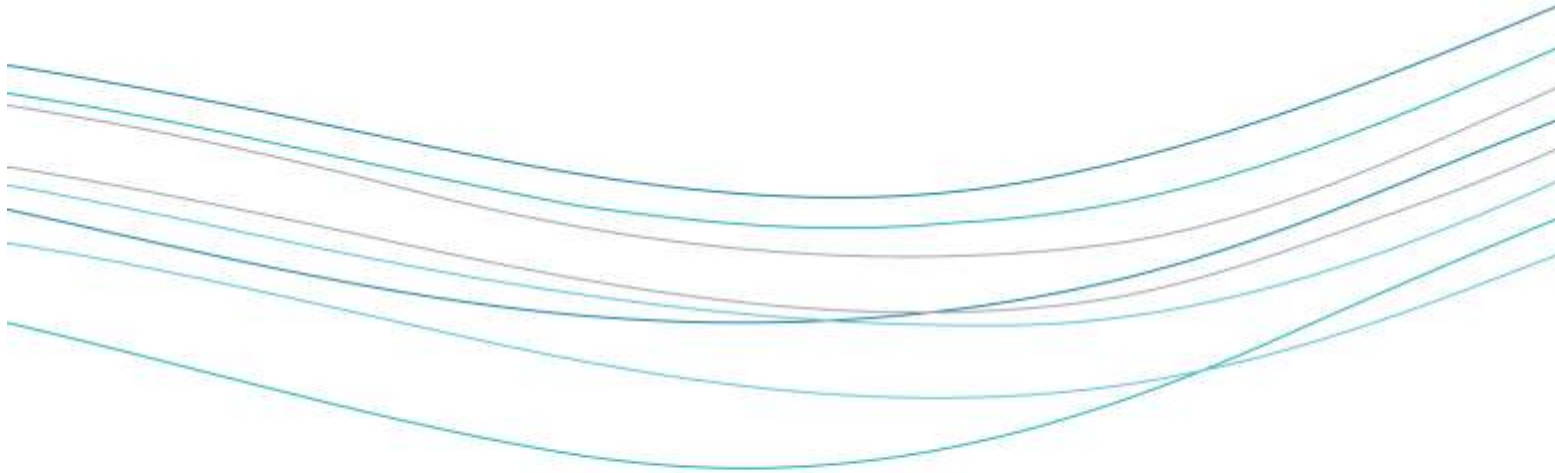


Operational Advisory Group (OAG)

23 November 2021 meeting

Minutes



Operational Advisory Group

Minutes of 23 November 2021 meeting

Attendees

OAG Members and Guests

- ◆ Andrew Hewitt (AH), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Frances Lickley (FL), Retailer
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Greg Fry (GF), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Karen Hardaker (KH) Wholesaler
- ◆ Lisa Molyneux (LM), Wholesaler
- ◆ Mark Whittall (MW) Retailer
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Sian Forward (SF), Wholesaler
- ◆ Suzannah Maddock (SM), Wholesaler
- ◆ Tom Wells (TW), Wholesaler

Apologies

- ◆ Ashley Connors (AC), Wholesaler
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ Kat Grimley (KG), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Lewis Orr (LO), Retailer
- ◆ Madeleine Moores (MM), Retailer
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Rosie Rand (RR), Wholesaler

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott (LAL) – Secretariat

Meeting notes

1. Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda.

2. SLA discrepancies

Operational Processes use SLAs of 20/21/22 days at present. There have been a few OAG member comments about bringing into line.

CD ran through slide pack. Shows 14 processes with 20 days and 10 processes with 22 days. A Wholesaler member shared their data which described the average number of days across each month for a year; mean 21.08, mode 22 and median 21 days.

EJ queried if members felt actually the SLAs in code had been driven by reality or were guestimates? OAG member historical memory was that these are likely adaptations from Scottish code and each was just a rough approximation of a calendar month (20, 21, 22 business days).

JF offered that only 4% of metering processes had used day 21/22 in their processing in the last year and his organisation would be 96% compliant against a 20-day SLA. Another Wholesaler member stated that there were sometimes processes (Bs) that got out of their control, but typically this was when things failed terribly for outside crews. If targets are missed, they're not by a day or two, but by a lot. A retailer member confirmed this to be their experience. Most work was either completed well within 20 days, or long after.

Other Wholesalers acknowledged that third party contractors were an important consideration in timescales and different processes could use different partners. Any renegotiation of SLAs with partners tended to be on an annual basis or longer. Another Wholesaler member noted it could be expensive to shorten SLAs to 20 days from 22 days owing to business process changes or arrangements with partner organisations. A Wholesaler member remarked that if the SLAs were reduced without subsequent changes to jeopardy management systems, it could lead to more SLA failures at which point, there'd be more change for failed SLA processes to be forgotten.

EJ asked if any Wholesalers could provide a snapshot of the average time taken to meet the SLAs in question. Some said they could provide this information.

Action: Wholesalers to provide 20/22 SLAs averages

A retailer member noted that whether it be 20 or 22 days, a standardisation would be useful in and of itself. Another retailer noted that extending the timeframe of all processes to 22 days would likely not be justifiable to Panel or Ofwat. A retailer member asked if there was a correlation with site visits, but there did not appear to be any based on whether some processes were 20 or 22 day SLAs.

EJ noted that if processes followed the same route as C1 or B5, the OAG was likely to create an end-to-end OPS which incorporated the activity and the CMOS update which would incorporate an extra five days making the SLAs either 25 or 27 days. Several Wholesalers acknowledged that the CMOS update time would provide a buffer were they unable to shorten partner contract SLAs. EJ reminded

members that the Bilaterals hub was intended to make processes more efficient and that shortened SLAs timescales should not be an unexpected outcome of the bilateral hub.

One Wholesaler member queried if Retailer members tended to outline the journey timescales when speaking to customers. One retailer said they do, and larger customers tend to know the market codes well enough to know what the market SLAs are.

Some members noted that this proposal may benefit from advice from MPC.

ACTION: MOSL to revert to MPC to gauge its view on standardising to 25 business day SLAs.

OUTCOME: OAG members generally supported the concept of standardised SLAs, but raised some issues around accommodating internal processes and third party contracts. It was noted that the five days currently taken to update CMOS would likely buffer any Wholesaler as the end-to-end process would be allowed 25 days and no party typically needed five days to update CMOS.

3. AOB

3.1 Volunteers for Bilateral Submission sub-group

CD confirmed bulk submission process is to be further reviewed and requested volunteers to form a small sub-group to discuss. Looking to shore up into code, rather than guidance, and address some of the issues raised by TPs Sub-group meetings to run during December.

EJ stated that Ofwat encouraging that this be included ASAP into a bilaterals code release and EJ's best guess was that we would aim for March 2022

A member asked if invite to group could be extended beyond OAG. EJ said it could, but to limit attendees per organisation to ensure enough space for everyone to speak. DM responded Castle Water will provide volunteer/s. EJ enquired if members are likely to volunteer – PQ (Southern), DM (Yorkshire), PB (Business Stream), OS & AH (Thames), LM (United Utilities) all confirmed organisations will provide volunteers

ACTION: OAG members to volunteer for Bilateral submission sub-group via email to either Chris.Dawson@mosl.co.uk or Bilaterals@mosl.co.uk

3.2 Upcoming processes

EJ discussed possibility of reviewing G processes in December and January meeting. Lots of interest to begin tackling G2 and OAG members offered to share invite with TE experts from their organisations.

3.2 Upcoming meetings

21 December meeting to be moved to 14 December due to low availability of OAG members on 21 December. As it clashes with Panel meeting which EJ is attending, CD will Chair.

EJ highlighted the upcoming topics at OAG meetings, but indicated that timelines are subject to change. EJ asked if jeopardy reporting was a topic members wanted to cover in early 2022. They indicated it was.

ACTION: MOSL to add jeopardy reporting to agenda for meeting in January

Next OAG meeting is scheduled for 7 December 2021

4. ACTIONS

- 4.1 Wholesaler members to provide 20/22 SLAs averages
- 4.2 MOSL to revert to MPC to gauge its view on standardising to 25 business day SLAs.
- 4.3 OAG members to volunteer for Bilateral submission sub-group via email
- 4.4 MOSL to add jeopardy reporting to agenda for meeting in January