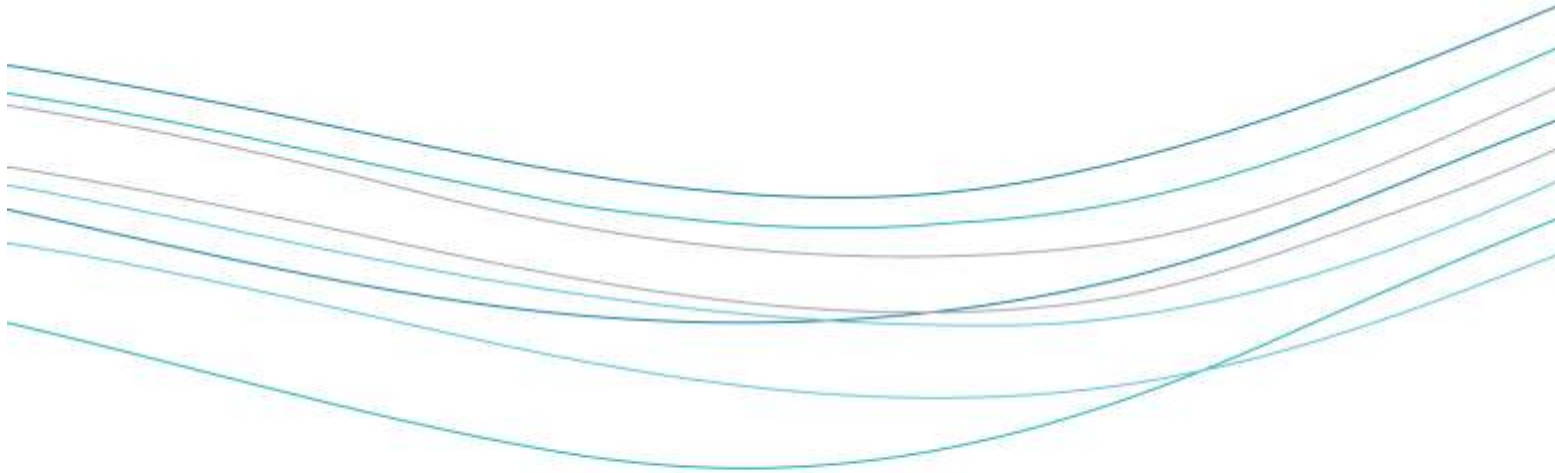


Operational Advisory Group (OAG)

1 March 2022 meeting

Minutes



Operational Advisory Group Minutes of 1 March 2022 meeting

Attendees

OAG Members and Guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Durga Gurung (DG), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Heather Lamb (HL), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Jennifer Mclean (JM), Yorkshire
- ◆ Suzannah Maddock (SM), Wholesaler
- ◆ Matthew Garfield, (MG) Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Tom Wells (TW), Wholesaler
- ◆ Noel Bradley (NB), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Adam Boyns (AB), CCW
- ◆ Jeremy Lunn (JL), Wholesaler
- ◆ Mary Porter-Chorley (MPC), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler
- ◆ Deborah Bennett (DB), Wholesaler

MOSL

- ◆ Evan Joannette (Chair)
- ◆ Julie Serle (JS)
- ◆ Lisa-Ann Lott – Secretariat
- ◆ Chris Dawson (CD)
- ◆ Chris Chiorean
- ◆ Oliver Robins
- ◆ Adetola Adefarakan
- ◆ Mayuresh Tamboli
- ◆ Monica Falasca

Meeting notes

1. Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda. H1 process to be reviewed plus AOBs including follow-on processes and site visit scheduling.

2. H1 process review

CD shared the process flow diagram.

2.1 Process flows

CD noted this style of diagram has been seen before with other processes such as C1/C2 and indicates how the process will work.

2.2 SLA

CD queried with members the current 40-day SLA for H1 and the continuous loop option and recommended streamlining by removing ambiguity by putting in a single SLA and if a site visit is required it to be undertaken within the 20 days as per other processes with site visit expectations.

Members generally agreed for consistency either 20 or 25 days for the SLA as 22 days not within other processes. Also generally agreed 20 days would be suitable in particular if time to liaise with customer can be built in and even, finance permitting, the calculator built into the process.

One member recommended two KPIs (plan proposed, plan agreed) within the process creating a second 'H1(b)' OPS measure for the completion of the process by the Wholesaler to ensure full end-to-end completion of the process. Members generally noted a negotiation element is present within H1 and may therefore require a 'plan proposed', 'plan agreed' approach.

MOSL noted may require the ability to report on how many occasions the process 'goes round the loop'.

Members highlighted that Wholesalers can normally action an adjustment to allowance early and negotiate on correct value post process and adjust again. Members suggested including a calculator within the good practice guide and it was confirmed this will be included in an update to the RWG guidance. This could help manage customer expectations.

Members noted forms submitted without all the relevant details are currently causing delays and would welcome a review to ensure these issues are narrowed and number of deferrals due to incomplete forms are lessened.

Members noted that the 15-day response period may not accommodate the complexity of the process and how long it takes Retailers/customers to agree with an allowance.

2.3 Submit

CD recommended OAG work group review H/01 form in similar vein to review of G/02 form.

Members generally agreed the submission should be at SPID level to allow multiple meters, in same vein as C1, with both water and sewerage also on the same form.

Members noted that the process should clearly pick up 'return to sewer' issues. Members noted that it could be a challenge to include all transactions under the one form/process and raised need to ensure that the Hub could clearly evidence which types of allowances were being applied for as part of H1.

2.4 Outcome

CD shared the 'Complete data items' slide and advised members of the current transaction items and valid data sets.

Outcome: Members agreed to the data items recorded, but suggested addition of "affected period" and option for Retailer to indicate their expected allowance and the rationale (e.g. ADC used and justification for calculation of allowance).

2.5 RWG – Leak allowances good practice guide

CD shared the current details on leak allowances from the RWG good practice guide noting an updated version is due to be published soon.

Outcome: Members generally agreed the customer-facing questions should be part of a new form and incorporated into the code and the process for H1.

2.6 Next steps

Further review of H/01 form potentially via a sub-group.

Review of good practice guide on leak allowances.

JS offered to share questionnaire along with the slides, to capture feedback from those members unable to attend or did not have the opportunity during the discussion to include their points of view.

3. AOB

3.1 Follow on processes

SF raised number of Bilateral processes have a follow-on process e.g., B1 where a meter is replaced and the process is closed, this then leads to a process of charge adjustment - should this then require an H1-type process as a follow-on within the hub and can this be a simplified version.

Members generally agreed a simplified H1 process as a follow-on would be useful. However, MOSL noted may not be deliverable within CPW070 and may require an update to the Ops Terms to dictate when a separate follow-on process is required.

3.2 Scheduled meeting time conventions

MF enquired of members regarding the 6-hour meeting time is there a standard start/end time utilised?

Members generally agreed either AM/PM or 2-hour visit is detailed within the Water Industry Act and is utilised.

A member noted that the codes could be clearer about indicating whether the customer was offered an appointment but didn't need one. Then even if the Hub has a time indicated, there's no confusion that GSS is due as the customer didn't set an appointment.