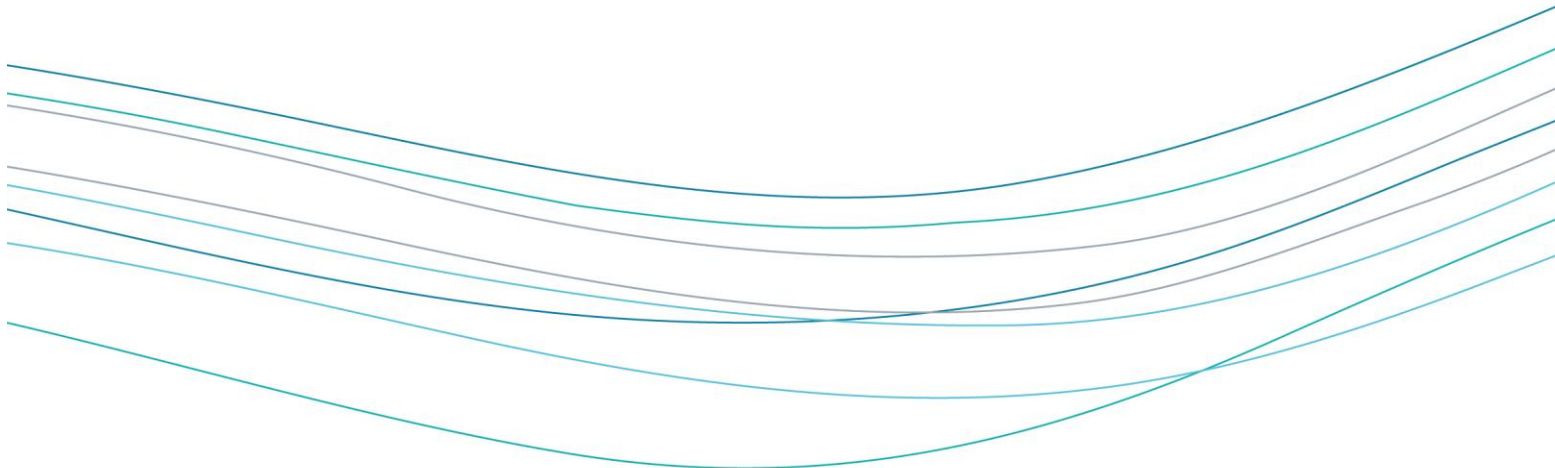


Operational Advisory Group (OAG)

19 November 2020 meeting

Minutes



Operational Advisory Group

19 November 2020 meeting - minutes

Attendees

OAG Members and Guests

- ◆ Jon Fuller (JF) Wholesaler
- ◆ Matthew Garfield (MG) Wholesaler
- ◆ Deborah Morton (Deem) Wholesaler
- ◆ Michael Floyd (MF) Wholesaler
- ◆ Paul Baker (PB) Retailer
- ◆ Sian Forward (SF) Wholesaler
- ◆ David Seymour (DS) Wholesaler
- ◆ Jenny Ansell (JA) Wholesaler
- ◆ David Moss (DM) Retailer
- ◆ Kat Grimley (KG) Thames Water
- ◆ Madeleine Moores (MM) Retailer
- ◆ Patti Quintana (PQ) Wholesaler
- ◆ Ashley Connors (AC) Wholesaler
- ◆ Frances Lickley (FL) Retailer

MOSL

- ◆ Evan Joannette (EJ)
- ◆ Chris Dawson (CD)
- ◆ Daniel Plumbley (DP)
- ◆ Mayuresh Tamboli (MT)
- ◆ Ivy Mandinyanya (IM)
- ◆ Chris Chiorean (CC)

Agenda

- ◆ Introduction to first draft of B5 Process flow
- ◆ B/01 form review
- ◆ AOB

Meeting notes

1. Introduction to first draft of B5 Process flow

💧 CD presented first draft. Needs challenge from OAG members

CD: Based on similar structure to C1, particularly around retailer submit and wholesaler accept/reject. Consistent rejection reasons retained where possible between C1, B5 and other processes. More information requested by wholesaler would defer automatically. If issues with site visit, wholesaler can ask for help. Notification sent to retailer when visit schedule. Retailer opportunity to verify CMOS updates.

PQ: possible to incorporate Wholesaler site visit for assessment and follow-up for meter exchange with deferral to a time that suits customer? Missing from the flowchart.

CD: Yes. With appropriate notifications to customer and retailer. Flowchart oversight. Will correct.

JF: Does this fit in with previously agreed deferral flexibility.

CD: It should do, but the flexible deferral proposal (and automatic and optional deferrals) still being considered by the development team.

JF: Looking at a B5 process there are three principle outcomes. 1) repaired 2) replaced 3) no fault. Outcome (3) is especially good for review. Question for OAG. Worthwhile to have facility to track these outcomes?

Outcome

OAG: Consensus that this would be key management information to trap.

JF: B5 process incorporates meter fault, but less clear with chamber and lid. Lid problems tend to come in as E3 (emergency). Chambers typically B5

EJ lets revisit E3 at a future meeting.

KG plan appear to propose requiring a repair plan like C1. Feels that it would not work well for B5 as would be cumbersome as B processes often are sorted “there and then”.

Outcome

OAG. Consensus. Not crucial to provide full plan.

JF Is there any obligation that if wholesaler is going to go over the 22 days because of deferral they notify the retailer?

PQ, Yes, and this is already incorporated into more robust deferral reasons being developed for C1.

PB suggested that it would be good to know the outcome of the site visit via simple notification even if not full plan.

DM agreed.

Looking through the accredited entity forms there is a proforma requiring full account of what's happened on site.

AC from Severn Trent point of view 9 times out of 10 we replace the meter on the first visit and prepping a plan not practical and would interfere with SLAs around CMOS update.

CD clarified by plan its means just an update to the Retailer and suggested that to add two boxes one if the wholesaler has replaced the meter and other box for if the wholesaler does require another site visit then update the Retailer.

AC Agreed.

DM Concur with CD's proposal

MT: Confirming that current development thinking is that it would be a separate transaction per “update” even if they immediately happened one after another.

Outcome

OAG: Concur that one transaction per update is sensible

2. B/01 Form (Process B5) SME connected

💧 **CD presented the B01 form and opened a discussion with members.**

DS: This form covers several processes. Need to make sure that the intended process by the retailer is reflected in a “smarter” form that offers just the appropriate option.

CD: Confirm. You’ll see only the relevant questions related to your intention to repair, replace, other.

💧 **Q: Should retailer providing data on form to offer alternative data to CMOS auto-populate?**

CD: Proposing like for C1, would allow for retailer to submit form with information that might differ from the CMOS auto-populate (even though the B processes are not specifically for that job).

DS: Alternatively, the system would compel the retailer to launch C1 process first, then proceed to B5. System should know that there are two related processes in progress at the same time.

JF put approach has always been if the primary reason for the retailer to come to us is a faulty meter and at the back of that they inform us this details needs updating we tend to pick up an update required all at same time without the request of a C1 application for simplicity.

EJ: Would any trading party want or need two separate processes?

PB: We would deal with this under one process, C1 by the retailer to indicate incorrect information and expect any following processes to be initiated by the wholesaler to repair the meter.

SF: Northumbrian would take that PB’s approach. In some cases, if job is simple, would be done on the same visit. Larger meters or chamber repairs would need follow-up meeting. Can see this being different across wholesalers.

AC Severn Trent have two different contractors for our meter replacement and inhouse for our field visits (who don’t do exchanges). **PQ** it’s the same process at Southern Water.

EJ Sounds like preference is for there to be a logical first process. Feels like C1 before B process. Can OAG confirm.

AC C1 can be speculative on part of the customer/retailer. They may think it’s faulty when it’s not. Could just be the wrong meter. Wholesaler needs to take the C1 process as a sense check first. Sending a contractor in the first go to replace a meter could mean non-faulty meters are being replaced. Raising C1 after a B5 is confusing. What if there was a high consumption query? If meter’s been ripped out prematurely, no test is possible.

EJ Going back to LVI feature of allowing retailers to wholesalers that pre-populated CMOS data on the form might be wrong. Good idea or not? This will apply for all processes. Bad user experience to let bad information go across.

DS Yes, if there’s an obvious on-screen display of what the data is now and what you’re proposing changing it to. **KG** Agree

DM. You could argue that seeing the alternative data may even help the wholesaler make a judgement about whether the right process is being asked for the right meter. May help prevent pointless processes from going ahead.

DeM: Yes, retailer should have opportunity to point out basic data disparities and not have to raise another form

Outcome

OAG: Largely concur. But **PB** suggests could blur lines between processes if they all allowed data correction.

EJ: Companies can still have discretion about choosing to raise a whole new process or not but seems a missed opportunity for the LVI not to offer an opportunity to flag potentially misleading data.

MT: Distinction between C1 and B5. Former is raised at SPID level with multiple meter checks, B5 is meter level, so is single meter request at a time. OAG okay that this convention will continue and that the C1 process would be the parent of any B5.

Outcome

OAG: Concur.

💧 **How important in the question about data loggers?**

CD: Is the data logger question on B/01 form. If yes, does it lead to any practical difference in how the wholesaler handles the site visit?

JF Can tackle some of these less popular questions by defaulting to Yes or No depending on 80/20 rule.

PQ There are some wholesalers who wouldn't attend with the kit in place.

SF As discussed earlier, the field gives the option for the retailer to update a data item that might otherwise be invisible to wholesaler as they'd never know if logging kit was removed prior to visit and reinstalled after. Suggest it should be retained.

AC Severn Trent has had a few disputes where meters have gone missing. Propose that the form retaining the overt question puts the onus on retailer/customer to take care of it first. Perhaps some on-screen warning that says do something with the meter or risk its loss.

JA, we have data maintenance team that if we are aware there's a logger on there, they first attend. So, the field is key.

Outcome

OAG: Consensus is to retain the field on the form

💧 **Selecting more than one repair reason**

CD questioned members under section 3.4. Can you select more than one repair reason for the site visit?

Outcome

OAG Concur. Strong support.

DM/JF: Propose there are items missing on the list. Could be added based on knowledge.

ACTION: JF to provide new reasons

💧 **Meter menu**

CD Standard meters or non-standard meters. Propose we could incorporate wholesaler meter menus into the LVI?

JF would suggest this is limited to similar size meters, is otherwise a B7.

Outcome

OAG: Concur but prefer like for like. Could do minor upgrades without pipe-mods but become chargeable if B7. MOSL to take away to consider.

ACTION: MOSL to add to backlog

💧 **Public Health Issues**

CD Section on public health issues. Proposing to merge section 3.4.1 into 3.1 (meter details) for form clarity.

JF propose to remove entirely. If a public health issue should be an E3 scenario. Emergencies cannot wait for a 22-day KPI.

CD option could stay and alert the user that the E3 process is more appropriate.

SF proposed that the flag be moved higher on the form to offer that E3 warning sooner.

Outcome

OAG: Encourage use of E3 form where possible

ACTION: MOSL add E3 alert to backlog

CD Closing consent will be same as C1

MT: Other similar processes deal with cross-border and private meters. Could we merge these processes into B5 because only the meter type is different?

PQ: No. The meter owners are different. Suggest different processes needed here.

Outcome

OAG consensus that we don't seek to merge processes due to different ownership

3. AOB

💧 Meeting day of the week

- **EJ:** Will move to Tuesdays from 1 December.
- **OAG:** Concur

4. Actions:

1. Provide more reasons for repair (JF)
2. Add meter menu and upgrades to the backlog (MOSL)
3. Add alert to processes in the LVI where there's an emergency or risk to public safety. Add to backlog (MOSL)