	W	'Action Required'
<b>h</b>				<p>What's happened: 'Retailer' has carried out the required actions and is ready to be reviewed.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
<b>i</b>	-	-	-	
<b>j</b>	-	-	-	
<b>k</b>	-	-	-	
<b>l</b>	-	-	-	
<b>m1</b>	IN PROGRESS	SITE VISIT SCHEDULED	R	<p>'Status Update'</p> <p>What's happened: 'Wholesaler' has scheduled a site visit; the date and times are as follows: Date: Time:</p> <p>Further details: (e.g. engineer will call 1 hour before visiting to confirm)</p> <p>What's is the action: There is no action required at this stage but If you would like to view the status of the request or send the Wholesaler a message, please follow the link below. 'Wholesaler will be in touch after the site visit to update you with the result.</p> <p>Please note the SLA may be placed on pause if the customer has requested a visit outside of the SLA.</p> <p><a href="#">STATUS</a></p>
<b>m2</b>	-	-	-	
<b>n</b>	-	-	-	
<b>o</b>	-	-	-	

p	IN PROGRESS	AWAITING AGREEMENT OF CORRECTIONS	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has completed its initial site visit and is recommending corrections to be made.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
q1	-	-	-	
q2	-	-	-	
q3	INPROGRESS	AGREE PLAN/CORRECTIONS	W	<p>'Action Required'</p> <p>What's happened: 'Retailer' has agreed to your corrections.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
r	-	-	-	
s	IN PROGRESS	CORRECTIONS UPDATED	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has completed its corrections into the Central Market Operating System.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
t	COMPLETED	CONFIRM CMOS UPDATES	-	
u	CLOSED	RETAILER CLOSED	W	<p>'Status Update'</p> <p>What's happened: 'Retailer' has agreed your corrections have been updated correctly and is now happy to close the request as complete.</p> <p>What's is the action: There is no action required at this stage but If you would like to view the status of the request, please follow the link</p> <p><a href="#">STATUS</a></p>

h [No]	CLOSED	TIMED OUT	W & R	<p>'Status Update'</p> <p>What's happened: 'Retailer' failed to complete their required action in the defined time frame. As such the request has now been Closed (timed-out).</p> <p>What's is the action: There is no action required at this stage but If you would like to view the status of the request, please follow the link</p> <p><a href="#">STATUS</a></p>
v	-	-	-	
w	REJECTE D	AWAITING ASSESSME NT	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has reviewed your request but has reject the request on the following basis: 'insert rejection code and reason'</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
x	-	-	-	
y	RE- SUBMIT TED	RE SUBMITTE D	W	<p>'Action Required'</p> <p>What's happened: 'Retailer' has carried out the required actions and is ready to be reviewed.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>

z	CANCELED	REQUEST CANCELED	W	<p>'Status Update'</p> <p>What's happened: 'Retailer has decided to cancel the request.'</p> <p>What's is the action: There is no action required at this stage but If you would like to view the status of the request, please follow the link.</p> <p><a href="#">STATUS</a></p>
aa	IN PROGRESS	WAITING AGREEMENT OF CORRECTIONS	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has identified data it its own system and is proposing corrections to be made.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
ab	-	-	-	
ac	IN PROGRESS	INFO REQUESTED	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has been unable to schedule a site visit because and requires your attention:</p> <p>'Reason code and reason'</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p>Please note the SLA is on pause while the Wholesaler waits for your response</p> <p><a href="#">LINK</a></p>
ad			-	

ae	IN PROGRESS	AWAITING AGREEMENT OF PLAN	R	<p>'Action Required'</p> <p>What's happened: 'Wholesaler' has completed its initial site visit and is recommending corrections plan to resolve the request.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
af	-	-	-	
af2	IN PROGRESS	PLAN AGREED	W	<p>'Action Required'</p> <p>What's happened: 'Retailer' has agreed to your corrections plan.</p> <p>What's is the action: Please follow the link to carry out the required action.</p> <p><a href="#">LINK</a></p>
ag	IN PROGRESS	DISAGREE PLAN/CORRECTIONS	W	<p>'Action Required'</p> <p>What's happened: 'Retailer has disagreed to your corrections plan, data corrections or data input.</p> <p>What's is the action: Please follow the link to carry out the required action</p> <p><a href="#">LINK</a></p>
ah	-	-	-	

Questions?