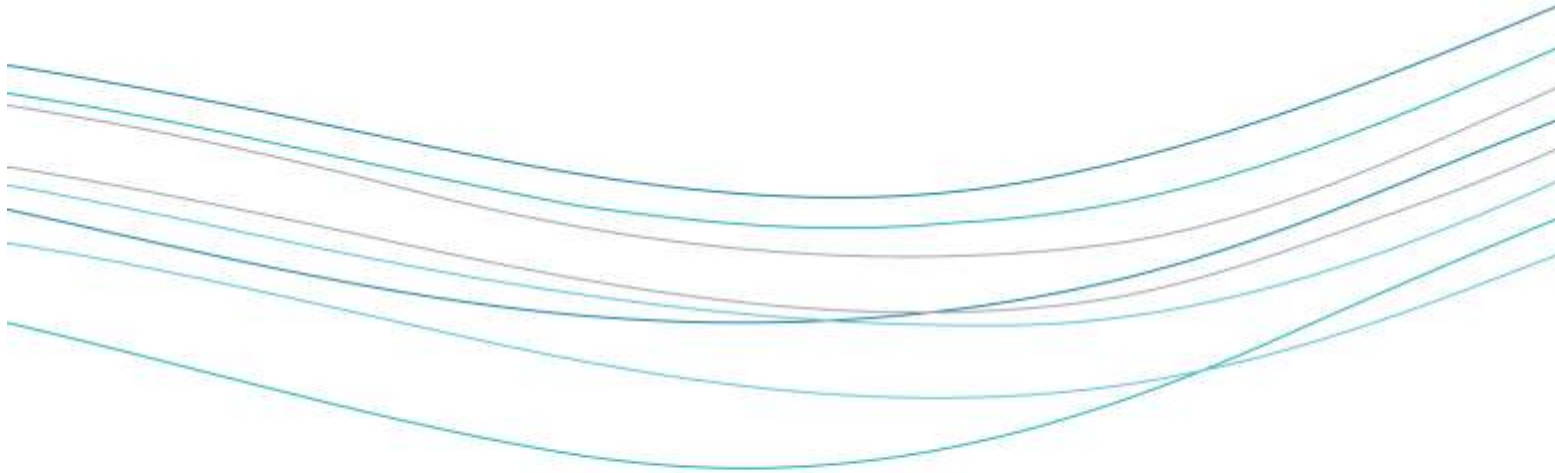


## Operational Advisory Group (OAG)

7 September 2021 meeting

### Minutes

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## Operational Advisory Group Minutes of 7 September 2021 meeting

### Attendees

#### OAG Members and Guests

- ◆ 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
- ◆ Julie-Ann Anderson (JAA), Retailer
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Kat Grimley (KG), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Tom Wells (TW), Wholesaler
- ◆ Ray Porter (RP), Retailer
- ◆ Christopher Wright (CW), Retailer
- ◆ Gavin Shirtcliffe (GS), Wholesaler

#### Apologies

- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ Lewis Orr (LO), Retailer
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Madeleine Moores (MM), Retailer

#### MOSL

- ◆ Evan Joannette (EJ), Chair
- ◆ Chris Dawson (CD)
- ◆ Matthew Weaver (MW)
- ◆ Chris Chiorean (CC)
- ◆ Kevin Fearn (KF)
- ◆ Mayuresh Tamboli (MT)
- ◆ Oliver Robins (OR)
- ◆ Lisa-Ann Lott (LAL) – Secretariat
- ◆ Angie Bennett (AB) – Secretariat

## Agenda

- ◆ Minutes & Actions
- ◆ B1 additional viewing
- ◆ B7 1<sup>st</sup> reading
- ◆ B3 2<sup>nd</sup> reading
- ◆ C8 discussion
- ◆ AOB
  - Hub submission guidance document
  - Meeting scheduling – 21 September

## Meeting notes

### 1. Minutes & Actions

EJ welcomed members and confirmed agenda.

### 4. B1 additional viewing (process flow in supporting documents)

CD advised that there have been changes to B1 since last seen by OAG to integrate non-standard quotation aspect into hub. What MOSL has proposed for design is an unhappy path where the Retailer doesn't agree to the quotation and wants the Wholesaler to requote. MOSL proposes that an assessment will be made by the wholesaler as to whether it can requote. If not, there will be a reject option that will close the request. This ability to loop would bring B1 process into line with other processes which allow resubmission. The time out function would be applicable if the retailer didn't respond. Comments opened up to OAG members.

An OAG member likes the process design flow and had no comment on this. Have we captured the need for new rejected reason code in the data log to reflect this? KF advised there is, and the wholesaler won't be able to do anything further.

EJ If someone is providing a quote and they are not going to move on it then no sense in having this stuck in a loop and negotiating price. Is there any value in having rejection reason that doesn't allow a resubmission? Reject but give the customer time to follow up?

CD if the wholesaler rejects, we could add in a final accept. Perhaps leave the resubmission in. Several OAG members agreed we need to manage customer expectations.

A member stated that their experience is that the retailer wouldn't have rejected at that point. They would have come to us after speaking to customer and come back asking for discount. It is behavioural and we should be having dialogue with customer before using it.

EJ just because we received a rejection doesn't mean we keep going back and negotiating – the rejection should only be made once and keep negotiating. KF explained the quotation will work like a C1 proposed plan.

A member had discussions with **CD** about exchanges on back of verification – and wanted clarification: if you were doing a meter install as a result of a verification, we are not to raise a B1, as a wholesaler? We are doing it as part of the verification.

**EJ** discussion that we have had so far is that we want to make sure that we are raising the right unique process for the right unique services, so we have C1 as the verification and the B1 as do something with the meter and we explored option of linking service requests together

The question was then asked is there a wholesale version of B1 or the B1.W? **CD** advised this is B10. We had discussed adding a wholesale version of B1 but this was not supported by OAG in the past.

An OAG member stated that we had B1 as a retailer-initiated only, B10s for programmes of work (wholesaler). They were different processes for specific reasons.

An OAG member stated the premise of B10 is a wholesaler proposing a schedule of works and the retailer has 22 days to comment on that process. So SLAs are fundamentally different for B1 and B10. We did agree previously that there are various scenarios where you would continue in the current process or would raise a brand new process which is where I think there is a need for a guidance document on this as to when and where you follow on.

**CD** is it worth distinguishing the wholesaler led actions so B1 would be wholesaler/retailer individual, B10 wholesaler capital works? Several OAG members agreed that B1 is for unmeasured to turn to measured. B10 should be kept separate for capital works.

**PQ** asked to clarify if we were exploring a B1.W at all. **EJ** view was that OAG member discussion thus far suggests no interest. **GS** says that historically Wholesalers have raised B1s for Retailers. **EJ** explained that this will now, no longer be possible in the hub. **CD** has proposed we look at making a more flexible B10 when we get there. **PB** agrees, as long as clear and consistently applied that the Wholesaler can initiate a meter installation. **DB**: Suggests that the initial reasoning should drive the process. Retailer installation is B1, broken meter is B5 and any Wholesaler-led is B10.

**OUTCOME: OAG members generally supportive of the process, including the non-standard quotation function. Support from group that MOSL ensures that description for when to use B1, B5 and B10 is clear in the code (i.e., retailer/customer-initiated vs wholesaler initiated (e.g. capital works, vs meter repair/replace)**

#### **B7 1<sup>st</sup> reading (process flow in supporting documents)**

**CD** gave an overview of B7 process. Explained that was almost identical to B1, i.e., *submit, site, change, review*. There were no changes to the *submit* and *site*. Most changes were made to *Change/relocate meter* and members were asked if we want to use *Unfeasible/Impractical* reason code for a failed B7 – as we have it for B1.

A member asked if there was a way to distinguish between *unfeasible/impractical* versus completed. For reporting purposes they would want a separation point for multiple completed outcomes. **KF** explained that we can split these reasons out and that they could be recorded as conclusions Member was satisfied so long as it keeps it simple and the reporting output is correct. **KF** stated that he's hearing that the completed stage for the request would want to capture was it a successful, unfeasible or impractical closure and the date would be there to report on after the event.

It was suggested that some essential data from Appendix 1 could be used (e.g. *upsized/downsize*).

**JF** stated that they get requests from customers for permission to make a meter logger ready or fit a logger onto a ready meter– can we bring this into B7. Some members supported that this would be a good fit for B7.

**GS** suggested that some Wholesalers treat the installation of equipment separate to whether a meter needs changing. Suggests a B7 should following on from a request to log where the meter needs changing. More members agreed and proposed this while logging ought to be a bilateral process, it's entirely separate from B7.

**MG** noted that logging requests currently come via an F4 form to their organisation. Other members noted the same and that the F4 would sometimes morph into a B7. A member suggested that requests to install equipment to assets should be kept separate to B7 and maybe propose a new process for this.

**CD** explained that the OAG will revisit B7 process again at a future OAG meeting and will bring back a review of the form.

**OUTCOME: OAG members support the B7 process flow and agree that an unfeasible/impractical reason code is sensible. MOSL will consult the Appendix 1 for data items that will be needed in B7. Need to consider the differentiation between applying for logging equipment and changing a meter to accommodate logging equipment.**

### **B3 2<sup>nd</sup> reading and questions (process flow in supporting documents)**

Have introduced the non-standard quotation route. **CD** noted that another proposal is that if there is a meter exchange, as part of a test, that has to be done prior to the accuracy test and logging that at a subsequent time is quite important.

An OAG member thought a discussion had already occurred regarding a retailer update after the exchange? There is still only one retailer update in the process after to let the retailer know it has been exchanged and another once we have result of accuracy test

Members noted the importance of tracking distinct completed outcomes for reporting, for example pass/fail out of tolerance, adjustments required, or, out of tolerance, no adjustments required.

**DB** asked if OAG should consider practicalities of the in-situ accuracy test. However, no other TP in the OAG group say they actually do this.

**OUTCOME: OAG members supportive of the direction of travel for B3**

### **Proposed Vacancy Change Application (hypothetically, process C8)**

**EJ** relayed an email question from an OAG member who had asked if this would be an “other” party process, i.e., if a water retailer identifies another occupancy amendment would they be required to begin the bilateral process and what kind of time frame would deem it as error rectify amendment.

**OAG members supported that it should be built for all parties if the cost isn't appreciably higher** However, a member stated that it needs wider consultation as to whether it goes forward.

**CD** advised that the request could be raised by the Wholesaler, other Retailer or other Wholesaler in order to change occupancy status. However, there are scenarios and other bilateral process that allow the owner to identify to notify the other participants of actions and potentially ask for more information.

**CD** stated that we need to discuss how many SLAs. Last time discussed 20-21 days for retailers to come back with response, but for functions like proposed plan, we would be adding 10 days SLAs, as for C1 and F5.

Some members stated that there would be issues around SLAs and delays to site vacancy changes. Should be liaising with all trading parties that are impacted before making retro amendments, so if you introduce this you will be putting in a bilateral process for something that doesn't exist for other data corrections, with huge implications.

A member asked if the CMOS market message is going to be changed, as in the timescales? **CD** stated that this could disappear. CMOS would record the data owner which changed the status. **CD** reminded the OAG that like other processes, there'd be a step for the retailer to check that Wholesaler has closed the request.

**OUTCOME: OAG members still think this is a good idea for a bilateral process but have suggested some practical considerations for MOSL around the SLAs and ownership for raising and agreeing changes to vacancy status.**

#### **AOB**

**CD** updated the group that the CAG and Ofwat were finalising the bilateral submission guidance document. **CD** would share a marked-up document will be distributed after meeting.

**RP** noted this document is presented as an obligation – parties are required to comply, so in essence, it's not guidance. **RP & CW** had concerns about drafting of the document and felt it was inconsistent, contradictory and unclear and worse than a previous version of the guidance. They felt that it did not set out how to quantify bulk uploads making it difficult to know who is and isn't adhering which could cause arguments between parties.

**CD** advised that the guidance document is given effect through the Operational Terms, which requires that Trading Parties follow it. In due course, the goal is to better incorporate it into market codes. While the guidance document is still imperfect, preparation time has been limited and post-implementation we can revisit it and improve if need be with evidence gleaned from the hub.

**EJ** explained that the work on the guidance document was a collaborative effort of many TPs. **CAG** agreed we need to revisit as a priority item.

**OUTCOME: Feedback from meeting attendees noted. The guidance document will be published shortly after consideration from CAG and Ofwat.**

#### **Next meeting on 21 September**

Members did not feel we needed to cancel this meeting due to go-live the following day.