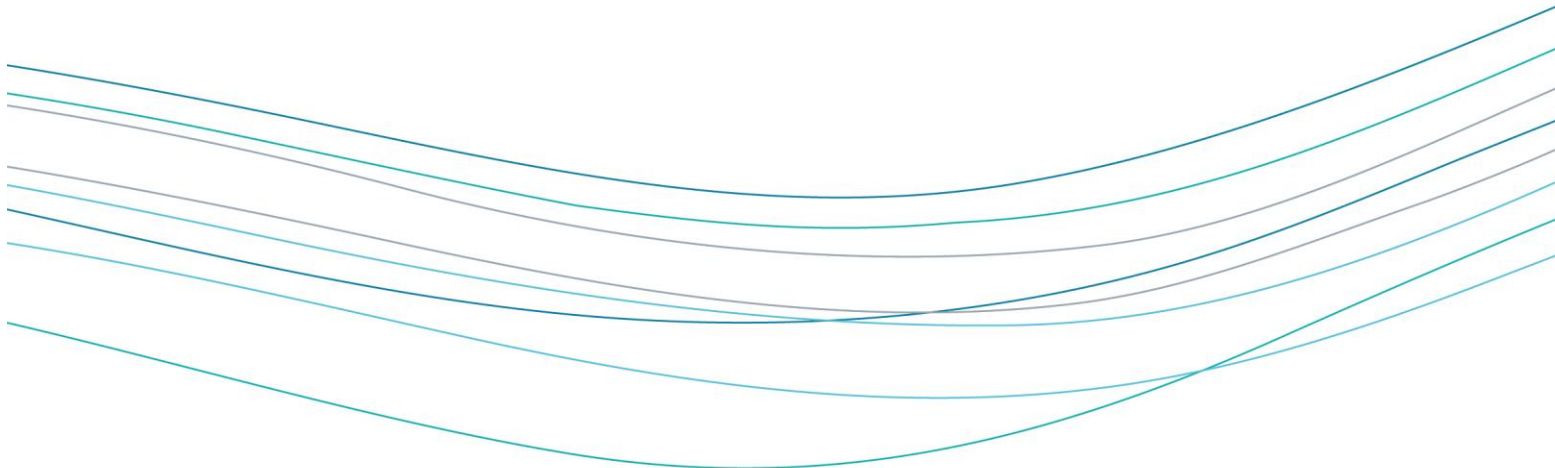


Operational Advisory Group (OAG)

12 January 2021 meeting

Minutes



Operational Advisory Group 12 January 2021 meeting - minutes

Attendees

OAG Members and Guests

- ◆ Jon Fuller (JF) Wholesaler
- ◆ Deborah Morton (DeM) Wholesaler
- ◆ Paul Baker (PB) Retailer
- ◆ Sian Forward (SF) Wholesaler
- ◆ Jenny Ansell (JA) Wholesaler
- ◆ Kat Grimley (KG) Thames Water
- ◆ Patti Quintana (PQ) Wholesaler
- ◆ Ashley Connors (AC) Wholesaler
- ◆ Sam Dawson (SD) Wholesaler
- ◆ Frances Lickley (FL) Retailer
- ◆ Michael Floyd (MF) Wholesaler
- ◆ David Moss (DM) Retailer
- ◆ Matthew Garfield (MG) Wholesaler
- ◆ Madeleine Moores (MM) Retailer
- ◆ David Harris (DH) Wholesaler
- ◆ Onkar Singh (OS) Wholesaler
- ◆ Suzannah Maddock (SM) Wholesaler
- ◆ Heidi Knapton (HK) Wholesaler

MOSL

- ◆ Evan Joannette (EJ) OAG Chair
- ◆ Chris Dawson (CD)
- ◆ Ivy Mandinyanya (IM)
- ◆ Chris Chiorean (CC)
- ◆ Daniel Plumbley (DP)
- ◆ Lisa-Ann Lott (LAL) - Secretariat

Agenda

- ◆ Review SLA Proposals
- ◆ Review updated C1.w process
 - Agree mirroring design principle
 - Agree retailer last-say data checking principle
- ◆ Review Auto-close time-out
- ◆ Next meeting potential topics
 - Training
 - Prioritisation of processes
- ◆ AOB
 - Membership update before next meeting

Meeting notes

1. Review Service Level Agreements (SLA) Proposals

CC introduced the proposals regarding C1 SLAs

- 1) **Removal of SLA 4** – wholesaler required to wait 10 business days for retailer to review data correction plan.

Rationale: The same 10-day period to respond applies to the retailer as an SLA. So an SLA on the Wholesalers is duplicated. Proposed to turn this SLA into business rule instead that says the Wholesaler waits 10 business days or until the retailer replies if this is sooner.

Benefits of changing: Removes duplication (cost saving by not building into hub, no need to maintain or report on it. No risk of altering TP behaviour as mirror SLA already exists on Retailer.

Disbenefits: None identified

Outcome: No objections and OAG supportive

- 2) **Remove SLA 6** – corrections being made to CMOS following Wholesaler action taken (site visit or desk audit). This SLA cannot be automatically tracked so relies on self-reporting. So as a solo SLA, it's lower value. Propose to integrate into SLA C1A & C1B which would each get extra two days to incorporate CMOS update time.

C1 2 SLA: The 10 business days to create data correction plan (for associated SPIDs) would be reduced by 2 days to 8 days so that overall SLA length is unchanged.

Benefits of changing: Process simplification as it removes one transaction. Retailer no longer has to wait for a second transaction. Moves toward principle of action and data update becoming a single performance measure.

PB: To retailers, this is much cleaner and simpler. Lessens likelihood of a stated correction not matching the CMOS update.

DM: And if the CMOS update is not correct, much quicker for Retailer to raise on the back of a single transaction than waiting for a second transaction.

Other comments

CD: Transaction would allow Wholesaler to submit correction or indicate no correction required.

SD: Clarify codes to say that SLAs apply to successful transactions rather than failed transactions.

Disbenefits: Concern from several Wholesalers that the business day balancing puts too much pressure on C1 2 SLA which is the more complicated phase as it's not the service request SPID.

KG: The benefit of a 2-day CMOS update SLA getting bundled into the action may be overstated. Non-trackability of a CMOS update exists whether bundled or not. Removal of a single transaction vs. TPs having to change systems to bundle actions + update into new SLAs may be net disbenefit to TPs. Asks who would decide if this merits consultation.

EJ: CAG could propose consultation if SLA proposals were felt to be controversial.

SD: A combined action + update OPS measure could be replicating what MPS penalties are meant to achieve. Agrees that a single measure better, but must avoid double charging.

CC: MOSL considering a single performance measure. View to potentially not move to these changes prior to any potential changes to OPS/MPS charges.

SF: If Wholesaler completes first SLA early, they would still only get 8 business days. As the 2 BD has be incorporated into the first SLA this will be lost and could not be utilised. Recommended to have a 12 BD SLA for C1 and maintain a 10 BD SLA for SLA C1 2. **BP** agreed this would not be too controversial.

Outcome.

- 1. OAG members majority feedback supports in principle with merging action and update.**
- 2. Some concern that benefits of losing transaction outweighed by TP system change requirement.**
- 3. Re-balancing doesn't sit right with some wholesalers.**
- 4. Two wholesalers proposed that (2) and (3) may warrant industry consultation**

ACTION: MOSL to ensure codes refer to SLAs applying to successful transaction

ACTION: MOSL to take away and consider 10/10 or 12/10 split instead of proposed 12/8.

- 3) Proposal to start C1B (SLA for Wholesaler-initiated C1) earlier so it starts at the same point as C1A (SLA for Retailer-initiated C1)**

Benefits of changing: As C1.R and C1.W processes are brought into alignment; it makes sense for the SLAs to also be aligned. No members objected and OAG were generally supportive

Disbenefits: None identified

KG: This SLA change could potentially hamper Wholesaler's likelihood of raising request for bulk (1000s of transactions) work.

CD: C1.W going to tend toward requests that need customer interaction. Bulk data correction work (CPW067 style) will be governed by their own TP agreements and will not be raised via the bilateral hub. No current plan to incorporate CPW067-type work into hub nor be reported via the hub.

PQ/OS: TPs may want clarity that CPW067 work will NOT be managed through the hub or reported on.

Outcome: No objections and OAG supportive. OAG agreeing to bring alignment to Retailer and Wholesaler-initiated processes, including SLAs.

- 2. Review updated C1.w process**

C summarised following OAG feedback from previous meeting

Following feedback from OAG members the process has been made as similar as possible as C1.r. Only the initiators differ. The party that raises the request can cancel.

Proposing not to walkthrough step by step as it's the same as C1.R that OAG reviewed in detail. OAG members can review and comment by reply email.

JF noted that perhaps the small differences that still exist (who can cancel) could possibly be looked at to see if Retailer and Wholesaler-initiated processes could be made exactly identical which would make technical development even easier.

SF asked if there was a file size limit per file or per service request. Worried it may be too small to be practically useful (e.g. photos)

ACTION: CD/EJ to follow up with Technical team and revert

Outcome: No members objected and OAG were supportive of C1.W. Also supportive of principle that Retailer and Wholesaler-initiated processes be kept as similar as possible

3. Review Auto-close time-out

JF raised concerns that a 30-day automatic closure of cases that aren't manually closed may lead to poor customer experiences. Retailers may fix business rules to the 30-day periods.

CD responded that 30 days was a speculative figure. There is no specific reason to keep open that long. There is a distinct wait period for closure and a wait period for Wholesalers requesting more information from the Retailer. Propose that 10 days at closure would even allow the retailer to make any CMOS corrections that it needs to (location information). Propose that 15 days to get more information about the customer or property would allow for any required back-and-forth.

DM stated that as a retailer, 10 days until an auto-closure should be enough. If there was anything after this time that was an issue, the retailer could resubmit a request for data correction.

EJ proposed that a single timeframe for all time-outs may be easier to administer. Proposed 15 days across all stages and all processes.

Outcome: No members objected and OAG were generally supportive of a 15-business day auto-closure, rather than 30.

4. Next meeting potential topics

EJ explained that bilateral hub training plans and review of prioritisation of processes will be considered at future meetings. EJ asked if members wanted any other specific topics covered and there were no additional suggestions.

5. AOB

Next meeting is on 26th January 2021

- ◆ Before the next meeting, EJ will ask OAG members and regular guests to confirm by reply email their permanent membership on the OAG.

SF asked when OAG will see confirmed process flows for C1R and C1W. CD/EJ confirmed this will follow sign off by CAG of relevant CSDs. Working draft should be available early February.

PQ raised concerns around timescales of programme given original timeframes indicated one process per month. Proposed that MOSL updates industry if plan has changed.

ACTION: EJ to follow up PMO and revert regarding programme timeframe

6. Actions:

1. MOSL (CD/CC) Need to ensure consistent language within the codes in particular in operational SLAs e.g. successful transaction
2. MOSL (CC/EJ) to review number of business days on changes to SLA6
3. MOSL (CD/EJ) to follow up with Technical team and revert on size of file attachment allowed within hub
4. MOSL (EJ) to follow up PMO and revert regarding overall programme timeframe