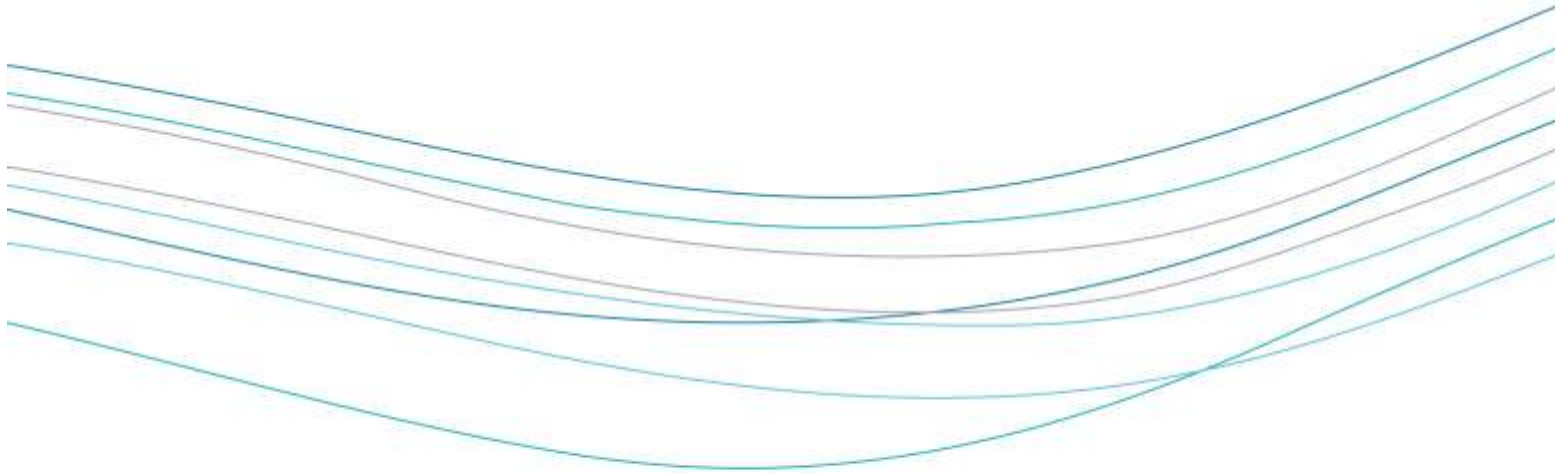


Operational Advisory Group (OAG)

14 December 2021 meeting

Minutes



Operational Advisory Group

Minutes of 14 December 2021 meeting

Attendees

OAG Members and Guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ David Buchan (DB), Retailer
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Suzannah Maddock (SM), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Becca Watson, (BW) Wholesaler
- ◆ Louise Durbin, (LD), Wholesaler
- ◆ Matthew Garfield, (MG) Wholesaler
- ◆ Katy Stokes (KS), Wholesaler
- ◆ Tom Wells (TW), Wholesaler

Apologies

- ◆ Evan Joannette (EJ) – Chair
- ◆ Karen Hardaker (KH) Wholesaler
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Glenn Holland, Wholesaler
- ◆ Noel Bradley, Wholesaler
- ◆ Mark Whittall (MW), Retailer
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Lisa Molyneux (LM), Wholesaler
- ◆ Greg Fry (GF), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Lewis Orr (LO), Retailer
- ◆ Madeleine Moores (MM), Retailer
- ◆ Kat Grimley (KG), Wholesaler
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ Rebecca Watson (RW), Wholesaler

MOSL

- Chris Dawson (CD), Deputy Chair
- Julie Serle (JS)
- Chris Chiorean (CC)
- Lisa-Ann Lott (LAL) – Secretariat
- Rebecca Haddon (RH)
- Matt Weaver (MW)
- Monica Falasca (MF)

Meeting notes

1. Welcome, Minutes and Actions

CD welcomed members and confirmed agenda.

2. T224.W (D8227 Valid set options)

CD ran through the slides confirming streamlining transactions moving forward utilising transaction T224.W – Advise Process Delay as opposed to T353.W – Propose exchange or repair plan. CD explained rationale for naming convention on new transaction.

CD highlighted in order for the transaction to cover exchange or plan in progress an additional data item was proposed to be added to the T224.W valid set (PROCEEDING – Exchange or plan in Progress). CD confirmed CAG had ‘minded to support’ the update at their last meeting and requested feedback from OAG.

Members raised concerns around overlap with deferrals and need to ensure clarity as to when a deferral should be utilised and when T224.W should be utilised.

CD highlighted another data item would be added to the valid set relating to G2.

3. G2 Process

CD ran through the slides, beginning with the high-level process flow for G2

ACTION: CD to share process flow slide with OAG members

CD confirmed proposed use of T224 to advise of referral to another agency such as EA in respect of a G2 process. This being the additional valid data set item for G2 ‘Refer’

CD noted complete options allow for the varied use of G2, Consent Granted, Temporary Consent granted, Reactivation granted, Declined/Not Granted.

CD described the functionality clash around Deferrals and the SLA for ‘Referrals’

Members noted the number of business days in respect to Referrals (2 months) and the necessity to manage the associated SLA manually. It was further noted by members where a referral is necessary with an outside agency e.g., Environment agency the deferral becomes, in effect, unlimited.

Members also noted it may require a note in the codes referencing the Water Industry Act and need to ensure compliance.

Members generally agreed 30-day indicative decision SLA was not useful and in particular with the advent of the hub was unnecessary.

CD displayed the current G2 SLAs and reviewed with members; discussions as summarised below:-

SLA	Members comments
<p>1. 5 days for Retailer to complete and submit form. CD confirmed data item already in place for F5, F4 and G1 proposed to use for this. With retailer completing submission date.</p>	<p>Nothing substantive</p>
<p>2. 2-day SLA for Wholesaler to advise the Retailer received the request</p> <p>Proposed to be removed as hub now in place however recommendation to provide a transaction for both Retailer and Wholesaler to submit transaction and utilise the first SLA for both parties</p>	<p>Following discussions on concerns around date logged of the request from the customer Members generally agreed to the removal of the SLA due to the inception of the hub however it was noted Retailers usually log receipt and thereby start the 2-month WIA SLA on receipt from the Wholesaler and receipt from the customer would now constitute day '0' if lodged directly with the Wholesaler.</p> <p>Members requested ability to log 'date received' in the hub and should be able to be updated manually within the hub. CD confirmed this functionality would be added to the requirements and built if feasible where forms are received and not immediately logged within the hub.</p> <p>Action: MOSL to clarify that backdating date received has been added to G2 requirements</p> <p>CD confirmed CMOS SLA in relation to this SLA for the Wholesaler is proposed to be removed in line with other processes</p> <p>CD confirmed due to first SLA being 5 days for both Retailer and Wholesaler it would be able to be reported on in respect of where requests were not being processed in a timely fashion and 2-month SLA would start from date Wholesaler received form.</p> <p>CD confirmed both Wholesalers and Retailers can submit the form, Retailers will have 5 days to submit to the Wholesaler both email received date and hub submission date stamps will be tracked to ensure SLAs are being met. 60-day WIA SLA begins from date email received from customer when submitted direct to Wholesaler or from date of submission to the hub where it is received from a Retailer</p> <p>Members noted the uniqueness of the SLAs within the G processes and the need to ensure training includes considering the due date may not align with the WIA. CD</p>

	<p>noted if the Ops Terms aim to ‘beat’ the requirements of the WIA this should not pose an issue.</p>
<p>3. Retailer SLA – sign the application and submit to the Wholesaler</p> <p>CD confirmed this is when a customer submits directly to the Wholesaler and the Wholesaler requires the Retailer to sign the application to confirm the need to submit</p> <p>CD proposed to utilise ‘customer request info’ alongside the ‘attachment’ process to manage these requests. Current issue to establish if electronic signatures will be sufficient in these instances</p> <p>CD confirmed Retailer required to respond in 5 days</p>	<p>Members discussed the requirement for ‘wet’ signatures on trade effluent applications whilst most other legal documents can be accepted digitally. WIA does not specify ‘wet signatures’</p> <p>Members generally agreed digital signatures would be preferable within the hub and confirmed major contracts are already signed digitally. MOSL will ensure that this is checked and is okay (presumed it is) with its legal team when drafting code.</p> <p>Members recommended a portal where the document could be held enabling both parties to review simultaneously thus shortening the timeframes.</p> <p>CD asked member views of a one-page declaration as an attachment should digital signatures not be an option. Members raised concerns around a standalone page outside of the full application.</p> <p>Members highlighted need to update ‘state transition’ in particular in instances where ‘customer request info’ utilised and it has not been processed in full</p> <p>JS clarified if the above was a behavioural issue and SF confirmed it is</p> <p>CD confirmed temporary consent is intended to be available without a SPID to allow retailer nomination not to be required in advance. Members shared concerns this will lead to more ‘out of hub’ work and SPIDs are not mandatory on G2 forms</p> <p>Members raised concerns around the auto-close on request info transactions. It was generally agreed this was not appropriate/ required.</p> <p>Members raised concerns the hub would not enable certainty of submission of fully completed forms. It was generally agreed the ‘reject’ option for the Wholesaler negated this requirement and offered the opportunity to feedback to the Retailer as to what information was missing at point of rejection in case of need to resubmit.</p> <p>Members discussed the need to review the process from the perspective of the customer and whether direct submission to the Wholesaler would be more appropriate with the</p>

	<p>Retailer simply notified and shared concerns the process would need to be revisited at a greater cost in the future.</p> <p>Members suggested returning the process to the sub-group for further review. CD agreed this could be actioned and recommended an early January meeting to cover this.</p> <p>Members also raised concerns around data validation. CD confirmed data items will be returned to OAG for review</p>
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CD shared completion date transaction items and confirmed possibility to offer sole 1)Granted 2) Declined/Not Granted which would enable transaction to be incorporated into future G processes. Members recommended option 1 with wider possibilities would be better

CD displayed the OAG functionality requests and confirmed the slide will be circulated to enable all members to review

CD ran through 3 process options proposed for G2, Consent, Temporary Consent and Reactivation as part of G2 points to note and the requirements.

CD highlighted Step 9 of the Ops terms would not be included

CD enquired if form still required or whether an online declaration will be sufficient. Members generally expressed the view the form will still be required as may be required to send out to customers and is still utilised as a legal document.

AH noted a review of the physical forms would be useful for the G processes at this stage to establish which fields are required and which are obsolete. CD confirmed this will be actioned at the point of reviewing the data transaction items.

SF questioned if group should consider longer G2 temporary consent timeframe (12 months vs 6 months)

4. Data items review

CD ran through draft proposed transactions for B1 & B7 and recommended members review offline

Members recommended MOSL review against B5 also in particular with regard to whether charging is noted against any of the transaction data items

JF highlighted need to include possible transaction 'Existing meter modified'

5. AOB

Action: Andrew Hewett to be added to distribution list

Next OAG meeting is scheduled for 11 January 2022

6. ACTIONS

6.1 MOSL to share process flow slide with OAG members

6.2 MOSL to clarify that backdating date received has been added to G2 requirements

6.3 Andrew Hewett to be added to distribution list