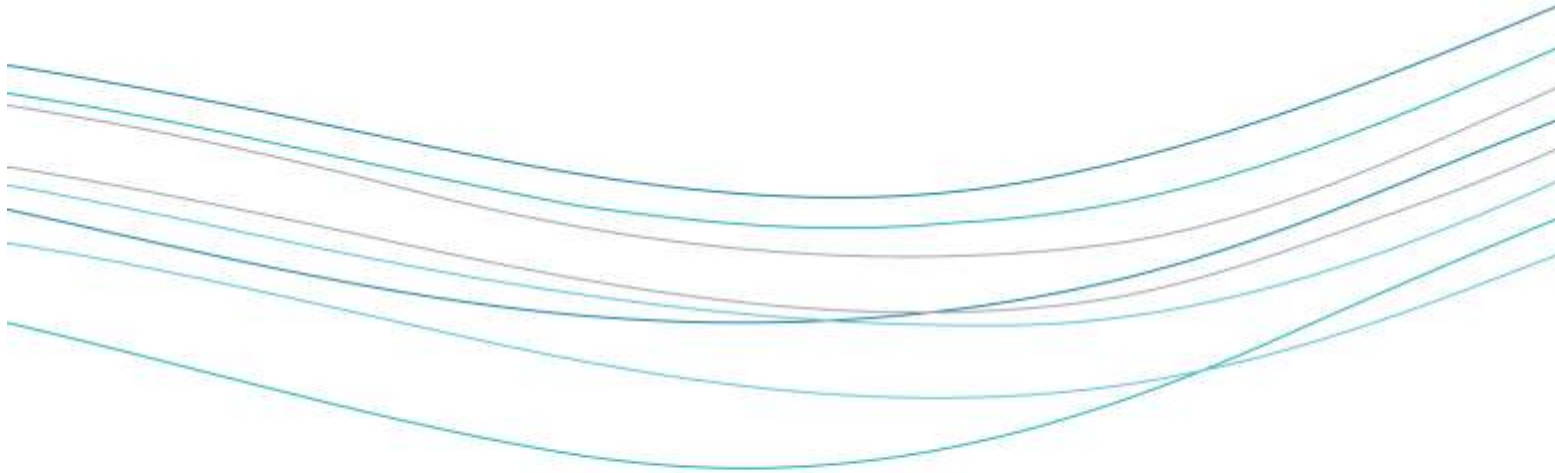


Operational Advisory Group (OAG)

6 April 2021 meeting

Minutes



Operational Advisory Group Minutes of 6 April 2021 meeting

Attendees

OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ David Buchan (DB), Retailer
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ Madeleine Moores (MM), Retailer
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ David Harris (DH), Wholesaler
- ◆ Sian Forward (SF), Wholesaler

MOSL

- ◆ Evan Joannette (EJ), Chair
- ◆ Chris Dawson (CD)
- ◆ Kevin Fearn (KF)
- ◆ Chris Chiorean (CC)
- ◆ Oliver Robins (OR)
- ◆ Ivy Mandinyanya (IM)
- ◆ Lisa-Ann Lott (LAL) - Secretariat

Agenda

- ◆ B5 SLAs (CC)
- ◆ AOB
 - Codifying charges against transferred service requests

Meeting notes

1. B5 SLAs

CC provided an overview of B5 SLAs (see slides). CC highlighted the duplication of scope with MPS 7. Presented four possible solutions to mitigate with pros/cons.

Bilaterals programme team's recommendation is solution 4 – extend the scope/timeframe of SLA B5-1 to include the notification to MO

MG Option 4 brings in line with C1. Customer resolution isn't meter going in ground, it's billing being correct when market data is updated. Double charging could be addressed through separate MPF review with a view toward merged MPS/OPS. In the first instance, could be that MPS7 is downplayed only in this particular B5 instance.

CC/CD confirmed the process of combining the SLAs will be applied across as many processes as feasible. DH supports this as general principle.

CC confirmed the next step is to define B5 and how it will work within the hub and this will be aligned to option 4. This will then be presented back to OAG containing an SLA table in a similar fashion to C1

DH and PQ queried the financial implications of moving to Option 4 as the new model – would a 'fine' be imposed twice? Proposes that MOSL defines the impacts

ACTION: MOSL will revert with some more detail of the impact of MPS7 on B5 and any indication of MPF review plans

Outcome: OAG members support that Option 4 is overall best approach

2. B5 Site visit

CD revisited previous discussion regarding 'drive-by' meter exchanges which do not require a site visit booking. Polled members to see if any Wholesalers would book meetings on basis of likely supply interruption. Two wholesalers indicated they would book meeting, YKS and AWS, as they would need to isolate the supply.

CD ran through the proposed solution to accommodate option for drive-by meter exchanges (see slides). Solution is that retailer does not tick "customer contact is required". Propose that on-screen advice could also discourage use of "customer contact" where not needed.

Some Wholesaler members raised concerns around the requirement for bookings if Retailers are ticking a requirement for this. Could expose Wholesalers to higher costs for site visits.

In contrast, Retailer members generally felt customers should be made aware of appointments and should the appointment 'fail' due to customer absence the retailer should be charged as all appointments should be qualified. Retailers also highlighted the 'best practice' of liaising with the customer for every meter exchange in case the customer wanted to be present

EJ highlighted desire for site visit booking consistency across all processes for efficiency sake.

DM not unreasonable to expect the retailer to have the explicit conversation about necessity for site visits with their customer. Could another data item to measure site visit type help?

SF be mindful that the HVI solution won't offer the same prompts about whether to tick or not "contact customer" that an LVI will. Could code allow flexibility of a visit within a date range instead of on an exact date, where drive-bys are the right solution?

Outcome: Wholesaler / retailer views split on this. Wholesalers prefer flexibility of B5/B10 without a meeting. Retailers prefer appointment is booked.

ACTION: MOSL to review code drafting around booking site visits for B5 without encouraging unnecessary customer contact, in particular how it would work for HVI

3. AOB

EJ raised outstanding OAG meeting item about codifying Wholesaler abortive charges. CD recalls that OAG was split, but from a coding and simplicity view, charges should be handled with the new retailer. EJ would close the outstanding item if no other views from OAG.

Outcome: No objections from OAG members

4. Actions:

1. MOSL (CC) will revert with some more detail of the impact of MPS7 on B5 and any indication of MPF review plans
2. MOSL to review code drafting around booking site visits for B5 without encouraging unnecessary customer contact, in particular how it would work for HVI