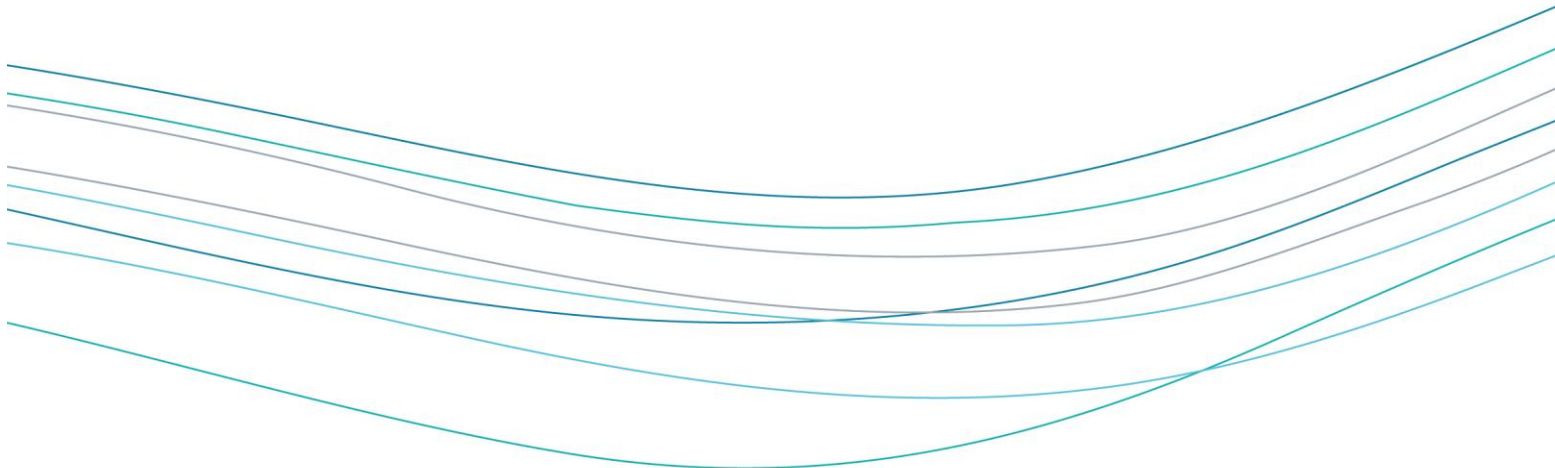


Operational Advisory Group (OAG)

15 December 2020 meeting

Minutes



Operational Advisory Group 15 December 2020 meeting - minutes

Attendees

OAG Members and Guests

- ◆ Jon Fuller (JF) Wholesaler
- ◆ Deborah Morton (DeM) Wholesaler
- ◆ Paul Baker (PB) (Retailer)
- ◆ Sian Forward (SF) Wholesaler
- ◆ David Seymour (DS) Wholesaler
- ◆ Jenny Ansell (JA) Wholesaler
- ◆ Kat Grimley (KG) Thames Water
- ◆ Patti Quintana (PQ) Wholesaler
- ◆ Ashley Connors (AC) Wholesaler
- ◆ Sam Dawson (SD) Wholesaler
- ◆ Sarah Harrison (SH) Retailer
- ◆ Francis Lickley (FL) Retailer
- ◆ Michael Floyd (MF) Wholesaler
- ◆ David Moss (DM) Retailer

MOSL

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

Agenda

- ◆ Review proposals for standardised performance reports
- ◆ Review updates to C1.W process (Meter verification and supply arrangements check initiated by the wholesaler)
- ◆ Review C1 Service Level Agreements (SLAs)
- ◆ AOB

Meeting notes

1. Review proposals for additional data items - Standardised performance reports

EJ opened the meeting reviewing feedback from the group on the proposals for additional data items that was shared at the last meeting.

MG (by email prior to meeting) proposed duplicate service request checking.

PB proposed that reports measure quality of outcomes (findings) rather than the performance and verification that CMOS corrections were made (e.g. check to see if initial data item values changed from closing data item values)

EJ added that OAG talked about this before and was on board. Would ensure this is on backlog.

ACTION: EJ to check feature is on backlog

SF feedback from her team provided by email.

ACTION: EJ to reply to SF's email

Outcome: OAG supports MOSL's proposals for standardised performance reporting

2. Reviewing updates to C1.W process – Meter verification and supply arrangements check initiated by the wholesaler

MT gave in-depth walkthrough of the C.1W process (initiated by Wholesaler). Some assumptions to check.

- ◆ No reject option only accept. Why would a wholesaler reject its own request? Propose you would simply cancel later if request no longer needed.

PQ: This means we need to be very clear that Wholesalers are raising their own C1, not on behalf of retailer. Codes need to reflect this.

Outcome: OAG supports principle of no rejection for Wholesaler-raised C1

- ◆ Site visit and verifications to proceed by the wholesaler unless retailer cooperation needed to help arrange visit. Notification to retailer to update their data item (e.g. meter location).

JF Valuable to have a more info loop at the start of the process. Our inspectors found the meter was missing so first port of call is to retailer proposing they raise a C1B. Need upfront opportunity to ask question of customer. Also missing option to propose correction plan without a visit.

DM Propose then we should be able to go from AA to AE if visit not needed.

MT highlighted that we're also giving option for other Retailer and other Wholesaler to make free text comments. **JF** proposal may be redundant.

JF That's optional transaction not a prompt, if there was a task for the retailer, they could miss this.

EJ asked OAG if they support **JF** proposal. Group raised no objections

SF Agreed that at point of deciding no need for a site visit, corrections updates CMOS, I think it needs to loop into a plan.

CD We will loop a "no visit required" from I to O. I'll make changes and come back to OAG

ACTION: MOSL to consider JF proposal

SD Concerns raised about not being able to raise on behalf of retailer especially if there is an I8 (reconnection) that needs to be rushed through.

EJ We will revisit when we get to I processes.

SD AF1 agree proposal plan, retailer agree to what the wholesaler is suggesting, are there any timescales to this?

CD confirmed SLA for C1.R and C1.W are the same. 10 days

💧 **MT** step H1. If retailer has to update CMOS (e.g. meter location) should transaction revert back to Retailer after Wholesaler has made updates? Would otherwise happen outside bilateral portal.

AC their experience is that if Retailer isn't compelled to make changes, further down the line wholesaler gets a new C1 raised by a different agent within the same organisation because the location data wasn't updated the first time.

PB– Cannot force the retailer as they might not actually agree with the data update. Must be a Yes/No option.

CD We will take these comments back and make another proposal that there's some affirmative confirmation from retailers here.

ACTION: MOSL to review OAG feedback

JF will outstanding requests of the retailer time out like in C1.R?

MT Yes. Planning auto-close. And we can measure in reports.

Outcome: OAG consensus that these should auto-close

3. Review C1 Server Level Agreements (SLAs)

CC talked through the SLAs around C1. The SLA's are identical in C1.r and C1.W. We have identified seven SLAs. We propose that SLA4 (wholesaler wait period), be removed and replaced with a business rule preventing the wholesaler moving to the next step until SLA3 has ended. This would not functionally change any behaviors but reduce an unnecessary SLA.

Outcome: OAG group agreed that this SLA change seems sensible

CC explained the definition of SLA 6 which is concerned with the CMOS update following an inspection. We propose that SLA 6 is removed from the C1 process as it monitors an action which cannot be tracked within the Bilaterals system and is low value as an SLA. We propose to integrate the action of CMOS update into the SLAs 1.1 (OPS C1a) and 1.2 (OPS C1b) by increasing the SLA period of these by

2 business days. In the end whether a desk analysis or site visit, you'd have 12 business days to submit findings and do CMOS updates if necessary.

To rebalance this, we have SLA2. We propose the reduction of the C1 2 SLA period from 10 business days to 8 business days to balance out the increase in time for C1 SLA 1.1 (C1a) and 1.2 (C1b). Would reduce by one SLA and not change the overall process.

KG why not track CMOS updates instead?

CC tracking CMOS is not in scope, so we'd be relying on self-reporting.

PQ A longer SLA to incorporate still doesn't guarantee a CMOS change is made.

SF Will require team retraining

PB Much cleaner and elegant from a retail perspective to be able to confirm that CMOS has been updated rather than a transaction where Wholesaler is going to do something later. But this is a fundamental change and there are implications on other processes.

CC It's a compromise, we are not checking that CMOS has been updated but we are trying to include it into the monitoring provided by the SLA.

JF proposal make sense. Validation from CMOS should be part of audit. If this is replicated across processes, make sure this doesn't duplicate MPS performance measures.

Outcome: OAG wants more time to consider this SLA proposal

CC last **proposal** is to bring SLA1.1 (C1a) and 1.2 (C1b) into line each other. Simpler and would encourage Wholesaler to raise more C1.W processes with less risk of failing SLAs.

SF Could it encourage wholesalers not to log a C1.w in a timely manner?

CC Could argue the current state of the process also promotes delayed logging. But this way we log actions that before were out of scope. Some visibility better than none for customer outcomes.

PB the retailer should be notified there is an intention to make a visit, not just after the visit so think it's in line with the current operational terms.

CD Yes. The current SLA does not promote that behavior. This change would.

DeM Encourages Wholesalers asking for information up front in a timely manner.

EJ we will give OAG time to think about this, can we go back to get a decision on SLA6 and the two business days? And also, for SLA 1.1 AND 1.2 accepted one.

Outcome: CC circulate grid showing the proposals and changes and where the OAG can accept.

ACTION: OAG to confirm views on SLAs at next meeting.

4. AOB

- Next Meeting on 12th January 2021
- EJ will be asking regular guests to confirm full OAG membership

5. Actions:

1. Add MG and PB's reporting feedback to backlog (EJ)
2. EJ to reply to SF's email on questions raised by her team (EJ)
3. Review feedback on C1.W and feedback to group (CD)
4. Review feedback on C1.W and feedback to group (CD)
5. Share SLA changes for OAG feedback at next meeting (CC)