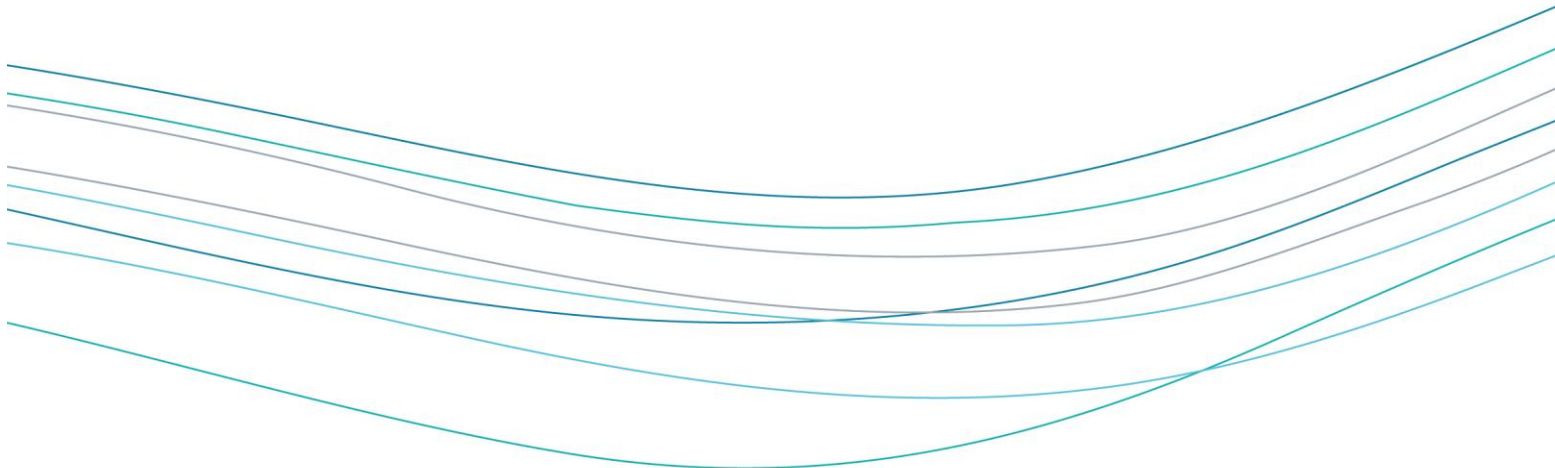


Operational Advisory Group (OAG)

26 April 2022 meeting

Minutes



Operational Advisory Group

Minutes of 26 April 2022 meeting

Attendees

OAG members and guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Francis Lickley, Retailer
- ◆ Glenn Holland, Wholesaler
- ◆ Heather Lamb, Wholesaler
- ◆ Helen Bennett, Wholesaler
- ◆ Jeremy Lunn, Wholesaler
- ◆ Jon Fuller, Wholesaler
- ◆ Laura Morgan, Wholesaler
- ◆ Matt Garfield, Wholesaler
- ◆ Nick Butt, Retailer
- ◆ Noel Bradley, Wholesaler
- ◆ Onkar Singh, Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Suzannah Maddock, Wholesaler
- ◆ Tom Wells, Wholesaler

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Julie Serle (JS)
- ◆ Chris Dawson (CD)
- ◆ Oliver Robins
- ◆ Lisa-Ann Lott (LAL) - Notes

Meeting notes

1 Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda.

2 C2/C3 final read

JS shared the latest process flows for C2/C3 and provided a detailed walkthrough.

JS confirmed where a confirmation letter is received from the customer the Retailer can raise a C3 and select the appropriate Wholesaler from a drop-down list. JS also confirmed completion options are: 'Retailer appointed by customer' or 'Retailer appointed by CMOS'

OUTCOME: Members reiterated that the wait time of 20 business days for customer response is not required as customers respond in limited numbers and thus this only adds confusion and delay to bringing an account and customer service online. Furthermore, customer choice remains, as the customer can employ a switch if they choose. Members recommended changing the letter of choice to a templated notification letter explaining the opportunity to switch Retailer and how the switching process works.

Members noted that the OPS that's been built into C2 would provide a mandate to take a starting read and would further strengthen the argument that MPS7 becomes redundant.

Members discussed the effective from date and the pitfalls of backdating, whereas other Wholesalers used backdating to recover "stolen water". Members observed a wider point regarding gap sites and noted some are from market opening and may have changed ownership several times prior to being identified and therefore difficult to recuperate lost charges/bad debt. Other instances include domestic properties being transferred to non-household without notification. Members noted this relates to customer behaviours not the processes within the hub.

A retailer member noted that backdating, when the customer in question might not even have been in occupations seems like it's trying to use the C2/C3 process where other purpose-built mechanisms (fines/notices) within the Water Industry Act should be utilised e.g., Wholesalers can fine for contract value for any changes to private supply networks, Section 109 unlawful connections, tampering, providing misleading information are all currently under used.

OUTCOME: Following discussion, members agreed effective from date should be from point at which site identified and ORID raised (date of request).

JS updated the completion data items for C3 during the meeting.

JS displayed the state transitions for C2 and C3 and confirmed CUSTINFO had been removed.

Members considered the need to add a Retailer part way through a process once one was identified, however this was deemed to be complicated for MVP.

3 G4 discussion

EJ provided a recap of previous discussions regarding G4, noting members had recommended G4 would be best utilised to notify by failures/exceptions as opposed to all instances and that it might be a candidate for removal from the CPW070 plan.

Members noted the manual input of thousands of samples, in particular, where 85% are 'noise' wastes time/resource for each trading party and only where a breach occurs is a Bilateral truly required as an action is initiated. Retailers admitted that they do not look at routine samples. Members noted routine sample requests can still be applied for directly via an F4 and responded to e.g., for a brewer who had concerns on sample results. Wholesalers are compelled to save results anyway because they need to supply them to customers anyway through a database other than the hub (as the hub has no customer portal).

Members highlighted G4s would be for information only and not require a response from Retailers and may therefore require a code change to establish which instances must go through the Bilaterals hub.

OUTCOME: Members reiterated their support that G4 is joined with other processes into a 'what went wrong' non-compliance process as approx. Members report only 15% of current G4 transactions indicate a test result anomaly.

4 AOB

4.1 Bilaterals Plan (OAG view)

EJ displayed the current Bilaterals Plan.

Members generally agreed G4 not required in Phase 5. Members also generally agreed C2/C3 alongside C5, C6 during Phase 6

Next meeting Tuesday 10 May 2022.

5 ACTIONS

No new actions