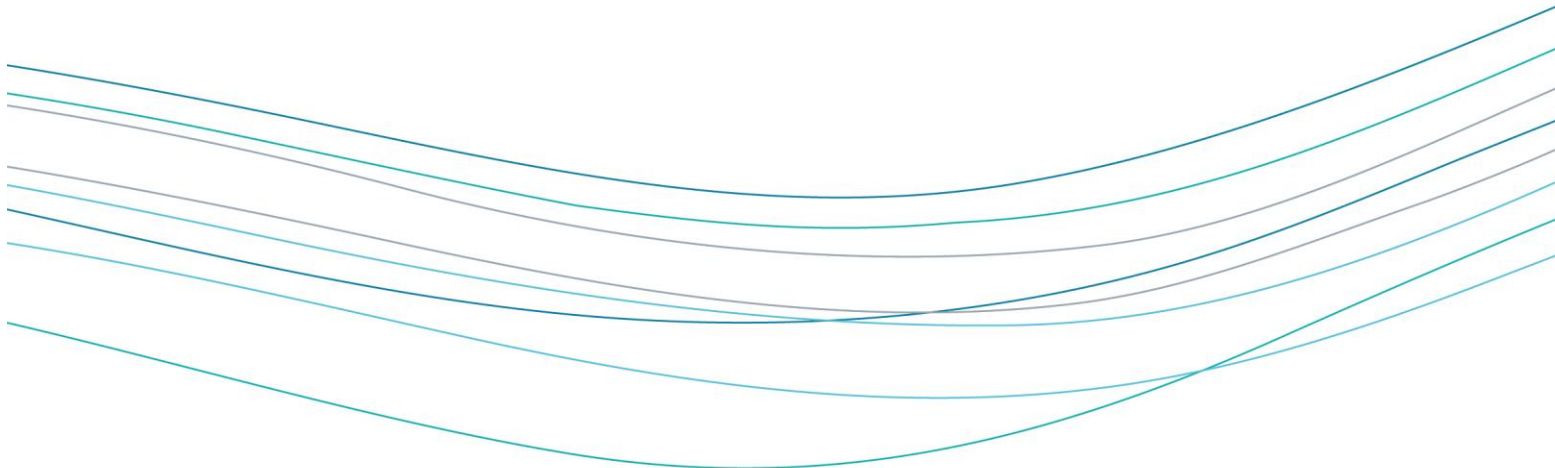


## Operational Advisory Group (OAG)

05 April 2022 meeting

**Minutes**

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Operational Advisory Group

Minutes of 05 April 2022 meeting

**Attendees**

**OAG members and guests**

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ Daniel Stubbs (DS), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Deborah Bennet (DB), Wholesaler
- ◆ Durga Gurung (DG), Wholesaler
- ◆ Frances Lickley (FL), Retailer
- ◆ Ann Hunter, (AH), Wholesaler
- ◆ Helen Bennet, (HB), Wholesaler
- ◆ Jacqueline Hardy, (JH) Wholesaler
- ◆ James Sands, Wholesaler
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ Katy Stokes, (KS), Wholesaler
- ◆ Lauren Walsh (LW), Retailer
- ◆ Noel Bradley (NB), Wholesaler
- ◆ Onkar Singh, Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Simon Gibbard (SG), Wholesaler
- ◆ Suzannah Maddock, Wholesaler

**MOSL**

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

## Meeting notes

### 1 Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda and advised G2 final read alongside G5/G6 similarities to enable build to include remainder of Trade Effluent as Phase 5.

### 2 G2 final read through

JS displayed G2 process flow and confirmed will also review other G processes with view to explore if possible to create a 'Super G' process which contains all TE processes (except G4)

#### 2.1 What scenarios where a no SPID transaction occurs would a Wholesaler not inform a Retailer?

Members noted the WIA act hard deadline of 2 months and customer service good practice would make waiting for a SPID to be created before expecting the customer to be discharging would be unfavourable.

**Outcome: No SPID seems to be key to this process.**

**Interesting proposal from members that MOSL could maintain a TE opt in/opt out list of Retailers in a similar manner to gap sites. Code update would be required to facilitate this.**

#### 2.2 What question do we ask about the address for a single site? Is it the SPID address or the CMOS address?

Members generally agreed needs to be the sewerage address and thus will need to be the CMOS address.

#### 2.3 Where multiple sites exist, registered address is requested, what address is required here? Does the registered address need to be recorded or CMOS?

Members generally agreed SPID not required only Retailer

#### 2.4 Potential 'Super G' process (G2, G3, G5 and G6)

Members noted 5 or 6 potential processes to select from in the first instance for a 'Super G' process. JS confirmed first data item requested is 'Do you have a SPID' prior to initiating 'Super G' process. Members highlighted they first identify the process and then if they have a SPID at present. Members generally agreed this can be run in the hub order i.e., do you have a SPID, yes or no followed by selection of the type of process.

Members proposed there could be conditionality on form for no SPID requests.

JS updated 'Super G' process flow during the meeting in particular where transaction type was being selected and whether DPIDs were required. Members requested mandatory field for 'Supply existing DPID' to prevent incorrect consent being termination.

Members proposed that 'Discontinuation' was largely synonymous with Termination and these two types of consent applications could be merged.

Members agreed mandatory fields of reasons and DPIDs for discontinuation and termination.

**Outcome: Members agreed that creating a 'Super G' process and merging the G2, G3, G5 and G6 processes within the hub would provide efficiency as the Trade Effluent teams would take responsibility for all of those processes. However, members noted that G3.W process had different SLA commitments, with a sit and wait-type SLA.**

Members agreed the wording of the declaration displayed by JS including reference to the applicant.

Members agreed 5-day SLA to submit request can be applied equally across G processes and therefore applicable to a 'Super G' process.

### 3 AOB

#### 3.1 RFI evidence of responses to Wholesaler on C2 letter

JS & EJ requested evidence of responses to Wholesalers to the C2 letter. In order to present an alteration to the process to Ofwat.

Wholesalers confirmed can provide number of gap sites processed and where they have allocated Retailer however not able to trace how many letters returned by customers.

**Outcome: JAA offered to track for one month the letters issued and responses received. SF agreed to review previous 2/3 months of data, Wessex and Yorkshire to review also.**

3.2 Query raised: - What is the process if a Retailer applies that is not the main Retailer? E.g., a car wash on site of a supermarket where the Retailers may differ. Code clarification may be required.

Next meeting Tuesday 26 April 2022 to include C2/C3 and G2 process SLAs

### 4 ACTIONS

**0504\_01 Wholesaler members (JAA, SF, Wessex and Yorkshire) agreed to track responses to C2 letters issued for one month and to review previous 2/3 months where possible**