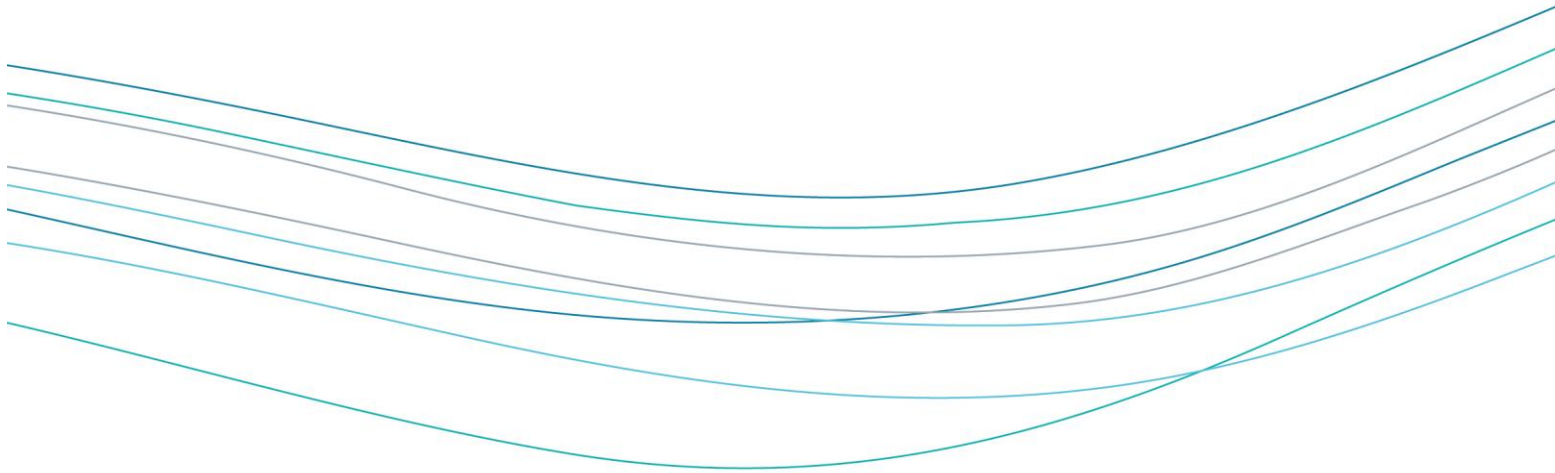


Operational Advisory Group (OAG)

Minutes from 24 September 2020 meeting



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Attendees

OAG members and guests

- ◆ David Moss (DM) Retailer
- ◆ Deborah Morton (DeM) Wholesaler
- ◆ Jon Fuller (JF) Wholesaler
- ◆ Madeleine Moores (MM) Retailer
- ◆ Matt Garfield (MG) Wholesaler
- ◆ Quentin Gallagher (QG) Wholesaler
- ◆ Julie-Ann Anderson (JA) Wholesaler
- ◆ Sian Forward (SF) Wholesaler
- ◆ Jack Klar (JK) Wholesaler
- ◆ Frances Lickley (FL) Retailer
- ◆ Jeremy Lunn (JL) Wholesaler
- ◆ Kat Grimley (KG) Wholesaler
- ◆ Ashley Connors (AC) Wholesaler

MOSL

- ◆ Chris Dawson (CD)
- ◆ Evan Joannette (EJ)
- ◆ George Kelly (GK)
- ◆ Chris Chiorean (CC)
- ◆ Mayuresh Tamboli (MT)

Agenda

- ◆ C1 Process Wireframes review
- ◆ Assumption tests
- ◆ AOB

Meeting Notes

1. Journey through wireframes

- CD; Wireframe journey TPs go through once a request is submitted.

Accept/reject phase - OAG Feedback/points to consider;

- KG; when looking at reasons for reject - one is 'incorrect SPID use'. KG thought it was auto-populated field, thus it could never have this?
 - SF; this has happened to Northumbrian (i.e. wrong customer attached to the wrong SPID).
- SF; is there a way to 'cancel out' of the bilateral given Retailer cancellation?
 - CD; options at various stages where the Retailer can cancel.
 - DM; what if a desktop data correction or site visit isn't imminent but is planned by wholesaler. Perhaps needs to be recorded as response to C1 request?
 - CD; something for bilaterals team to consider **(ACTION)**
 - EJ; harks back to earlier OAG discussion about converting one service request into another type later. At present, no choice but to reject and open the new transaction desired.
 - DM; expects industry would like to use option to change open C1 into a Wholesaler/Retailer led B process
 - FL; or attach/link the C1 process to the B form? more efficient/useful?
 - EJ: Will add process linking to development backlog **(ACTION)**
- JF; setting visit date/time. Simple jobs sometimes not scheduled, but are "drive-bys"
 - KG; agreed with this point.
 - CD; form submission asks whether customer needs to be in attendance. Bilaterals team will consider conditionality of mandatory time/date **(ACTION)**
- JF; OPS/KPI start points - will this section be the configured start point?
 - CD; current measure is materially complete from submission from Retailer.

Wholesaler has completed site visit (proposed corrections/corrections plan) - OAG Feedback/points to consider;

- JF; flexibility at applying deferrals at different points - maybe this is a good screen for it.
 - EJ; park for now. We'll have whole OAG meeting devoted to rejections/deferrals
- DM; revised plan of data corrections can be complex/extensive and go beyond scope of the C/01 form. Can we not itemise further data corrections?
 - EJ; Something for bilaterals team to consider **(ACTION)**
 - JK; propose make it clearer what users are being asked to approve/reject next to fields

Retailer Review stage- OAG Feedback/points to consider;

- JF; have reservations around OPS reporting - concerns around process again.
 - CD; in OPS terms, once retailer submitted corrections plan, the OPS clock will stop
 - EJ; Non-OPS KPIs might provide valuable market intelligence for "escalated requests" or those 'stuck in the long grass.'
- SF; what if you send correction plan and no Retailer response?
 - CD; propose a reasonable time out, say 30 BD

- SF; Ops terms say 10.
- CD; if Retailer doesn't comment in first 10 days, the Wholesaler will just carry on. 30 days relates to 'more information' stage.
- EJ; just means nothing is left open-ended.
- KG; if it doesn't impact another supply point, no sense to wait 10 days.
- CD; just giving Retailer a chance to agree on the proposed changes. This WILL be a code change. Just gives Retailer a say on what's going into CMOS. SLA would be completed from a Wholesaler point of view, just waiting on Retailer to agree.
- SF; never had any info back on any data corrections plans ever done - this would just impact customer
- CD; Bilaterals team to consider 10-day time out element (**ACTION**)
- DM; if retailer doesn't respond in 10 days, propose system alerts the Wholesaler
 - CD; the action will switch back once the 10 days has elapsed.
 - EJ; propose ability to chase important 'jobs' will be crucial

Wireframes sense check

- EJ; are we still on the right track?
- **Conclusion: No negative feedback from OAG members or guests. Thanks to members.**

💧 2. C/01 form assumptions to be checked;

- **Include landlord/tenant questions or remove these from C/01 form?**
 - SF; never seen it used - from Wholesaler perspective, probably know it from own records anyway.
 - DeM; We have a lot of tenant/landlord SPIDs - lots of subdivisions of meters. Affects Yorkshire's day-to-day functioning and operations.
 - JF; key here is ensuring Retailer tells you who to speak to right person if there's a landlord.
 - DM; maybe have additional field for contact details - what kind of point of contact is this person? Help Wholesalers schedule ahead?
 - AC; sections mainly gives a heads up of how to plan/what to look for when the TP gets to site.
- **Conclusion; OAG members tend to agree it's useful but this info often gleaned by wholesaler when speaking to customer when setting up appointment.**
- **Meter Pit Reference - Remove? (is not in CMOS)**
 - All OAG members either don't use or questioned what it is.
- **Conclusion; OAG agrees could remove this form item**
- DM; Need to consider capturing other data items that aren't mandatory but still occasionally useful (e.g. UPRN/VOA).
- MT; Fields come from CMOS and many are not editable, so from HVI perspective, approach still being discussed.
- EJ; consider bolstering process C7 for property-type corrections.

3. Core SPIDS with multiple TPs associated

- Which option is preferred for requester / responder interactions where other TPs are associated to a SPID but did not raise the request?
 - MOSL propose option 1.
 - DM; preference is option 2 (most cost effective). From B1, there are either Retail led, or water wholesaler process which go in tangent. Two separate processes, and any discussion for third party notification is just easy conversation between the two. If the other Wholesaler doesn't follow through, they are not bound by the OPS, which had been placed on another Wholesaler.
 - JF; Option 3 useful to have fully comments from other TPs (particularly when TPs share areas). But we ought to retain primary retailer/wholesaler to control the process, so option 1 is the minimum requirement.
 - SF; preferably *not* option 2 - we would want notifications to go out to e.g. sewerage retailer if that is a different retailer to the water retailer. Would choose Option 1 as simplest.
 - QC; option 1 best for usefulness - all their SPIDs have different sewerage Wholesaler.
 - DeM; would agree with Option 1.
- **Conclusion: Majority of OAG members prefer option 1**

4. Proposed new title for C1 - remove 'meter' before 'supply arrangement'?

- CD: Want to ensure C1 includes *unmeasured* supply arrangement checks.
 - No objections
- **Conclusion: OAG agrees to change title. Likely code change needed (ACTION)**

5. AOB

- **OAG meeting time**
- JL; avoid lunchtimes - lunches between 12-1 or 1-2 usually.
 - EJ to reschedule meeting time going forward, probably morning slot **(ACTION)**

6. Actions

1. Review if desktop analysis or site visit are only ways to resolve C1 (MOSL/OAG)
2. Add process copying/duplication/conversion/linking to backlog (MOSL)
3. Review conditionality of site visits (e.g. "drive-bys") (MOSL/OAG)
4. Put into backlog: itemise any other data items found at a site visit (MOSL)
5. Retailer non-reply timeouts to be reviewed (MOSL/OAG)
6. Form review: Remove Meter Pit/Reconsider how landlord information captured (MOSL)
7. Change title of C1 as per recommendation (MOSL)
8. Move OAG meeting to morning time slot (MOSL)