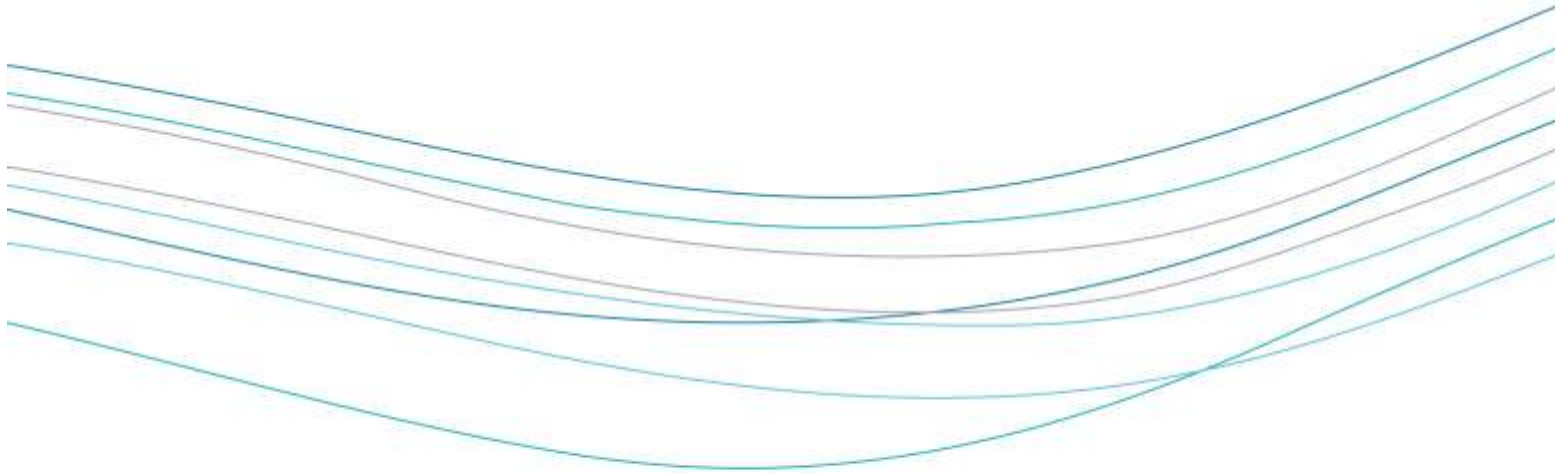


## Operational Advisory Group (OAG)

15 March 2022 meeting

### Minutes

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Operational Advisory Group

Minutes of 15 March 2022 meeting

**Attendees**

**OAG members and guests**

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Deborah Bennet (DB), Wholesaler
- ◆ Durga Gurung (DG), Wholesaler
- ◆ Evangelia Koulounti, Retailer
- ◆ Frances Lickley (FL), Retailer
- ◆ Heather Lamb (HL), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Jennifer Mclean (JM), Wholesaler
- ◆ Jeremy Lunn (JL), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Lauren Walsh, Retailer
- ◆ Liam Hinton, Retailer
- ◆ Lynnette Cross, Wholesaler
- ◆ Mary Porter-Chorley (MPC), Wholesaler
- ◆ Matthew Garfield, (MG) Wholesaler
- ◆ Nick Butt, Retailer
- ◆ Noel Bradley (NB), Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Rebecca Watson, Wholesaler
- ◆ Rosemary English, Wholesaler
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Tom Wells (TW), Wholesaler

**MOSL**

- ◆ Evan Joanette (EJ) – Chair
- ◆ Julie Serle (JS)
- ◆ Chris Dawson (CD)
- ◆ Chris Chiorean (CC)
- ◆ Oliver Robins (OR)
- ◆ Adetola Adefarakan (AA)
- ◆ Monica Falasca (MF)

## Meeting notes

### 1 Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda. H1 form to be reviewed plus AOBs including B3 raised by “other” wholesaler readiness and B7 and B1 flow rates for up-size/down-size.

### 2 H1 form review

CD shared the Form H/01 with the aim to determine what would be required to be in the Hub and/or retained on a customer form.

A Wholesaler member questioned how much a customer could be expected to complete and whether a Retailer is not best placed to fill in the detail. A Retailer member noted that they did have a customer-facing H/01 form and it’s much simpler than the market form. Its main focus is to establish what allowance the customer is looking for.

EJ clarified that the aim is to find what is the least amount of information that needs to be provided by the customer and how the Hub (through Retailer keying in and/or CMOS lookup) can supplement the rest. The customer form could potentially be a template and attached to the ORID in the H1 process.

A Retailer member queried if a Wholesaler-initiated H1 needed a customer form.

Many Wholesalers noted that they typically held most of the information they needed when they were the ones who found the leaks and raised the H1 form. CD noted that that this sounded like H1W process would likely go from raised to completed status immediately with only a notification to the Retailer on the decision made by the Wholesaler and the Retailer can then review and close or re-submit if there is an issue.

The Retailer member noted that the Wholesaler’s knowledge would be limited to that available in CMOS and the Hub and they could foresee scenarios where interrogating the customer would be useful. CD queried if this could be done with the “customer request info” transaction.

One Wholesaler noted that RTS (Return To Sewer) typically needed more interaction with the Retailer and would lend itself to needing a set of customer questions for RTS leaks.

Outcome: For a in a Retailer initiated process, customer-supplied information is required every single time, but if it’s a Wholesaler initiated process then the “customer request info” could be sufficient.

#### 2.1 Section 1 and 2

CD confirmed that Section 1 and 2 about Retailer and Supply Points are part of the Bilateral Hub requirements.

#### 2.2 Section 2 and 3

These section were about the reason for the allowance. There was a lot of discussion about creating a smarter branching forms for customers to use, otherwise standalone forms by allowance type, though this could make it harder for customers to find the right form.

AH thinks that the forms need improving as they cross-over, he would prefer to have a template but allowing to provide evidence.

A Retailer member noted that he's known section 2 to be confusing as it does not recognise that there could be two meter serial numbers / 2 sections meters (main and bypass). This detail would be needed in the Hub, though it would not be something he expected on a customer form.

Members noted that they never used the UPRN and VOA to effect an H1 and these are not needed on this form. were not needed for the C1 process and asked whether they are needed in the H1 form.

EJ queried if the DPID is needed for the Trade Effluent allowance and OAG agreed.

A member noted that CMOS would validate meter size, that that also didn't need manual entry.

A member noted that a straightforward submission could request meter serial number and desired percentage factor reduction. Ideally by inputting the meter serial number the Hub should return the current percentage applied in CMOS and the desired percentage. The use of percentages was the current unanimous approach by TPs in the RWG guide.

A member noted that "Secondary Addressable Object" and "Primary Addressable Object" have more customer friendly names in other processes ( "premises name") and that should be the same here.

EJ asked the OAG whether "PAF Address Key" was ever needed. OAG consensus was it was not needed for H1.

### 2.3 Section 3

A member noted that language "burst allowance" was not consistent with customer-facing language. OAG agreed "leak allowance" should be used.

A few OAG members noted that the H1 process allowed for a "meter accuracy allowance" but this was NOT an option on the form. OAG members agreed it should be added.

Another member noted that the "firefighting allowance" also extended to a "training allowance".

A member queried if notional meter down-size allowance should be submitted on a H/01. Other member saw this as fitting better as a C4, another thought H5, using the H/04 form.

One member noted that allowances were a temporary state so should not be lumped into permanent tariff changes. The OAG consensus seemed to be that notional meter downsizing was NOT right for the H/01 form.

OAG members noted that it was important to know if an allowance was new or for review (monitoring/prioritisation), but this could be done without asking the question explicitly if a previous ORID was provided upon submission of an H/01. If for review, it might be possible to ask the Retailer for less information. A member noted that RWG good practice requires the Retailers to review the existing allowances when onboarding or processing a new occupier.

EJ asked a Retailer and Wholesaler member if they could identify what exactly should be included in the form if requesting a “review” or “new” allowance. JS added that this should be added on the questionnaire that MOSL sends out.

#### 2.4 Section 4

A member noted that all of this was detailed technical information which could be better placed in an attachment rather than keyed into the Hub. OAG members were in agreement.

EJ noted that the high level types of allowances would be registered in the Hub to still allow some useful business reporting.

CD added that also section 4.3 could be reviewed in regard to the customer form.

#### 2.5 Section 5

OAG did not think section 5.1 should be in the Hub.

Members indicated that H1 lended itself to negotiation before the Wholesaler actions the allowance and moves the request to closed, if the parties are not in agreement this should trigger the “plan proposed” process, like how C1 works in the Hub. However, this could require the Retailer to enter a proposed allowance.

Another member noted this could be avoided with a standard calculation which could be championed with RWG.

**Action: MOSL to follow-up with RWG on their work around standardised allowances.**

A member asked if meter readings should be mandatory. CD confirmed they could be. Furthermore, if there was any concern with them, the Wholesaler could “request info”. If the info wasn’t forthcoming, the allowance simply would not be granted.

A member noted that the codes could require any meter readings to be added to CMOS before they can be used as part of an allowance. Another Wholesaler noted that one of the biggest causes of rejection of leakage allowances was that the meter readings were not entered in CMOS and therefore not accounted for in the settlement calculations, which is a mandatory

step in their process that needs to happen before the allowance request is submitted. The member proposed that the Hub could display the readings history to check if the most recent meter readings were submitted in CMOS and the user could select the relevant ones.

A Retailer member agreed that the meter readings are required, but would re-word section 5.2 to advise if the reading was taken on the repair date another might be needed later to confirm if the repair was successful.

## 2.6 Sections 6 to 8

OAG agreed that sections 6 to 8 are not required in the Hub but should be in the customer form.

## 2.7 Section 9 and 10

CD mentioned that section 9 (Additional Information) could be used to provide evidence as previously discussed.

CD confirmed that section 10 (Consent to visit the eligible premises) was already part of the Hub functionalities, so it is included and will also stay in the form.

## 2.8 Section 11

CD clarified this is Retailer's declaration so will be removed from the form but will be in the Hub.

## 3 Other comments

A member proposed that the date of customer request should be recorded to allow end-to-end monitoring. Other OAG members concurred but did not feel this should rise to the level of a formal SLA just yet. One member noted H1 sometimes requires many interactions with the customer before being able to submit the application

A Wholesaler member noted that the receipt date could help establish if a leakage application could be reported on as late due to the Retailer or to the customer this could affect the Wholesaler allowance policy.

A member proposed that the Retailer should confirm either in the Hub or in the "additional information" that it has met its obligations in line with the RWG good practice guide and how it has done so. EJ stated that this could probably be a code clarification rather than a Hub requirement. The member agreed a code clarification was sufficient.

## 4 RWG Leak Customer form

EJ invited CD to share the RWG leak guidance and asked LC's view if they are already using it. LC confirmed that this provides all the information that the Wholesaler requires to progress the allowance and therefore would simplify the process.

EJ asked the OAG if any members disagreed in relation to incorporating the RWG leak allowance guide in the customer form. OAG agreed this should be incorporated.

**Outcome: OAG members agreed that a customer form is needed for this process and generally agreed it should be paired right down to the essentials. It was agreed that the RWG good practice questions should be incorporated into the customer form somehow.**

**Outcome: A member noted that if any adjustment is required following a B5 process, this should naturally lead to a H1.W -type process, but this is not a code requirement. There was strong support from OAG that it should be.**

## 5 AOB

### 5.1 B3 raised by “other” Wholesaler readiness

CD explained that codes allow the B3 processes to be initiated by the “other Wholesaler” (one of a few processes that specifically allows this). However, development of the Hub was unlikely to have this ready in time for delivery with B3. CD proposed that specifically indicate a temporary workaround in place for the other Wholesaler to liaise with the relevant Wholesaler.

EJ asked the OAG if this would be a showstopper when the B3 process was implemented in July.

A few OAG members were not familiar enough with B3, but the vast majority of members confirmed they have rarely or never known a B3 to be raised between Wholesalers. Wholesalers noted that on the rare occasion they needed to, messaging other Wholesalers via email worked fine. EJ confirmed that the OAG will have to review this again to decide if “Other-Wholesaler”-initiated B3 needed to be built at all.

**Outcome: OAG consensus was that there won’t be a relevant impact on the market if the ability for the “Other wholesaler” to raise a B3 is not built by July.**

CD noted that the “Other Wholesaler”-initiated B3 was very loose on requirements compared to the more typical Retailer-Wholesaler process. In general, the Hub may need to consider Wholesaler-to-Wholesaler communication in future.

A member noted that communicating with other Wholesalers for cross-meters was very difficult as this was typically not a facility built into portals. EJ noted that the codes could be strengthened in the meantime to require Wholesalers to treat non-Hub Wholesaler-Wholesaler bilaterals more seriously.

Another member noted that H1 would potentially mask the history when an adjustment is being granted to a Retailer that was not the responsible Retailer for the period covered by the adjustment.

**Outcome: It was proposed that then the previous Retailer should be notified of an H1 as it would not have access to this information or be notified after the switching date.**

## 5.2 B7, B1 flow rates for up-size/down-size, additional info

A Wholesaler member noted that with the Hub, form B/01 and relevant annex parts are being withdrawn, but the annex does currently prompt the Retailer to indicate when down-sizing/up-sizing it what the flow rates are (for B1 and B7 processes).

Another Wholesaler noted that they would establish this information themselves and not expect a customer to provide it. Other wholesaler indicated they did the same.

OAG consensus was that this should not require any new data items, but a clarification in the code and potentially in the LVI interface that flow rates should be part of “additional information” should suffice.

**Action: MOSL to raise with CAG to consider if future code mode can clarify that flow rates can be included in additional information**

## 6 AOB

A member asked if the OAG G2 sub-group would be meeting again to review the G/02 form. CD agreed to schedule a meeting which may or may not need to be separate from main OAG.

**Action: MOSL to schedule another review of the G/02 form**

## 7 ACTIONS

**1503\_01 Action: MOSL to raise with CAG to consider if future code mode can clarify that flow rates can be included in additional information**

**1503\_02 Action: MOSL to schedule another review of the G/02 form**