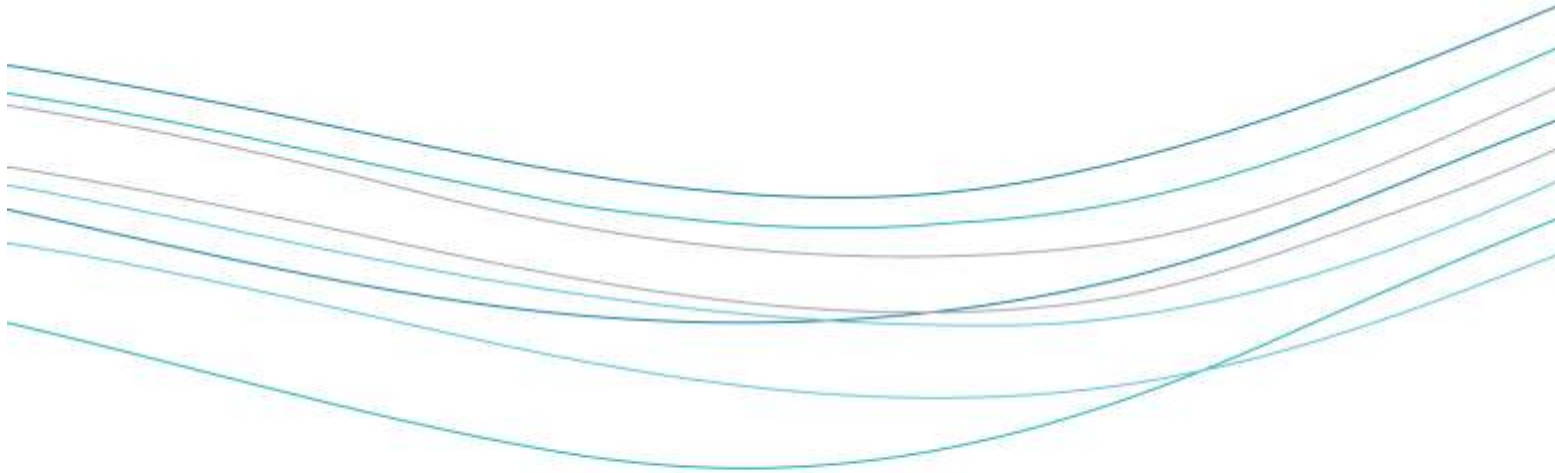


Operational Advisory Group (OAG)

24 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
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Sandy Johnstone (SJ), Wholesaler
- ◆ Julie-Ann Anderson (JAA), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Lewis Orr (LO), Retailer
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Kat Grimley (KG), Wholesaler

Apologies

- ◆ David Harris (DH), Wholesaler
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Peter Strain (PS), Retailer
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Madeleine Moores (MM), Retailer
- ◆ Paul Treagust (PT), Wholesaler
- ◆ Greg Fry (GF), Wholesaler
- ◆ Nicola Spiller (NS), Wholesaler
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Louise Durbin (LD), Wholesaler

MOSL

- ◆ Evan Joannette (EJ), Chair
- ◆ Chris Dawson (CD)
- ◆ Chris Chiorean (CC)
- ◆ Kevin Fearn (KF)
- ◆ Mayuresh Tamboli (MT)
- ◆ Lisa-Ann Lott (LAL) – Secretariat

Agenda

- ◆ Minutes & Actions
- ◆ Proposed process for occupancy change request – VCA (C8)
- ◆ Bilateral hub submission guidance document
- ◆ AOB
 - Linked requests
 - F5 complaint received date SLA

Meeting notes

1. Minutes & Actions

EJ welcomed members and confirmed agenda

2. Proposed process for vacancy change application – VCA (C8)

KF shared details of the vacancy change application process and MOSL’s view of the process at present. Much simpler process than previous bilaterals reviewed thus far. This is confirmed as a new process and pertains to Bilaterals. OAG will be asked for their view on the process as a whole.

MOSL are currently working on a code change regarding vacancy and the current vacancy challenge is embedded in CMOS and considered to be inefficient. Possible option to bring into the Bilateral hub hence the draft process being shown to OAG.

CD asked the OAG for feedback as to whether they believe this is a bilateral process and should therefore be included in the hub design. DM expressed need for this and need for better control as made obvious during Covid pandemic. OAG feedback overall was positive that this should be considered as a process, though not necessarily prioritised ahead of existing processes. CD confirmed it will require a change control process first and is not likely to be incorporated until Phase 5 in Spring 2023 into the hub.

MG noted that it could be possible to create “reverse” bulk submissions on vacancies in particular following Covid.

CD warned of potential issues around wholesalers releasing some control over vacancies if the process moves to the hub instead of CMOS

CD also warned SLAs are complex for vacancy challenge as they differ dependant on meter size and can be up to 30/40 business days.

OAG member consensus of need to simplify the SLA as currently multiple due to meter sizing and contains a grace period where not all parties are aware. Members note that this might be based upon desktop evaluation of evidence provided as not enough resource to check all properties. Need to ensure consistency across processes in way SLAs are dealt with i.e., not flexible SLAs at this stage as

not consistent with other processes. May require 2-part SLA, one for challenge and further one if challenged. Guidance on suitable level of evidence may be required. As not linked to CMOS onus on retailer to also update CMOS to meet SLA. Recommendation to include minimum standards of information required e.g., two pieces of evidence, a photo of premises and a question asked of next-door neighbour

OUTCOME: General consensus across members that a Vacancy Change Application could be a beneficial addition into the hub and will add greater visibility and therefore control/monitoring over vacancy issues. Water retailer is in control of vacancy however any other Trading party must be in a position to raise this request and will require third party notifications. OAG preference is that it could be incorporated towards the end of CPW070, once existing processes are incorporated into the hub.

3. Bilateral hub submission guidance document (including in meeting supporting docs)

CD thanked OAG for feedback at last meeting however confirmed Ofwat have made significant further changes and thus the document has been updated accordingly.

Ofwat strongly believe the guidance document is only a short-term solution. Ofwat expect that these rules should be eventually incorporated into code. Thus, guidance should focus on preventing 'stockpiled' transactions

CD ran through changes made highlighting short-term nature of document. OAG pushed back to make document more generic allowing both retailers and wholesaler-initiated processes should be covered by the guidance. **EJ** clarified that by go-live the guidance document would only cover retailer-initiated.

EJ questioned the view of 'BAU' as defined. **PB** described this as customer-generated requests or those that arise from cyclic meter reading activity.

Ofwat keen for no SLAs (OPS) to be removed as part of temporary agreement

EJ queried the benefit of the guidance without being able to update SLAs and therefore no consequences of actions should a bulk submission be actioned. Will not solve SLA problem however should assist mitigation of 'stockpiling'

CD confirmed guidance document has been codified and therefore requirement to not 'stockpile' is included. **PQ** further queried what the consequence will be if stockpiled transactions are actioned as no consequence of that action and SLAs will still penalise the trading party that needs to act.

DM suggested limits on BAU set in advance based on historical volumes of service requests would prevent breaches over this without a notification.

Ofwat seeking prompt response on revised document. **CD requested feedback by COB Friday 27 August**

CD requested feedback on definition of BAU from members perspective. **KG** suggested this may need to include long unread in particular with regards to covid related issues.

OUTCOME: Some members note that guidance could clash with agreements already in place and discourage project work for data cleanse and risk of taking processes off book. Some members feel that historical work could be basis for agreeable volumes. MOSL notes some disappointment by members that no ability to adjust OPS would put Wholesalers at risk for missing targets. MOSL to further update and resend link to document for review by members, need to ensure review is prompt as Ofwat require document to be issued prior to hub launch

4. AOB:

F5 complaints process

CD updated members on F5 complaint process following discussions with Ofwat around retailers complying with GSS SLAs. Need to record date of receipt as opposed to date of submission to ensure GSS SLAs are met. Important to note SLAs will start at different times dependant on whether Retailer or Wholesaler raises the complaint. **EJ** confirmed Ofwat challenged that there could be delays between receipt and submission of complaints however mitigations are in place in the codes for this eventuality.

OUTCOME: OAG members comfortable with Ofwat's proposal for date-raised SLA. MOSL to work through.

4.1 Linked requests

KF provided update on what will be available as part of MVP. LVI will show if there is a linked request however no live hyperlink at go-live. Need to copy out link and paste to access, due to validation across each part of the hub which will be required.

OUTCOME: OAG members still generally positive about linked request feature.

4.2 B5 appointment times

EJ confirmed to **RR** where retailers have stated need for appointment times these must be fulfilled.

B5 OPS targets overlap MPS7 and this has been reviewed to ensure overlap is not disruptive and may lead to the dissolution of MPS7 in fullness of time.

4.3 Timed out service request functionality availability (won't be ready at go-live)

OS raised question; what happens to timed out requests where info requested but not received and then timed out and were rejected and after closure more information provided. **CD** confirmed where additional info requested this will not auto-close and will be able to track and report on these to enable discussion with retailer. **CD** also confirmed rejected will not auto-close and retailer can resubmit at any time. This will be trackable. When a wholesaler rejects the SLA will stop.

OUTCOME OAG members pressed MOSL to update industry ASAP when the time out feature might be available so proper testing and planning can be done. OAG members are keen to monitor behaviour of TPs where they are not actioning service request promptly.