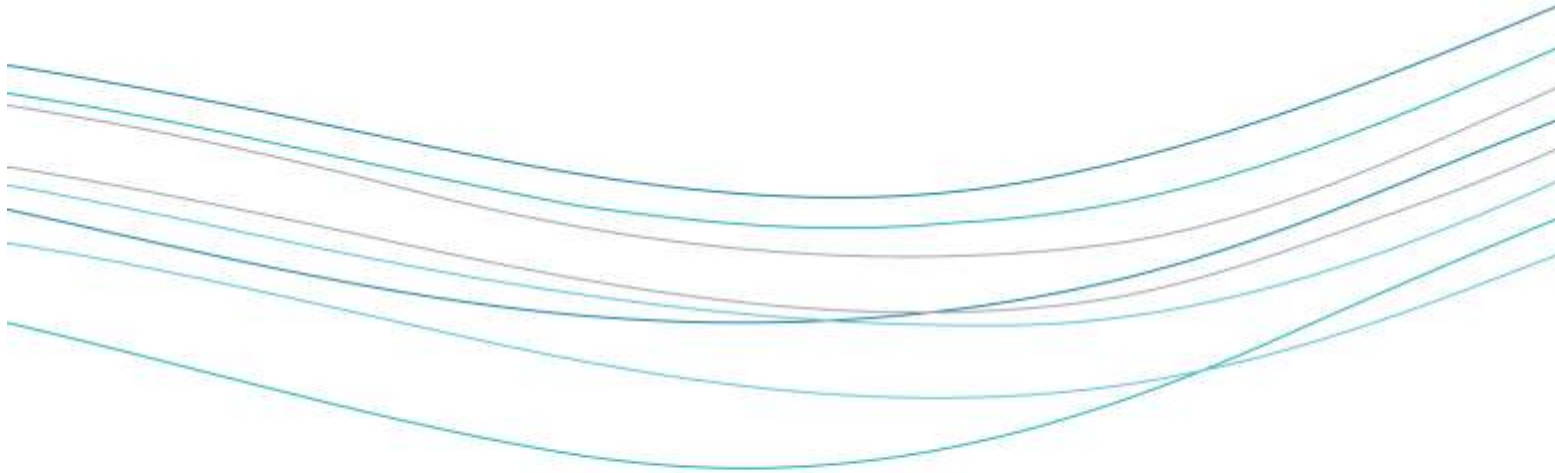


Operational Advisory Group (OAG)

20 April 2021 meeting

Minutes



Operational Advisory Group Minutes of 20 April 2021 meeting

Attendees

OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Madeleine Moores (MM), Retailer
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Sian Forward (SF), Wholesaler

MOSL

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

Agenda

- ◆ B5 outstanding questions
- ◆ Process re-prioritisation temperature check
- ◆ AOB
 - Codifying data accuracy declaration

Meeting notes

1. B5 outstanding questions

Reviewing Process Flow

CD provided an overview of B5 assumptions/feedback/outstanding questions

Outcome: Members generally agreed the B5 process flow displayed by CD

PB queried contact being outside the Bilaterals hub and stated a preference for all contact via the hub.

EJ queried if members agreed with PB's proposal that in-hub notifications as a general principle were preferred. Members generally agreed notifications via the hub are preferred to separate emails to enable full visibility

DB suggested the ability to attach the engineer's report would be useful enabling full details to be supplied to a customer enquiry. Members generally agreed with this approach however wholesalers highlighted with the move to paperless this is not always possible/available.

One meter or multiple?

CD asked members should a request be for a single meter on that SPID or multiple meters. Members generally agreed a single meter per request for simplicity and manageable and it's quite rare to attend multiple meters in one visit. Not cost effective to build in multiple meter facilities. If more meters need to be actioned, then more B5 requests can be raised.

Members generally agreed the nature of a B5 needs to be clearly defined on the form e.g. meter chamber lids would qualify as a B5.

Booking Site Visits

CD raised booking site visits and the ability for 'drive by' visits. CD highlighted due to current code as defined requires Wholesalers to book a day/time for site visit. MOSL is not proposing to vary as it degrades customer service.

MG highlighted smart meter rollout. Could large volume programme inundate retailers? CD proposed that large scale plans would have a comms schedule and therefore are likely to satisfy the market codes that this is "prior arrangement".

Other members noted that exchanges that happen outside of hours actually prevents customer inconvenience. A drive-by exchange could happen earlier than scheduled meeting. Some wholesalers however report that they would ALWAYS schedule a meeting.

Furthermore, Wholesalers tend to provide an AM/PM slot, but hub is specifying a specific time. Consensus among members that this is a hub limitation.

ACTION: MOSL to explore hub site visit time range as opposed to a specific time e.g. AM/PM or a 2-hour time band and advice on whether this could be codified.

DB: It's right that there's an onus on Retailers to have the discussion with customer. If meeting not required, so be it, but customer can agree. However, Retailer members did not support that this should be a codified requirement. Some on-screen advice to retailers about scheduling appointments (or not) could be useful.

Members propose that the codes are clearer about what a prior arrangement is, including, possible, agreeing that a drive-by is acceptable.

SF raised the query would the process indicate if it has been raised by a customer or an internal meter reader as an internal item may not require an appointment with the customer. Members generally agreed 'is customer aware' tick box serves the purpose of highlighting the customer's involvement or not and should be a data item across all processes.

Service Level Agreements

CC updated members on the options to mitigate double charging B5 SLAs versus MPS 7:

- 1) Exclude B5 meters from MPS 7. This is manually complex and time consuming
- 2) Stop all MPS 7 charging in favour of B5 if B5 plays a major part of the total MPS 7 charging
- 3) Leave as is, acknowledgment that double charging will be removed when MPS 7 is removed completely from MPF framework naturally.

EJ confirmed MPC/MPF sub-group preferred approach is to combine action/update OPS as part of MPF review where OPS and MPS are merged.

AC asked if MPS7 poor performance might be excluded from IPRP if it was a double charge. **EJ** explained that there could be a carve out to exclude it.

Outcome: A few OAG members tended to prefer option 1 while recognising the MOSL resource this would take. Some views were that we should defer to the MPF sub-group.

CC requested wholesaler members provide an approximate indication of volume of B5 within MPS 7.

ACTION: Wholesaler members to provide approximate indication of volume of B5 within MPS 7

2. Process re-prioritisation temperature check

EJ ran through the prioritisation rubric and highlighted the appetite to include additional functionality and whether the prioritisation needs to be updated. Need to think more about batching up processes with the same form. Practically, this means that the recommendation is to move next to F5 process and create background functionality such as email notification, transfers.

Outcome: OAG members generally agreed to the proposed approach

Some members noted that moving items from Phase 3 to Phase 4 could stretch timeframe going forward. Some members noted that G2 likely will be moved into Phase 4 (Spring 2022) –although low volume, members noted it is high complexity.

3. AOB

JF raised comment on declaration (“this info is true and correct, and I accept primary charges”) currently on forms which will be retired. Should we instead include a codified statement in the operational terms to include those statements.

Other members proposed that something in section “O” may already exist about this.

Outcome: No objections from OAG members to proposal to codify the declaration

SF requested clarification around how volume adjustment queries need to be handled as these aren’t strictly B5. Other members and CD agreed.

ACTION: MOSL to review and revert on code clarifications and whether these are needed around volume adjustments.

4. Actions:

1. MOSL to explore hub site visit time range as opposed to a specific time e.g. AM/PM or a 2-hour time band and advice on whether this could be codified.
2. Wholesaler members to provide approximate indication of volume of B5 within MPS 7
3. MOSL to review and revert on code clarifications and whether these are needed around volume adjustments.