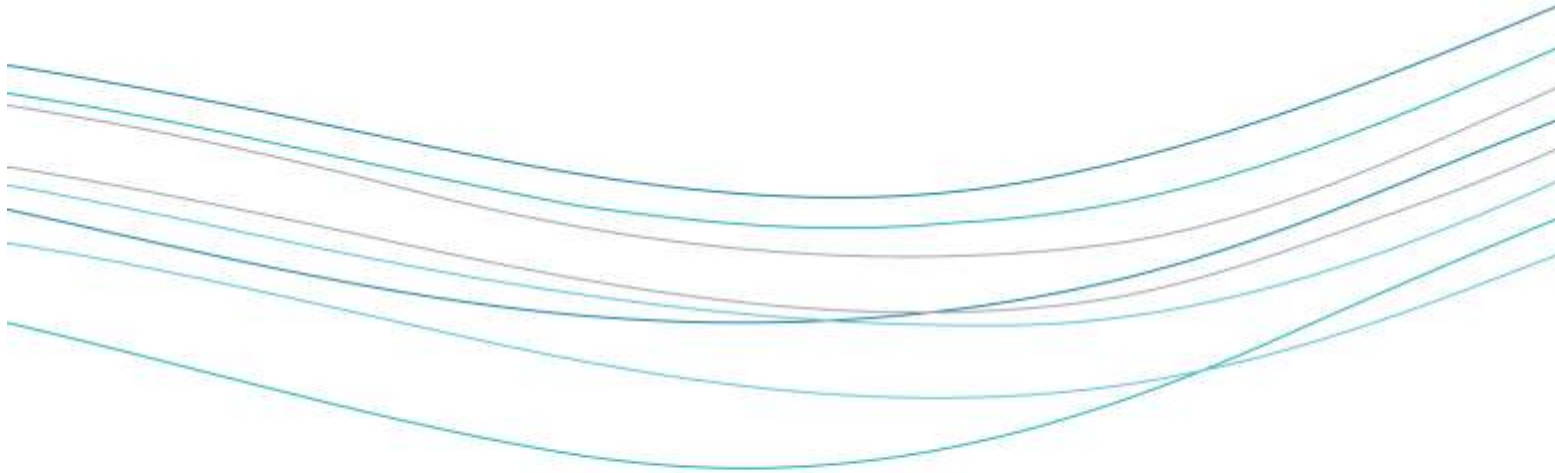


Operational Advisory Group (OAG)

10 August 2021 meeting

Minutes



Operational Advisory Group Minutes of 10 August 2021 meeting

Attendees

OAG Members and Guests

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Sian Forward (SF), Wholesaler
- ◆ Peter Strain (PS), Retailer
- ◆ Helen Bennett (HB), Wholesaler

Apologies

- ◆ David Harris (DH), Wholesaler - Apologies
- ◆ David Moss (DM), Retailer – Apologies
- ◆ Jenny Ansell (JA), Wholesaler - Apologies
- ◆ Laura Morgan (LM), Wholesaler - Apologies
- ◆ Lewis Orr (LO), Retailer- Apologies
- ◆ Madeleine Moores (MM), Retailer- Apologies
- ◆ Patricia Quintana (PQ), Wholesaler - Apologies
- ◆ Paul Treagust (PT), Wholesaler - Apologies
- ◆ Greg Fry (GF), Wholesaler- Apologies
- ◆ Nicola Spiller (NS), Wholesaler- Apologies
- ◆ Gavin Shirtcliffe (GS), Wholesaler- Apologies
- ◆ Louise Durbin (LD), Wholesaler- Apologies
- ◆ Kat Grimley (KG), Wholesaler- Apologies

MOSL

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

Agenda

- ◆ Minutes & Actions
- ◆ Code changes
- ◆ Bulk submission guidance document
- ◆ B1 final read
- ◆ B3 first read
- ◆ AOB
 - De-registered SPID report
 - Meeting cadence

Meeting notes

1. Minutes & Actions

EJ welcomed members and confirmed agenda

2. Code changes arising post-panel meeting due to design changes and/or testing

EJ shared detail on code changes that would be needed to align to the solution.

EJ confirmed 3rd party requests will not be available at go-live however will be included in a future phase. Members generally agreed this will not negatively impact at present and provides opportunity to redesign the LVI interface before inclusion.

EJ also confirmed auto-closure, in all instances, will not be included at launch, where the retailer is not taking action, but in plan for next phase – code updates will be required for this. Members generally agreed a mitigating approach such as the ability to report on this would be useful. Members requested update on timeframe for the inclusion of this feature. –

ACTION: MOSL to add overdue service request report to backlog

EJ noted that there are no automatic deferrals in C1, despite an error in OSD 0701. All deferrals and SLA pauses are manual.

EJ noted that new SLAs would prevent the hub from counting days once tasks were ended via a rejection or cancellation which was discovered during testing.

CD noted new functionality via a new data item that would include a start and end date/time to allow for AM/PM as start times.

EJ noted that self-reporting would be changed to allowed even if there was no centralised reporting fault in the hub.

OUTCOME. General OAG consensus that none of these are showstoppers and an agile build is what it is. However, members noted that TP system changes could constitute impact and MOSL should consider feeling out the industry on these changes. And MOSL should feedback to TPs on development changes as early as possible.

3. Bulk submission guidance document

CD provided updates on the document following discussions with Ofwat. Ofwat feedback primarily that a record should be kept that TPs are agreeing not to have limits, rather than not filling in an agreement at all. EJ proposed this could be done with minimal admin burden on TPs.

OAG member suggested that some flag required to indicate which requests were part of which projects for later sequestration and reporting.

A member noted that bespoke arrangements between TP pairing could be seen as operating against level playing field. Proposed alternative approach of Wholesaler declared limits that would be based on individual retailers' historical service request volumes.

Some member suggested that a data item could track the reason for the bulk submission. e.g., new customers acquired, wholesaler initiative. Need to ensure fairness is applied for both wholesalers and retailers

A member proposed that we should consider in future bulk exercises by Wholesalers which can lead to many notifications back to a retailer that it needs to distribute to its customers. EJ noted this seemed fair, but unlikely to be workable by go-live date. Could be considered later.

OUTCOME. OAG proposals need to be considered and worked into draft guidance document by MOSL.

4. B1 final read

CD presented the document and asked members for comment and any showstoppers

Members noted there was no SLA for returning quote to retailer by wholesaler in particular where something is non-standard. Several proposals offered by Wholesalers, some who say they can do so nearly immediately due to having a pricing menu. Others who have to seek external costs and it can take much longer.

EJ noted that Retailer sentiment seemed to be that a tighter turnaround is preferable and until the SLAs start being measured in the hub, there may be no right answer. OAG members seemed to err on the side of a quicker rather than slower SLA.

ACTION: MOSL to review what timeframes exist in code to establish quote SLA and revert to OAG.

5. B3 first read

KF presented the B3 process for the first time and confirmed many items are common to other processes

Members queries where a 47 day SLA is appropriate is it seemed to encompass two activities that should not be combined. This may be a case where two SLAs are better than one. Some Wholesalers noted that their contracts with external meter testing companies can have longer lead times. Changing this SLA could leave Wholesalers unable to influence their contractors to meet it.

Members noted that customer bill adjustments typically follow a meter test. Review of B3 gives opportunity to consider if a refund sub-process is added or if the process confirms that an H process should be the natural follow-on.

OUTCOME. OAG member generally comfortable with the process. However, proposing that the SLA strawman needs reworking as it's merging two different activities into a too-long 47-day SLA. Members proposing that the refund could be considered as part of the request.

6. AOB:

EJ noted that there was no feedback on the De-registration report. OAG members did not have any objections. **EJ** confirmed that MOSL would progress the deregistration report as proposed to the OAG.

OUTCOME: OAG members approving the deregistration report as proposed by MOSL.

EJ proposed extending 90 minute OAG meetings to two hours due to volume of content. Most OAG members prefer 11.00 to 13.00 slot rather than 10.30-12.30.

CD noted that the F5 (complaints) process is proposed to be built without a mandatory SPID, but this would be complicated. **CD** asked how many F5s (complaints) are raised without a SPID. **AC** and **JF** confirmed less than 10 a month. **SF** could not recall any without a SPID. Raises the question of whether a SPID should be optional/mandatory. Risk would be rare that some complaints could not be processed via the hub without a SPID.

7. Actions

1. **MOSL to add overdue service request report to backlog**
2. **MOSL to review what timeframes exist in code to establish quote SLA and revert to OAG.**