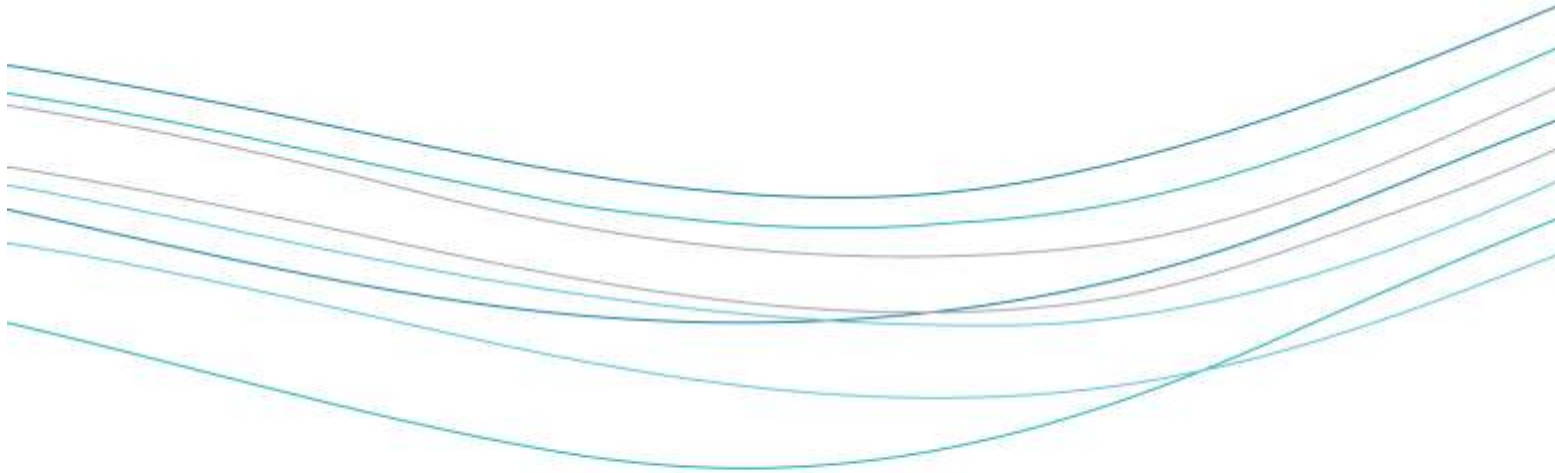


Operational Advisory Group (OAG)

18 January 2022 meeting

Minutes



Operational Advisory Group Minutes of 18 January 2022 meeting

Attendees

OAG Members and Guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Sian Forward (SF), Wholesaler
- ◆ Noel Bradley (NB), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ David Buchan (DB), Retailer
- ◆ Paul Baker (PB), Retailer
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Suzannah Maddock (SM), Wholesaler
- ◆ Matthew Garfield, (MG) Wholesaler
- ◆ Katy Stokes (KS), Wholesaler
- ◆ Carl Elsworth (CE), Retailer
- ◆ Federico De Gobbi (FDG), Wholesaler
- ◆ Andrew Cottam, (AC), Wholesaler
- ◆ Jeremy Lunn, (JL), Wholesaler
- ◆ Julie Whitelegg (JW), Wholesaler
- ◆ Graeme Ferris, (GF), Retailer
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Tom Wells (TW), Wholesaler

Apologies

- ◆ Rob Dix, (RD), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Becca Watson, (BW) Wholesaler
- ◆ Louise Durbin, (LD), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Karen Hardaker (KH) Wholesaler
- ◆ Gavin Shirtcliffe (GS), Wholesaler

MOSL

- Evan Joanette (EJ) – Chair
- Julie Serle (JS)
- Lisa-Ann Lott (LAL) – Secretariat
- Chris Dawson (CD)
- Monica Falasca (MF)

- Patricia Quintana (PQ), Wholesaler
- Lisa Molyneux (LM), UU

- Julie-Ann Anderson (JAA), Wholesaler
- Deborah Morton (DMo), Wholesaler
- Kat Grimley (KG), Wholesaler
- Madeleine Moores (MM), Retailer
- Lewis Orr (LO), Retailer

Meeting notes

1. Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda focussed on G2 Process (Trade Effluent) for 2nd meeting.

2. G2 Process – Requirement gathering (MoSCoW)

CD reshared the requirements slide and confirmed working on ‘Could haves’ and Won’t haves’ during the meeting.

The ability to capture signatures including those of customers considered first. Members discussed what the Water Industry Act strictly required and what decades of legal precedence would require. Members discussed trying to get codes to reflect as few possible formats as possible but leaving room for a few TP variations. within trading party should be included as proof of agreement to Wholesaler’s terms as a minimum requirement.

Member preference to avoid creating duplicated keying in. Some details on the current G2 form may not be particularly useful for reporting, so should be weighed up on their value as CSD 0601 Data Items. Some Data Items, like tariff data is held within CMOS and would need to be validated. CD confirmed customer direct input to the hub will not be included at this stage

OAG members would have to agree what data the Wholesaler is going to use to agree the consent vs what is required in the hub, taken from the form

ACTION: MOSL to confirm data items required by the Bilateral Hub/CMOS at future OAG meeting.

Retailer members generally agreed a specific outcome to note that a consent had been varied from the application might be useful to know. Could lessen the need for further dialogue between Trading Parties.

Members agreed in principle that if consents were coming via other communication channels they’d not be recognised. They should all be transacted via the hub. Members confirming that there must be ‘one version’ of form for input to the hub to ensure consistent approach

Members discussed the desirable feature of being notified there’s a new attachment (e.g. new consent form, new site photos). This feature was generally of benefit to all processes.

Members discussed feasibility of streamlining the process through Retailers only, but the WIA does not allow this so it was ruled out.

Members revisited requirement from last meeting to create a Bilateral transaction where an incomplete form is submitted (i.e. Draft). It was decided this was not a minimum viable product requirement.

3. G2 Process – SLA Review

CD shared the SLA slides split between retailer and wholesaler, beginning with the retailer SLAs

Members generally agreed G2-1 SLA (Action within 5 days) still required in particular as a recent addition to the codes (28 August 2020)

Members raised concerns of business days vs 2 calendar months and how the hub will deal with the SLAs in this regard. Members generally agreed a set number of business days e.g., 43 BDs could be agreed to represent 2 calendar months within the hub and should be the shortest sensible figure to ensure there are no failures.

SLA G2-2 members generally agreed 15 days to wait for a response would be too long considering the overall 60-day WIA SLA. So in this case, it should be 5 days only, but without an auto-close.

ACTION: CD to share updated G2 MOSCOW and SLA slides with members

OUTCOME: Good progress made with OAG members to decide MOSCOW features of G2. Some decisions reached on how SLAs should retained/changed.

4. G2 Process – Actions/Next Steps

Additional meeting to be arranged Tuesday 25 January to cover G2 Wholesaler SLAs, actions and next steps and revisit of ‘Must Haves’

As per a member’s proposal, granting a “consent in principle” also to be discussed at the next meeting.

5. ACTIONS

5.1. MOSL to confirm data items required by the Bilateral Hub/CMOS at future OAG meeting.

5.2. CD to share updated G2 MOSCOW and SLA slides with members