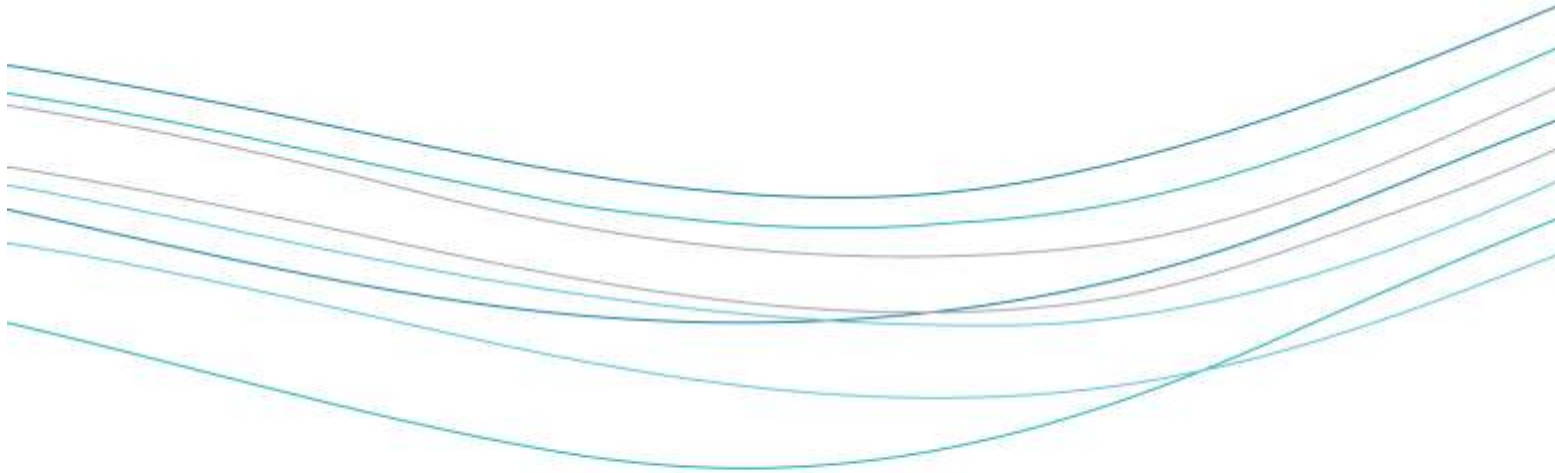


Operational Advisory Group (OAG)

4 May 2021 meeting

Minutes



Operational Advisory Group

Minutes of 4 May 2021 meeting

Attendees

OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Harris (DH), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ Debbie Kay (DK), Wholesaler (on behalf of RWG)
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Lewis Orr (LO), Retailer
- ◆ Madeleine Moores (MM), Retailer
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Paul Baker (PB), Wholesaler
- ◆ Sian Forward (SF), Wholesaler

Apologies

- ◆ Frances Lickley (FL), Retailer
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler

MOSL

- ◆ Evan Joannette (EJ), Chair
- ◆ Chris Chiorean (CC)
- ◆ Chris Dawson (CD)
- ◆ Ivy Mandinyenya (IM)
- ◆ Kevin Fearn (KF)
- ◆ Matthew Weaver (MW)
- ◆ Mayuresh Tamboli (MT)
- ◆ Lisa-Ann Lott (LAL) - Secretariat

Agenda

- ◆ F5 process
- ◆ AOB

Meeting notes

1. F5 process

EJ confirmed single agenda item (F5) which has been presented to RWG Complaints Subgroup as a strawman and was well-received.

Process Flow

CD ran through the draft process flow strawman for F5. Improvements were incorporated where feasible to mirror C1 and B5 (see attached process flow). CD highlighted key areas:

- submit request details in the first instance.
- RWG proposal includes wholesaler-initiated process, reusing the module developed in C1. Easier to add at this early stage rather than once process is developed.
- site visit module is included but optional for use within the process, where used follows similar process as laid out for C1
- CD proposed wholesaler requirement F5b will be removed as KPI will be streamlined to straight pass/fail on substantive reply members generally agreed to this change
- Process will allow for follow-on actions, including simply, a substantive response and/or a follow-on process (e.g. meter exchange). Would link to relevant ORID.
- Option for retailer to revert if they do not like the wholesaler's response

Several members proposed that the follow-on process could either be retailer or wholesaler led. If wholesaler led, needs clear comms that charges may apply.

LO questioned how the follow-on would be done in a timely manner. CD explained that the substantive action would be raising the follow-on, and this would be time-bound. Proposes that the F5 wouldn't close until the follow-on finishes.

EJ challenged that keeping the process open until the follow-on would be unwieldy. Member views were split on whether the F5 would stay open (in parallel) for the follow-on process or not.

JF proposed that the flow is missing a one-day notice period to the retailer will be required at the beginning of the process where Wholesaler initiates.

PB flagged that a step where retailer provides customer info is missing.

Members noted that a site visit requirement is something not identified until after the 10 working days. Not clear how the process would trap a site visit where this wasn't realised as required from the outset. Other members noted that the site visit would have to work the same as C1 where Wholesaler may ask the retailer for help.

Outcome: OAG member feedback was generally supportive of the proposed changes

Action: MOSL to incorporate improvements to F5 process flow as raised by OAG members.

SLA

CD proposes that F5B would be retired in favour of F5A which would simply be deferred if a substantive response wasn't ready.

JF noted that a deferred F5A would keep pressure on the Wholesaler to address the complaint, whereas F5B effectively ends their obligation without having resolved anything.

CD discussed the 5-day acknowledgement. Many members believed that the hub's auto-acknowledgement effectively achieved that SLA, rendering it rather redundant.

Other members felt that the 5-day acknowledgement was actually a good idea and should be explored as a global SLA for ALL processes. **PB** flagged that the current code requirement for the 5-day acknowledgement required more information than just a "yes, we've got it".

Outcome: The F1B retirement was generally supported by OAG members. There was less agreement about what to do with the 5-day SLA

Other interesting features

EJ highlighted **CCW's** desire to understand more about a complaint (e.g. escalation level at **CCW**) and whether this could be reported/flagged from the Bilaterals Hub. Members generally agreed that visibility within the hub would be useful in particular in respect of escalation and involvement of an alternative dispute resolution scheme. Wholesalers say that their visibility of escalation currently is rather limited.

DM proposed that a page on the LVI to show previous linked complaints might be handy. Others proposed that this parent-child relationship would be a good idea for any service requests where they're known to be linked (could all just be linked by SPID).

Action: MOSL to explore parent-child process linking and consider adding to backlog

CD queried if the 15 days 'time out' close in the same manner as C1 and B5 should be applied. Members generally agreed this is suitable for application to the F5 process also. **LO** and **SF** noted that a time out should be consistent. Having different time frames for different processes, it would be unwieldy. **SF** noted that we'd be able to track which TP tended to let service request auto-close and if it was a behaviour issue. It could be addressed.

PB highlighted the clarity of the modular style process flow diagrams used for F5 which **KF** has designed. C1 will be revisited to display in the same style. **CD** explained annex-style structure fits with the code documents as it shows the steps. So unlikely to adopt **KF's** format for codes but these may appear as supplementary flow charts.

CD: MOSL will review all OAG feedback and revert at future OAG meeting, in particular around the 5-day acknowledgement and if previous complaints can be linked to new submissions if necessary.

2. AOB

No AOB raised

3. Actions:

1. MOSL to incorporate improvements to F5 process flow as raised by OAG members.
2. MOSL to explore parent-child process linking and consider adding to backlog