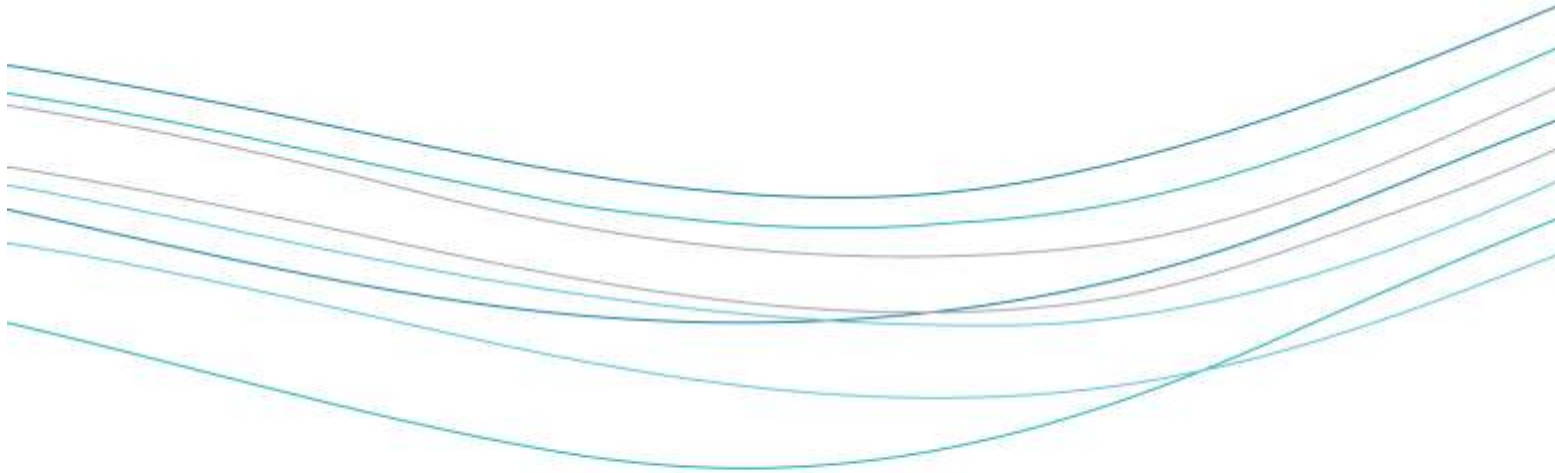


## Operational Advisory Group (OAG)

07 December 2021 meeting

**Minutes**

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## Operational Advisory Group

### Minutes of 07 December 2021 meeting

#### Attendees

##### OAG Members and Guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Tom Wells (TW), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Frances Lickley (FL), Retailer
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Glenn Holland, Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Karen Hardaker (KH) Wholesaler
- ◆ Mark Whittall, Retailer
- ◆ Noel Bradley, Wholesaler
- ◆ Onkar Singh (OS), Wholesaler

##### MOSL

- Chris Dawson (CD)
- Monica Falasca (MF)
- Julie Serle (JS)
- Oliver Robins (OR)
- Rebecca Haddon (RH) - Secretariat
- Lisa-Ann Lott (LAL) – Secretariat
- Evan Joannette (EJ) – Chair

#### Apologies

- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Greg Fry (GF), Wholesaler
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ Kat Grimley (KG), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Lewis Orr (LO), Retailer
- ◆ Lisa Molyneux (LM), UU
- ◆ Madeleine Moores (MM), Retailer
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Suzannah Maddock (SM), Wholesaler

## Meeting notes

### 1. Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda. EJ noted that nearly all OAG meeting documents were now on MOSL's bilateral pages and the rest would be added shortly. Members should check and raise any corrections as necessary.

**ACTION: EJ to update OAG meeting documents on MOSL website**

### 2. B1/B7 update

CD ran through the slides to review the B1 & B7 processes. The processes were being developed with a good deal of alignment; 8 days for site visit with 27 days to complete process in full. 4 SLAs in total with 1 & 2 beginning at submission. SLA 3 in respect of non-standard quotation and SLA 4 for non-standard meter installation.

EJ enquired whether the SLAs would be uniquely and separately titled for B1 and B7. CD confirmed this will be the case.

JF noted that the end of B1/2 and start of B3 weren't clear in the table. CD confirmed start/end would depend on the outcome.

**ACTION: MOSL to review SLA table on B1/B7 to ensure it's as clear as possible**

CD ran through the process flow for B1 summarising process flows on 'Submit service request', 'site visit', 'review', 'install meter' & 'change or relocate Meter'. JF highlighted need to check business rules for resubmit if intending to reuse other modules.

CD further displayed B7 process flow for review. JA asked for clarification on what should happen if no response received. CD confirmed auto-close will happen.

DM noted that there were a number of outcome data items that OAG could be considering in service requests. CD and JS confirmed they'd look at adding these to agenda if members shared their suggestions. JS confirmed wherever possible data items should be kept as similar as possible between processes to ensure efficient development.

**Outcome: OAG members were generally content with the process of B1/B7 design**

### 3. C2/C3

CD ran through the slides for C3 initially as simpler process for retailer submit on gap site. Initial slide showing high-level process flow showed how each process would be completed and the completion data items. CD confirmed C3 is likely to be the first non-mandatory SPID transaction within the hub.

CD confirmed that if a disconnection is necessary, this would be a distinct process after completion of C3 as previously agreed with OAG.

CD displayed SLAs for C3 both current and proposed. Recommendation to reduce to one overall SLA that applies to both retailers and wholesalers within lasting 27 business days currently 22 days + 5.

EJ enquired if members felt there were any risks in reducing to the single SLA. Members raised no risks in this respect.

**OUTCOME: OAG members generally liked the C3 strawman and proposal to rationalise the SLAs between Retailer and Wholesalers.**

CD displayed the process flow C2 and confirmed some pre-work is anticipated within the process and some concurrent actions outside the hub are noted also.

CD displayed SLAs for C2 both current and proposed. Recommendation to reduce number of SLAs within the hub from 6 to 3 this will also reduce inconsistencies in SLAs.

JF and SF asked if these processes would be part of an SLA standardisation as per previous OAG meeting. EJ replied they would be considered as part of that standardisation.

**OUTCOME: OAG members generally liked the C2 strawman and proposal to reduce the number of SLAs**

#### **4. CSD 0601 temperature check**

CD updated group on slight changes to CSD 0601 based on feedback from testing and technical drop-in sessions with MOSL. The CAG had already reviewed in anticipation of December Panel meeting but wanted OAG to have sight. Intention for the CSD 0601 Release note to be published.

**Outcome: The OAG members raised no concerns about recent changes to CSD 0601 and all is in line with the intended process design of the additional functionality and B5 process.**

#### **5. F5/F4/G1 update**

CD confirmed draft code documents will be shared following the meeting to enable members to review.

#### **6. AOB – transaction merger**

CD highlighted that B5 has a transaction similar in function to B3 and B7. There's a development efficiency to be made if MOSL replaces the current B5 transaction with a more generic alternative which can be utilised in future across many processes. CD confirmed for trading parties this will appear simply as a naming convention change and will not have any material effect. CD to share with CAG on Wed 8 December for review.

**OUTCOME: OAG members generally supportive of approach if it means one less transaction.**

Next OAG meeting is scheduled for 14 December 2021 and will include G1 process and data items for future processes

#### **7. ACTIONS**

1. EJ to update OAG meeting documents on MOSL website
2. MOSL to review SLA table on B1/B7 to ensure it's as clear as possible