

Operational Advisory Group (OAG)

23 February 2021 meeting

Minutes



Operational Advisory Group 23 February 2021 meeting - minutes

Attendees

OAG Members and Guests

- ◆ Jon Fuller (JF) Wholesaler
- ◆ Sian Forward (SF) Wholesaler
- ◆ Jenny Ansell (JA) Wholesaler
- ◆ Patti Quintana (PQ) Wholesaler
- ◆ Michael Floyd (MF) Wholesaler
- ◆ David Moss (DM) Retailer
- ◆ Madeleine Moores (MM) Retailer
- ◆ David Harris (DH) Wholesaler
- ◆ Matthew Garfield
- ◆ Julie-Ann Anderson
- ◆ Lewis Orr – Pennon WS Contract Manager

MOSL

- ◆ Chris Dawson (CD) OAG Chair
- ◆ Kevin Fearn (KF)
- ◆ Chris Chiorean (CC)
- ◆ Lisa-Ann Lott (LAL) - Secretariat

Agenda

- ◆ Actions
- ◆ OPS/MPS conflicts in Bilats
- ◆ Code review documents incoming
- ◆ AOB

Meeting notes

1. Actions

CD confirmed he will Chair in Evan's absence and opened the meeting with the actions log

CC confirmed overlap in some areas in respect of charging against SLAs. These will be reviewed by MOSL and OAG during this meeting.

CC responded to **JF**'s 'additional info' query and confirmed this is an available function on each transaction

CD confirmed **EJ** has liaised with CnC regarding training materials further updates will follow in due course

CD confirmed process flows will be available via the link in the slide deck

2. OPS/MPS conflicts in Bilats

CD described the nature of the issue in respect of how OPS/MPS are dealt with via the Bilaterals hub in particular in regard to B5 where both OPS and MPS SLAs exist.

CD described three possible options to resolve these conflicts

JF expressed the view that the first option could involve a large number of rules and that would be a concern.

DM questioned in respect of option2 if meter exchange is not satisfactorily actioned within 15-day period what would happen in that instance. **CD** confirmed that a dispute could still be raised via CMOS at this stage

JF raised that option 3 would require an 'effective date' for when the SLA runs from e.g. the transaction may be entered on the hub on a day however the meter exchange may have happened the day before.

JA expressed that Swimpool has an effective date at present for B5

PQ queried if any thought had been given to removing either OPS or MPS to prevent the conflicts. **CC** confirmed that the two SLAs in respect of B5 are different in scope and therefore both are valid. **CC** further confirmed that option 1 is similar to combining the two SLAs.

JF confirmed that a combined measure would be a good concept to explore however it may prove difficult to separate MPS7

SF & DM expressed the view that extending the OPS SLA in a similar vein to C1 would be acceptable to incorporate both measures

Outcome: No strong call on the options however members expressed the view an end-to-end review to incorporate OPS/MPS measures, in a manner similar to C1, may be worthwhile then to create a solution following that

Members also expressed the view that an interim measure may be required to ensure performance measures are still monitored effectively

CD requested OAG members review options and express views/preference

Action: MOSL to review and revert following discussion with MPC

3. Code review documents incoming

CD advised members of the incoming bilateral code draft documents: -

Operational terms

CSD 0701 – Common processes e.g. submits, accepts, rejects

CSD 0704 – Process steps from operational terms and detailed steps not in 0701

Initial feedback due from TAG this week with revisions to follow early March for review by members prior to next meeting

4. AOB

- ◆ Next meeting is on 9 March 2021
- ◆ B5 to be brought forward at future meetings

5. Actions:

1. MOSL to review and revert following discussion with MPC on SLAs