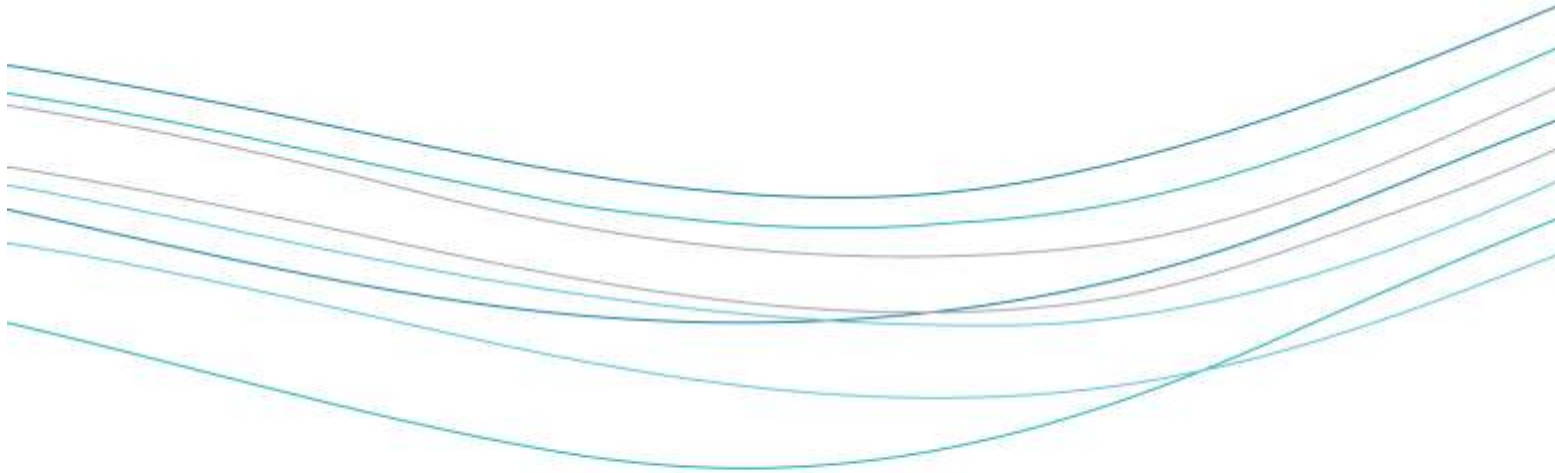


Operational Advisory Group (OAG)

15 February 2022 meeting

Minutes



Operational Advisory Group Minutes of 15 February 2022 meeting

Attendees

OAG Members and Guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Sian Forward (SF), Wholesaler
- ◆ Katy Stokes (KS), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Andrew Cottam, (AC), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Suzannah Maddock (SM), Wholesaler
- ◆ Matthew Garfield, (MG) Wholesaler
- ◆ Graeme Ferris, (GF), Retailer
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Tom Wells (TW), Wholesaler
- ◆ Noel Bradley (NB), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Don Burns (DBu), Retailer
- ◆ James Sands (JSa), Wholesaler

MOSL

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

Meeting notes

1. Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda. G2 form to be reviewed.

2. G2 form review

CD shared the form and the notes from the sub-group on potential updates.

DB recommended and the OAG consensus was that it should lean toward a principle of not including Trade Effluent technical data into the bilateral hub as it would require double keying (following any retailer work with the customer to help them complete a form which is NOT integrated into the hub) and would provide little value. This data would however need to be collected from customer.

AH highlighted the need to ensure it is clear to customers the information they need to supply to ensure a TE application can progress.

DB noted the ability to add attachments in the hub and therefore the ability to add the drainage plan as well as the application form. CD confirmed no limitations to number of attachments. JS confirmed current formats (word, pdf and jpeg only) will remain with a 10MB limit per attachment.

AH requested further formats for attachments – CAD is a preference, but Excel was supported by many members as a minimum. JF noted that when moving on to other processes e.g., D processes, long lists of SPIDs would be crucial and this could only be done via Excel. CC noted that CSV could technically achieve the same list capability.

ACTION: MOSL to review if Excel files can be added to allowed formats for attachments.

Members noted minimum level (mandatory) of information to submit would be useful to be detailed either on the form or within the hub as a check list to show which attachments are required. This will enable an accept/reject decision to be made promptly. Members noted this should be standard across all Trading parties. Members noted need to reach a point where customers are completing a form (perhaps a pdf with drop down boxes) which is then added as an attachment, and this is where information will be taken to provide consents moving forward.

MOSL noted that an audit of the customer-facing form could come later as this would not be tied to any IT solution development.

ACTION: MOSL to investigate 'smart' form creation with PDFs

Members noted more clarity required around description of Drainage plan/drawing and what that constitutes.

Members generally agreed sample point location is only required on the form.

Members generally agreed the 'SPID required Y/N' question was sufficient to indicate where a new connection is required however may need to be moved to earlier in the form.

Members agreed section 6.4 needed changing. Proposed or existing were not needed as there are other places on form to note if a new connection is needed. Surface water TE discharge is NEVER permitted, so should not be an option.

Members generally agreed 6.5 and 6.6 should remain on the form but not required in the hub.

Members generally agreed 6.7 to be added to, remain on the form but not required in the hub.

Section 7.1 members generally agreed remain on the form but not required in the hub.

Section 7.2 members generally agreed remain on the form but not required in the hub.

Section 8 members generally agreed remain on the form but not required in the hub.

Section 9 members generally agreed remain on the form but not required in the hub.

Sections 10 and 11 will be moved to earlier in the form

Section 12 members generally agreed required on the form and on the hub.

Section 13 members generally agreed required on the form and on the hub. CD confirmed already exists within the hub.

Section 14 members generally agreed not required on the form only required within the hub.

JS highlighted desire to reduce number of rejections on TE applications due to being factually incomplete. EJ proposed that both Retailer and Wholesaler could employ checklist per section and refused consents could indicate which section(s) the Wholesaler believed were not properly completed. This would provide a mechanism for central reporting on material completeness from the Hub.

OUTCOME: Members agreed which content should appear on the Customer form and which should appear in the hub. However, the customer form may still require some editing as it's not as clear as it could be. OAG members supported the idea of being able to centrally report on which sections of a TE consent application were not being completed properly, by using checklist.

Members generally agreed that with a smarter PDF form, combining the customer forms for G2 and G3 would be useful if a smart form can be created for the customer to complete however will remain separate until available. EJ asked how this was compatible with the industry's position of only a few years ago when an F/03 form was created? Members noted that at the time, each wholesaler had it's own portal and this meant that the customer experience was confusing. With a central hub, there was more assurance that a single form could be made simpler for the customer and incorporate both the current G/02 and G/03 content.

3. AOB

Some members were unable to attend past meetings and would like access to previous meeting minutes and/or recordings.

ACTION: EJ to provide access to members to previous meeting minutes and recordings.

3.1 D & E processes

AC enquired the development timeline and content for D & E processes. This could inform Trading Party investment in any of their own system.

EJ displayed timeline for review and confirmed that D & E processes are in scope. JS confirmed yet to be reviewed from a business analysis perspective.

Members generally agreed D & E processes valuable to be included within the hub. However, not complex processes and therefore will only be a basic transaction in the hub.

3.2 C2/C3 separate processes

JS confirmed one process in the hub with a proposal to name C23 with a C23.R and C23.W.

CD recommended simply naming C2.R and C2.W and making clear within the codes this contains Retailer and Wholesaler steps.

OUTCOME: OAG members still supporting a combined C2 and C3 process and agreed with CD's proposal that they should be named C2.R and C2.W.

3.3 Progress by a Wholesaler

As a previous meeting, Wholesaler OAG members asked if the hub could allow Wholesaler to advance to the next state if the Retailer was not actioning the service request.

JS confirmed this was not a straightforward process. It would impact on SLAs and would be very difficult where Wholesaler obtains one set of information and the Retailer later provides another. EJ also noted that this completely cut the legs out of TP's ownership of their part of a Bilateral transaction and effectively rendered the transaction a unilateral process

JS further confirmed this will remain on the backlog however will not be progressed at present thus Wholesalers will have to continue to liaise with Retailers where information has not been supplied.

Wholesaler members enquired if deferral prevents auto-close, CD confirmed auto-close still takes place and Wholesalers should create a '.W' where they need to add additional information after the fact regarding a site visit or other action.

ACTION: MOSL to provide updates to code regarding need to raise '.W' linked to timed out where an auto-close has occurred before process complete which would enable reporting.

3.4 Follow on processes

SF raised request to add follow-on process discussion to next meeting as number of interactions follow on from close of specific processes e.g., B5.

4. ACTIONS

1502_01 ACTION: MOSL to review if Excel files can be added to allowed formats for attachments.

1502_02 ACTION: MOSL to investigate 'smart' form creation with PDFs

1502_03 ACTION: EJ to provide access to members to previous meeting minutes and recordings.

1502_04 ACTION: MOSL to provide updates to code regarding need to raise '.W' linked to timed out where an auto-close has occurred before process complete which would enable reporting.