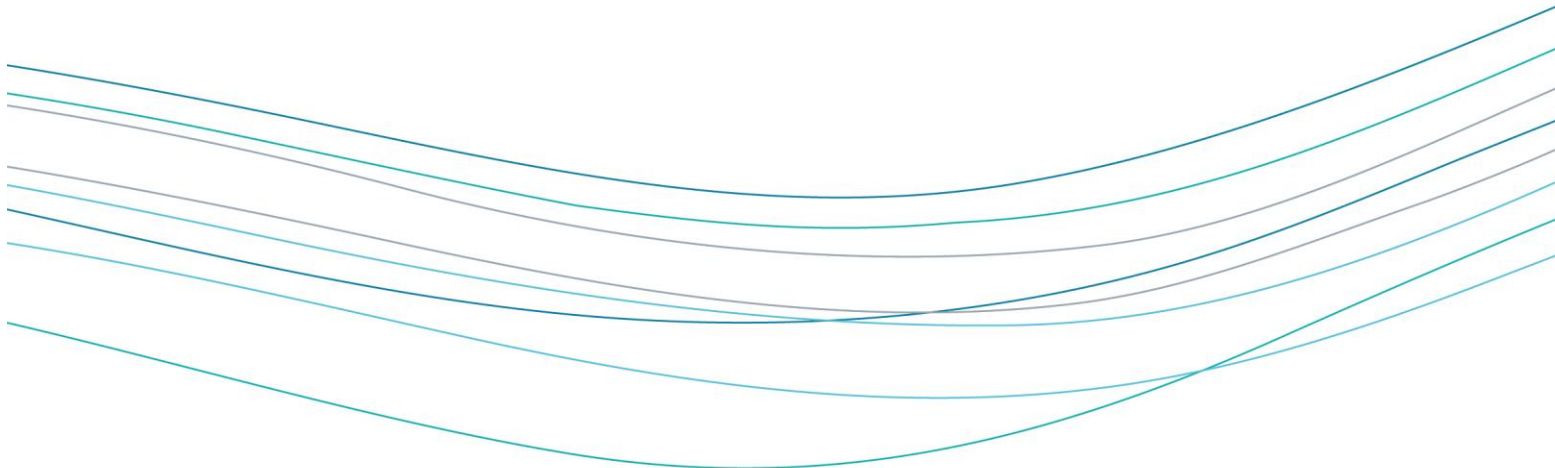


## Operational Advisory Group (OAG)

10 May 2022 meeting

**Minutes**

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Operational Advisory Group

Minutes of 10 May 2022 meeting

**Attendees**

**OAG members and guests**

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss (DM), Retailer
- ◆ Frances Lickley, Retailer
- ◆ Glenn Holland, Wholesaler
- ◆ Heather Lamb, Wholesaler
- ◆ Helen Bennett, Wholesaler
- ◆ James Sands, Wholesaler
- ◆ Jon Fuller, Wholesaler
- ◆ Laura Morgan, Wholesaler
- ◆ Lauren Walsh, Wave Utilities
- ◆ Matt Garfield, Wholesaler
- ◆ Nick Butt, ConservAqua
- ◆ Noel Bradley, Wholesaler
- ◆ Nick Butt, Retailer
- ◆ Onkar Singh, Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Rosie Milsom-Dyer (RMD), Wholesaler
- ◆ Sian Forward (SF), Wholesaler

**MOSL**

- ◆ Evan Joanette (EJ) – Chair
- ◆ Julie Serle (JS)
- ◆ Chris Dawson (CD)
- ◆ Janet Judge
- ◆ Oliver Robins
- ◆ Monica Falasca
- ◆ Markus Lloyd (ML)
- ◆ Lisa-Ann Lott (LAL) - Notes

## Meeting notes

### 1 Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda – gap site focused (G2 and G3)

### 2 C2/C3 walk through

JS confirmed his organisation has checked and they receive extremely limited number of responses from customers to the C2 letter.

Chair confirmed that OAG consensus is overwhelmingly in favour of removing C2 letter and he would check with Ofwat and CCW to ensure that they understand the customer ramifications are limited in practical.

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

JS confirmed additional fields were sufficient with members (date of site visit, premise details (water, sewerage or both), customer details, date letter sent to customer). Members generally agreed sufficient from a Wholesaler perspective.

**OUTCOME: Members noted site visit should not be mandatory for a C2 as the process could often be confirmed via a desktop evaluation.**

Members noted that if a Wholesaler evaluated whether a gap site existed and completed all their checked BEFORE the C2 is processed, this would do away with the need for a no-SPID C2 and create a more fulsome package that could be handed over to the retailer, once a CMOS allocation was done. However a 'Not a gap site' outcome might be necessary be useful.

Members noted the KPI start will be added on an honesty basis; when did you confirm this is a gap site until CMOS updated with new SPID request.

Members highlighted once C3 end-to-end SLA created MPS 5 will be redundant if C2 because incorporated into OPS.

Following discussion Members agreed to include the SPID on the customer letter when sent to provide a useful reference.

Members highlighted a future need for a notification being sent to the Retailer at the end of the transaction including the customer details (T101). In the interim period Wholesalers should be required, via a code update, to provide the detail.

Members noted additionally for G2 the ability to assign a Retailer mid process should also be included on the backlog.

Members also noted the ability for Retailers to query the customer details via the Hub would be useful.

Members agreed the C/02 form currently used for Wholesalers should be replicated for Retailers to use direct in the hub and not work as an attachment.

**OUTCOME: Strong retailer and wholesaler support for a C2 process that doesn't actually start until the retailer is allocated, with a transaction that sends all the customer details from Wholesaler to Retailer and a retailer ability to resubmit if they've not had enough information. Creates a much more retailer-friendly process. This is possible if the customer choice is removed from the process.**

JS reviewed the C/02 form again during the meeting with general agreement from OAG members to streamline the details requested.

Section 3 Eligible premises details.

- Members noted 'Rateable value' only useful for unmeasured thus will remain on the form.
- Members generally agreed 'no SPID' functionality would be useful for Retailers.

Section 4 of the C02 form

- 'meter details' is not required as should be complete within CMOS.
- Section 4.2 Sewerage services to remain as present. Members noted where it is TE if a G2 has been completed the ORID could be included on the form.

Section 5

- to remain with reasons as to why e.g., if only asking for water SPID details of sewerage service should be included.
- Members confirmed a DPID should not be related to a gap site.
- Members noted gap sites work in a similar manner to C1 in particular in relation to investigation. However, notification of investigation would not be required. Ability to note impacted SPIDs would be useful as a free text or limited number of meters.

SLAs

**OUTCOME: Members generally agreed the Wholesaler KPI should start from the meter read date/site visit/desk top evaluation to confirm tariff setting and finish on the date of the completion (letter sent to customer) and this should be within the 25-day SLA.**

Members noted this is a similar process to new connections and provides consistency.

JS/CD noted on completion transaction Retailers can resubmit and therefore querying, should Wholesaler information not be sufficient, is possible.

Wholesaler members generally agreed 10-day SLA between meter read and submission to CMOS given the majority of work is completed in advance.

MOSL to review if coding for C1 could be duplicated for C2 investigation.

JS confirmed C3 will retain the no SPID functionality.

SLAs – current status update

JS provided members with an update noting SLAs for process already built (G1, F4, F5) are all included.

OPS SLAs only at present. Non-OPS SLAs will not be built prior to November

B7 best endeavours will contain an end-to-end SLA as presently does not contain an OPS SLA

**OUTCOME: Members requested a minimum of an end-to-end SLA for each process that goes live. If the hub interface could sort by SLA date, then this would mitigate some of the workflow management issues.**

### 3 AOB

ML, MPF coordinator explained to members that the MPF Reform was being structured in the same manner as the Bilaterals Programme and will be considering performance through a Performance Advisory group in a similar manner as OAG for Bilaterals. He called on members to consider participating in MPF.

Members asked when PAG likely to be created, ML confirmed ToR created and will be confirmed w/c 9 May so aspiration to advertise PAG w/c 9 May with convening at end of May earliest.

Chair noted OAG requirements will decrease from July/August and will therefore provide additional time back to members.

Members requested time to discuss follow-on processes at next main meeting

Next main meeting Tuesday 24 May 2022.

Next meeting sub-group for G process customer form Friday 13 May 0930 - 1100

### 4 ACTIONS

No new actions