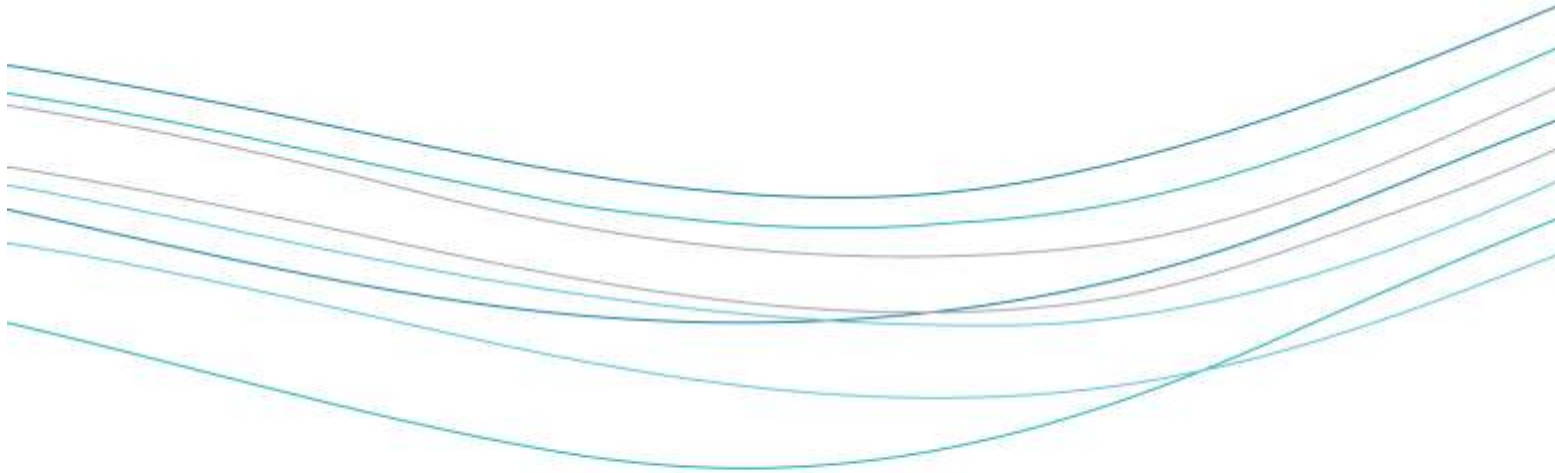


## Operational Advisory Group (OAG)

27 July 2021 meeting

**Minutes**

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## Operational Advisory Group Minutes of 27 July 2021 meeting

### Attendees

#### OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Harris (DH), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Lewis Orr (LO), Retailer
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Sian Forward (SF), Wholesaler
- ◆ Greg Fry (GF), Wholesaler
- ◆ Nicola Spiller (NS), Wholesaler
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Louise Durbin (LD), Wholesaler
- ◆ Kat Grimley (KG), Wholesaler

#### Apologies

- ◆ Jenny Ansell (JA), Wholesaler - Apologies
- ◆ Jon Fuller (JF), Wholesaler- Apologies
- ◆ Laura Morgan (LM), Wholesaler - Apologies
- ◆ Madeleine Moores (MM), Retailer- Apologies
- ◆ Matthew Garfield (MG), Wholesaler- Apologies
- ◆ Onkar Singh (OS), Wholesaler- Apologies
- ◆ Paul Treagust (PT), Wholesaler - Apologies

#### MOSL

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

## Agenda

- ◆ Minutes & Actions
- ◆ B1 second read
- ◆ B1 Appendix A of Form B/01
- ◆ Guidance document
- ◆ AOB
  - Update on deferrals
  - B5 broken meter reason codes
  - F5 categorisation codes
  - De-registered SPDI report

## Meeting notes

### 1. Minutes & Actions

EJ welcomed members and confirmed agenda

### 2. B1 second read

CD shared the update re the B1 process following OAG feedback

Members generally agreed streamlining of 3-day SLAs (2.3.3) as a practical solution, members also agreed to streamline OPS SLAs as a 'one and done' process

CD requested any OAG member comments/concerns on B1 process to be sent by email prior to next meeting when final read of B1 process will be undertaken

### 3. B1 Appendix A Form B01

CD queried the need to retain the Form B/01 appendix.

SF confirmed never received completed appendix and is not required for their company to proceed with B1. A few data items of appendix relevant for B7. CD confirmed same feedback received from JF prior to meeting.

EJ enquired if any OAG meeting attendees use the form – OAG members confirmed no one does.

CD confirmed that any key data items could be retained for B7

**OUTCOME: MOSL proposes that B/01 appendix be removed from the B1 process.**

CD requested members review OSD 0703 document prior to next meeting and provide comment on the B1 process via email

### 4. Guidance Document

**CD** presented the guidance document and reminded members it's going to be a requirement coming out of CPW070a and needs to be compatible with Ofwat decision regarding bulk submissions in CPW067.

Members generally agreed 'bulk/volume' submissions are already agreed and mainly used for data cleanse.

**DH** proposed that a mutual agreement as opposed to a set number of days over which to supply the requests would better take into account specific wholesaler's circumstances. Need to ensure understanding of what agreement constitutes and who can agree to these submissions – contract manager? OAG members supported proposal of contract manager.

**KG** raised the need to ensure where there is not agreement and bulk submissions go ahead there is some remedy.

Members questioned the feasibility of a 21-day time limit to get agreements in place. This could be agreed with retailer/wholesaler pairings as at present

Members raised concerns around using disputes process to resolve any difficulties as evidence would be required to raise a dispute. Propose therefore that some form of agreement template is kept

Members raised concern around ability to flag 'bulk/volume' submission to separate from OPS measures.

CD enquired if guidance should only apply to the hub or should it apply straight away to existing processes. General consensus from members was that this guidance could apply equally to non-hub processes

**OUTCOME: OAG members generally content with the direction of the guidance document with some specific proposals offered to improve it.**

**Action: MOSL to update bilateral submission guidance document and will review with final comments at next meeting**

## 5. AOB:

### Update on deferrals

CD updated members on deferrals with reference to effective dates explaining that any deferral will lead to at least a one day deferral (rather than zero days). However, this will be an interim measure as a deferral cancel function will likely be made available in the next iteration of the hub.

### B5 broken meter reason codes

CD provided update confirming additional reason codes relating to broken meter have been included (full list on copy slide attached)

Members supported that any “other” reason should generally require additional information. Some other reason codes could also allow for additional information.

### F5 categorisation codes

CD confirmed additional data items have been added (full list on copy slide attached)

Members generally agreed list captures complaint categories and escalation levels but suggest notes in the help guide would assist users.

EJ confirmed the categories match to those used by CCW

### De-registered SPID report

CD confirmed slides covering the content of the proposed de-registration report will be forward to the group for review and comment.

## 6. Actions

1. **MOSL to update bilateral submission guidance document and will review with final comments at next meeting**