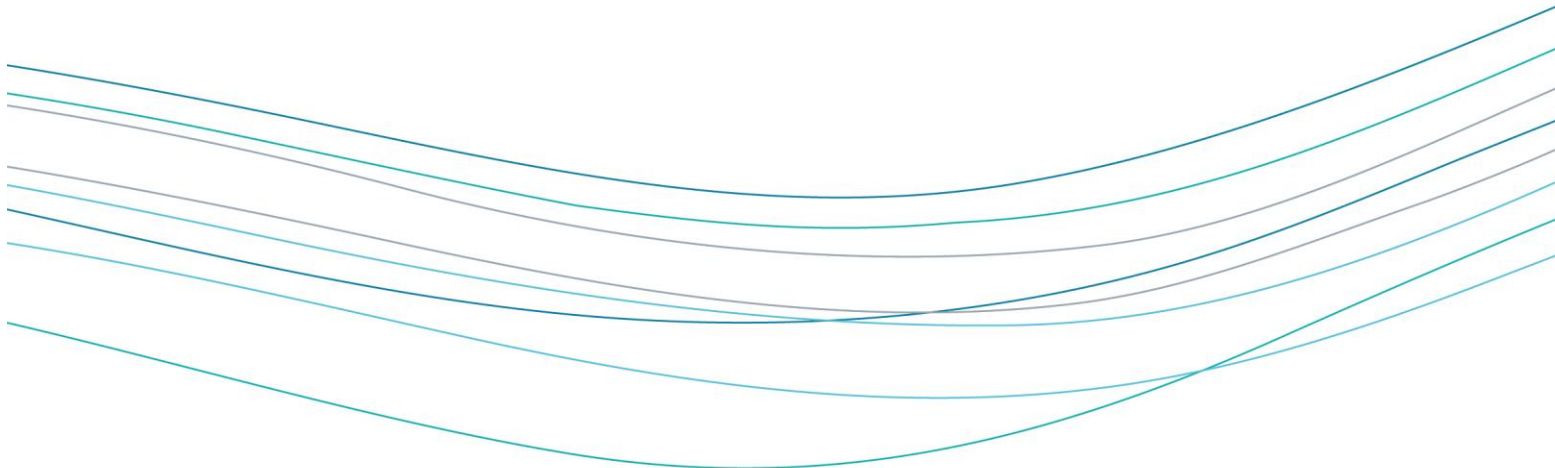


## Operational Advisory Group (OAG)

21 April 2022 meeting

**Minutes**

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Operational Advisory Group

Minutes of 21 April 2022 meeting

## Attendees

### OAG members and guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Abigail Merritt, Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Greg Fry, Wholesaler
- ◆ Heather Lamb, Wholesaler
- ◆ Jeremy Lunn, Wholesaler
- ◆ Jon Fuller, Wholesaler
- ◆ Julie-Ann Anderson, Wholesaler
- ◆ Liam Hinton, Retailer
- ◆ Mary Porter-Chorley, Wholesaler
- ◆ Nick Butt, Retailer
- ◆ Onkar Singh, Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Paul Heron, Retailer
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Tom Wells, Wholesaler

### MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Julie Serle (JS)
- ◆ Adrian Smith (AS)
- ◆ Chris Dawson (CD)
- ◆ Chris Chiorean (CC)
- ◆ Oliver Robins
- ◆ Spencer Mattia
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott (LAL) - Notes

## Meeting notes

### 1 Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda.

### 2 SLA priorities

EJ confirmed current approach building all codified SLAs into MVP and highlighted length of time being taken in building each SLA. JS confirmed most significant difficulties where SLAs run alongside each other. Continuing at the current pace would lead to an inability to deliver all the planned processes. MOSL would focus on building OPS SLAs but EJ asked OAG members to consider alternate options for building MVP-compatible non-OPS SLAs.

**Outcome: Members' consensus was that most processes could be pragmatically managed as MVP with at least one end-to-end SLA (be it OPS or not)..**

Members noted whatever the product it must be better than what it is replacing and must be built with the customer impact in mind. Need to ensure the SLAs ensure the correct behaviours are being met and thus a minimum of an end-to-end SLA would be useful.

Members noted HVI who use SwimPool may be served already as it tracks SLAs. However, SwimPool is also built to the hub spec and therefore returning to processes later to bring SwimPool and the hub into alignment if the SLAs are later built into the hub could increase SwimPool's service cost. MOSL noted that it was in communication with C&C.

Some members asked if the request time function would be affected, but MOSL confirmed it would not be as these were triggered by state transitions.

MOSL asked members to query their teams to report back with any unforeseen consequences of non-OPS SLAs not being developed.

### 3 Super G process

#### 3.1 Trade effluent consent (G2) – What do we call a process that has several sub processes?

Members generally agreed G2 Trade Effluent Consent Application was suitable as it covers consents for all types of consents/applications. Noting the need for which 'route' to be obvious once selected and be visible when listed as to whether it be an application/termination etc on the front page.

#### 3.2 Trade effluent monitoring (G4)

MOSL confirmed will not be included in the Super G process and enquired of members how this works currently.

Members indicated that G4 is not beneficial for inclusion in the hub as is. G4 was not like the other processes which were about dealing with consents. The noted further that the G4 process is largely automated at TPs and OPS success rate is near 100% for most TPs. Members noted a more appropriate OPS may be against how quickly a failure test result is reported (reducing the volume of G4 OPS by 90%)

and creating a more manually manageable process where only abnormal results need to be communicating. OAG has noted that no action is typically taken on pass results. It's only failures and abnormal results (which could lead to tariff changes) which are of interest.

MOSL asked Wholesaler to query there systems to confirm the G4 failures rate.

**ACTION: Members to provide indication to MOSL of number of TE consents being breached in as reported by G4 process.**

**OUTCOME: OAG recommendation is to remove G4 from the plan and consider in future if it should form part of a "non-compliance" -type process with other current processes (e.g. E4, E4, Water control regulations).**

## 4 AOB

### 4.1 Excel attachments

MOSL confirmed that some TPs still asking for this. Members noted this is particularly salient for H1 process.

**OUTCOME: MOSL explained that Excel attachments in the hub are not currently within plan however is included within the backlog.**

### 4.2 G2 customer form review

MOSL requested volunteers for session. Andrew Hewett, Paul, David Buchan, Jon Fuller, Nick Butt came forward. MOSL to arrange a special session.

### 4.3 C2/C3

MOSL queried number of returned letters from customers having selected a retailer. Several members indicated that they receive 1% maximum returns. Members agreed a standard letter should exist explaining the customer will be allocated a Retailer and can switch post allocation. This would expediate the C2 processes without disadvantaging many customers.

Next meeting Tuesday 26 April 2022.

## 5 ACTIONS

**2104\_01 Members to provide indication to MOSL of number of TE consents being breached as reported by G4 process.**