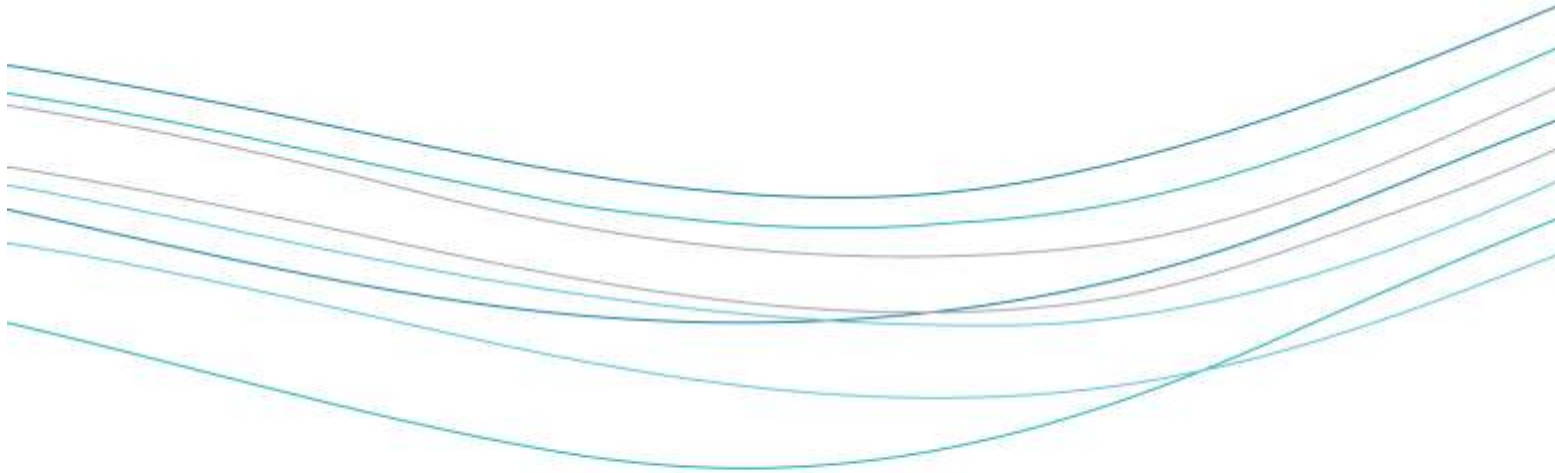


## Operational Advisory Group (OAG)

5 October 2021 meeting

**Minutes**

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## Operational Advisory Group Minutes of 5 October 2021 meeting

### Attendees

#### OAG Members and Guests

- ◆ Paul Baker (PB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Tom Wells (TW), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Rebecca Watson (RW) Wholesaler

#### Apologies

- ◆ Frances Lickley (FL), Retailer
- ◆ Lewis Orr (LO), Retailer
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Madeleine Moores (MM), Retailer
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler

#### MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Matthew Weaver (MW)
- ◆ Chris Chiorean (CC)
- ◆ Mayuresh Tamboli (MT)
- ◆ Oliver Robins (OR)
- ◆ Ivy Mandinyanya (IM)
- ◆ Julie Serle (JS)
- ◆ Oliver Robins (OR)
- ◆ Monica Falasca (MF)
- ◆ Angie Bennett (AB) – Secretariat

## Agenda

- ◆ Minutes and Actions
- ◆ B1/B3/B7
- ◆ Functional Requirements
- ◆ AOB

## Meeting notes

### 1. Minutes & Actions

EJ welcomed members and confirmed agenda.

### 2. B1/B3/B7

Following Code Advisory Group (CAG) meeting last week, CAG members proposed that MOSL check some proposed code drafting back with OAG members:

*Can/should the codes define standard vs non-standard installation?*

A member stated there were too many technical variations to define what is or isn't across Wholesalers. However, the code should make clear there are two kinds of installations and that Wholesalers should readily explain both on their website and/or tariff document.

Another member noted that pre-determined cost vs bespoke cost is also not a foolproof differentiator. Some Wholesalers will publish a cost as standard and non-published costs are non-standard, or others that publish every cost, whether in their standard or non-standard bucket.

OR displayed what is currently set out in Part B of Operational Terms: *"Throughout these processes, references to 'standard' metering work includes that work which is charged by reference to a specified standard price within the Wholesale Tariff Document. References to 'non-standard' metering work includes metering work for which the Wholesaler's Wholesale Tariff Document sets out a price point other than the standard price or it provides for a quotation for the work to be done."*

**Outcome: OAG members agree that standard and non-standard quotations vary across wholesalers, so an objective definition in code is impossible. However, Wholesalers should be required to publish information of their own to explain what is or is not standard work may (e.g. price point, policies, procedures, etc.)**

**MW to draft definition using the Ops Terms definition and discuss offline with SF to make it encompassing for wholesalers.**

*Can/should the codes treat infeasible/impractical as a single transaction in the hub, or two separate transaction types?*

**Outcome. OAG member consensus what that these should be a single transaction with two distinct reasons.**

*B3 – misalignment of BDs 22/20 and inconsistency throughout code*

The Chair asked if there was a desire to explore aligning some 22/20 business day SLAs for all processes. Members generally preferred standardisation but would prefer to look holistically at processes rather than deciding just for B1, B3 and B7.

**Outcome: OAG members support standardisation but no strong view currently to align every 20/22 business day SLA. Would like to see a wider picture of how it looks across processes.**

**ACTION: MOSL to create and share list all processes that have 20 vs 22 days**

*Moving SLA table*

A CAG member had questioned if the SLA table sat better at the beginning of its code document rather than the end. Scene setting the SLAs could make the narrative easier to understand.

**Outcome: On balance, OAG members preferred an SLA table up front was more logical. The Chair confirmed that this advice would be shared with CAG and if any change was made to one document it would be reflected across all others.**

A member questioned whether the very long B3 SLA (potential for 52 days before update and any challenge by retailer) needs a sanity check or retailer challenge part way to break it up?

Discussion suggested that another costly transaction was not ideal, but the codes could specify that Retailers can and should challenge regardless of days left via the comments in the hub. MOSL proposed it could fit at a high level in Ops Terms or OSD701. A member noted that it may resonate more with users to see this per process rather than high level in the Ops Terms.

An OAG member noted that the LVI could provide some graphical notice of any new comments raised on a process. The Chair challenged members to raise LVI suggestions like this as these would not necessarily fall under MVP.

**ACTION: MOSL to explore code drafting to encourage Retailer challenge outside of transactions and bring it back to OAG.**

### **3. Functional requirements**

MT updated the group on changes to CSD0601 and Validation Rules Update

*SPID Transfer : HVI functionality* – MT explained the new T291.M transaction to replicate LVI screen. Planning to have this available at the next implementation of the HUB (spring), pending CAG/Panel approval and Ofwat decision (hopefully January).

*Transaction T291.M* – Currently on LVI you have visibility of last 12 months' service requests (cancel or close); open requests are visible regardless of when raised.

A member asked if a data item to indicate "more historical processes exist" TRUE/FALSE would be helpful if just one transaction is sent per request. MT advised that a T291 is per service request, so you will be separately notified of each so it should be very clear how many previous processes exist without any additional data item.

A member proposed that a 24-month history, rather than 12, would be more accommodating of some processes that typically had a two-year policy attached to them (e.g., H1 process when used for leak allowance). MT reminded the group that the Data Protection exercise had already been done. The

Chair reminded OAG they'd been consulted on the one-year period. This would have to be a change considered in the future.

A member asked if the new retailer could see if a customer would be able to submit the same request to the new retailer, despite the old retailer denying previously (over 12 months prior). MT confirmed that this was not possible – they only see closed/cancel requests for 12 months. They will have access for in progress requests

*Other TPs notifications* – MT explained changes on notifications.

MT advised that each HVI organisation will be able to configure notifications to show transactions relevant to them.

*Hub time out functionality and Validation rules change summary* – MT explained changes.

MOSL explained it would edit transfer documents CSD 102 and CSD103 to cover CSD 0601 detail on T291 transaction and the time out and third-party notifications are minor changes.

**Outcome: The OAG was comfortable with the proposed changed to CSD 0601 to bring in functionality.**

CD wanted to reconfirm with OAG members that at the point of transfer, any live service request should transfer with its current SLA time elapsed rather than resetting. To do re-set would be more technically complicated and the codes do not currently re-set SLAs in such a case.

OAG consensus was that this was not a problem unless there's an agreed quote with outgoing retailer – though OAG members proposed in that cases the new Retailer should cancel that request. Wholesalers on the call felt that their service would continue regardless, so the impact on them is minor.

CD advised that there is not going to be functionality in the Hub to deal with wholesaler transfers, though we will put something in code to say it will be dealt with manually.

CD advised that the transfer functionality does not include the bulk at this stage. We will update soon and will be part of another future functional. CD to discuss offline with PB.

**Outcome: The OAG was comfortable with the proposed approach to transferring service requests, SLAs and MOSL's plan for bulk transfers.**

#### **4. AOB**

Chair advised that meeting minutes and documents are on MOSL's bilateral web pages. Because of rotating OAG membership, the minutes would be changed by exception if members/guests spotted any problems rather than standing agenda item.

The Chair noted some guests had been attending regularly and offered to extend them full OAG membership.

**ACTION: Chair will check membership and invite some recurring guests to become will recognised members.**

JF asked that we add volumetric adjustments on the back of B5. Some members felt like this was complex and should be part of its own process. Other members preferred to revisit when OAG reviews

the H process. A member noted that CSD0105 already outlines an adjustment process that could become a bilateral process.

A member questioned whether an additional field to register culpability for incorrect data. It was noted that it can be difficult to establish culpability with a paper trail would be important.

### **Next meeting**

The next meeting of the Operational Advisory Group is 19 October at 11.00am

### **ACTIONS**

- 1. MOSL to create and share list all processes that have 20 vs 22 days**
- 2. MOSL to explore code drafting to encourage Retailer challenge outside of transactions and bring it back to OAG.**