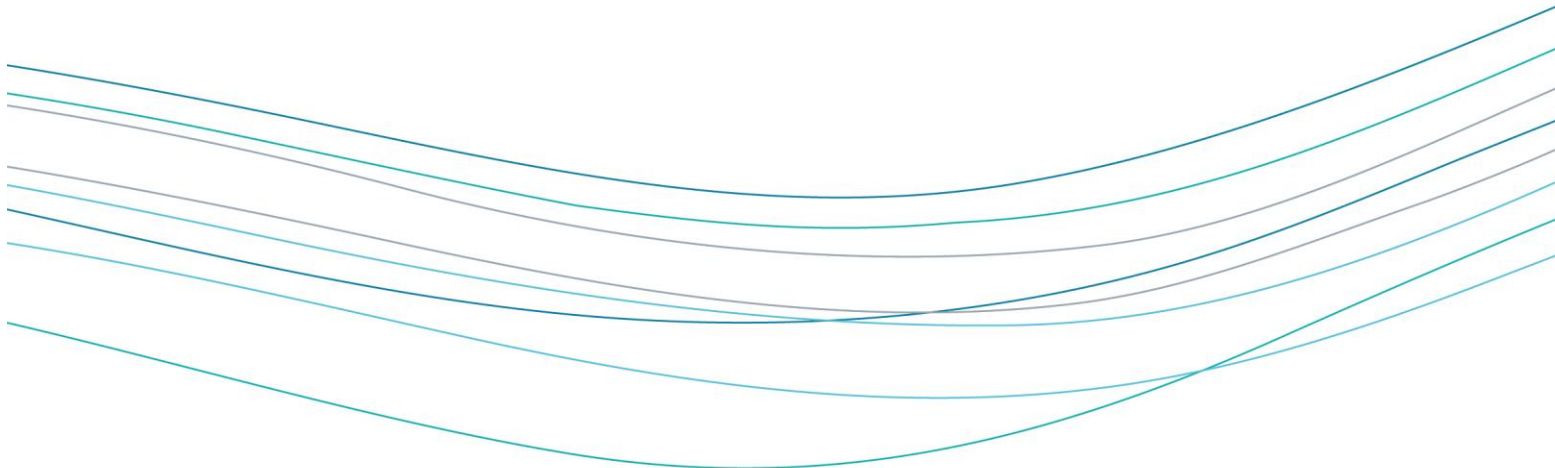


Operational Advisory Group (OAG)

29 March 2022 meeting

Minutes



Operational Advisory Group

Minutes of 29 March 2022 meeting

Attendees

OAG members and guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Deborah Bennet (DB), Wholesaler
- ◆ Durga Gurung (DG), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Glenn Holland (GH), Wholesaler
- ◆ Heather Lamb (HL), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Laura Morgan, Wholesaler
- ◆ Matthew Garfield, (MG) Wholesaler
- ◆ Noel Bradley (NB), Wholesaler
- ◆ Onkar Singh, Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Suzannah Maddock, Wholesaler

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Julie Serle (JS)
- ◆ Chris Dawson (CD)
- ◆ Adetola Adefarakan (AA)
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott (LAL) - Notes

Meeting notes

1 Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda. Minutes and actions all updated on the website and EJ requested any errors or omissions please advise.

2 C2/C3 pinch points/improvements/SLAs

JS confirmed will be querying the Form for C2/C3 and any pinch points in the current process.

2.1 Pinch points

Members generally agreed OPS KPI was a pinch point and when the KPI starts dependant on which route the query is submitted by in particular with regard to start trigger for Wholesaler initiated KPI. CD confirmed trigger starts 2 SLAs one of which is a 'watch and wait' SLA. Members recommended an 'end-to-end' 25-day SLA as an alternative. A number of Wholesaler members confirmed normally fit meter to gap sites at same time as verification of gap site others visiting site twice due to MPS requirement.

Outcome: Members generally agreed that customer responses are not forthcoming on gap sites thus requirement to wait 20 days simply delays the process and creates the need for two site visits. It would be a simpler process and more expedient if instead of a choice letter, Wholesaler sent a notification letter highlighting that customer would be assigned a retailer, but could switch should the customer choose.

Members noted if changes made MPS5 may be a redundant measure.

2.2 Where no SPID exists how are these managed? How are customer details verified?

A number of members noted unique property id allocated within their organisation then linked to SPID.

OAG members noted internet searches e.g., Google Street view are used to verify customer details. On a number of occasions move from Household to non-household means details already held.

SPID creation enables the above to be shared with other Trading parties.

2.3 When retailer allocated via CMOS are details sufficient?

Members noted historic problem however following code change this has improved and details are now sufficient. Members noted Retailers have a mix of auto-accept and verified manually however no difficulties.

2.4 What happens if a customer appoints a Retailer too late?

Members remarked 99.9% of customers do not respond however if this occurs customers are advised they can switch once process complete.

2.5 Form review

2.5.1 Retailer details

Only applicable for .R process.

2.5.2 Purpose of the application

Applicable for both .W and .R process.

Members highlighted where a sewerage SPID is a gap and a water SPID is also required this process tracks behind the water SPID thus it would be useful to have a query on the form to establish if the water SPID has already been requested.

2.5.3 Eligible premises

Applicable for .W and .R process.

Rateable value of property considered a useful field to enable checking of charging schemes and is still utilised however detail can be obtained in other ways and is not crucial.

Address fields align with CMOS fields and as not customer facing may be most practical to remain as detailed.

PAF address key not required as not utilised within the process.

2.5.4 Services provided at the eligible premises

Applicable for .W and .R process.

Members noted 'services to caravans' and 'services to troughs' may relate to providing an assessed tariff however not crucial due to site visits verifying but 'services to troughs' may highlight need for longer site visit as often difficult to locate.

Member highlighted need to note on 4.2 Sewerage - Trade Effluent – need to ensure Trade Effluent consent applied for as cannot discharge without consent.

2.5.5 New supply point request

Applicable for .W and .R process.

Members noted within section 4 mention of trough can be removed and detailed in section 5. Members also noted site visits, included in the process, ensure details of site such as type of services required are accurate and therefore details may not be required other than where desk top survey can be completed.

Members agreed MOSL to review for duplicate questions and streamline as appropriate.

Members noted 'effective from date' missing from form however may not be the most appropriate option to include and should form part of a wider industry discussion. Within the hub 'date of application' considered to be a reasonable data item to be included.

Customer banner name to be highlighted to note 'business name' to enable easier searches e.g., Mrs Smith at Tesco Express as opposed to simply Mrs Smith.

2.5.6 Additional information

Applicable for .W and .R process.

3 AOB

3.1 F4.W/G1.W clarifications

EJ explained queries received via Halo and a few TPs to indicate that the meaning of F4, G1 not captured exactly in the code and clarifications should be considered. CD proposed better drafting for OSD 0707

and OSD 0708 to enable processing via Wholesaler where customer approaches them direct and without the need for Wholesalers to inform Retailers for each and every contact.

Some OAG members confirmed that the ideal scenario is that a .W only needs raising where contact impacts the customer service experience expected from the Retailer. RWG guidance can be produced as to which instances contact (F4) to the Retailer should be raised if there proves to be any confusion.

Outcome: OAG supports MOSL's proposed changes to OSD 0707 and OSD 0708 subject to review by CAG.

3.2 Final meter reads

CD confirmed enquiry received regarding B1, B3 and B7 not having a final meter read or read date. CD asked OAG members if this was a necessity for the hub. Members generally agreed not required for MVP however may be useful for a future phase.

3.3 Housekeeping

CD updated members on the next 'drop' being delivered alongside the Bulk submission guidance document:-

Several code wording and format changes.

Remove reference to T160 on all process flows except C1.

Clarification to F4.W and G1.W as detailed earlier.

3.4 What is a Bilateral request vs a data improvement?

EJ introduced the discussion of 'is everything a bilateral request for the hub' or are some items data improvement?

Members generally agreed there should not be a grey area and thereby should be defined within code as to what items are excepted as outside of the hub.

Members noted data correction updates such as to VOA/UPRN data may be in significant numbers and thus may utilise the bulk submission route, as to process as individual Bilaterals would be onerous. Members noted the visibility of such corrections within the hub does not negate the effort taken to input and would only be worthwhile if a bulk update/auto update process could be built (MVI process).

3.5 SharePoint

EJ updated members on access to SharePoint now needs to be via MOSL Partner accounts and those without an account should advise.

Next meeting Tuesday 5 April reviewing G2.