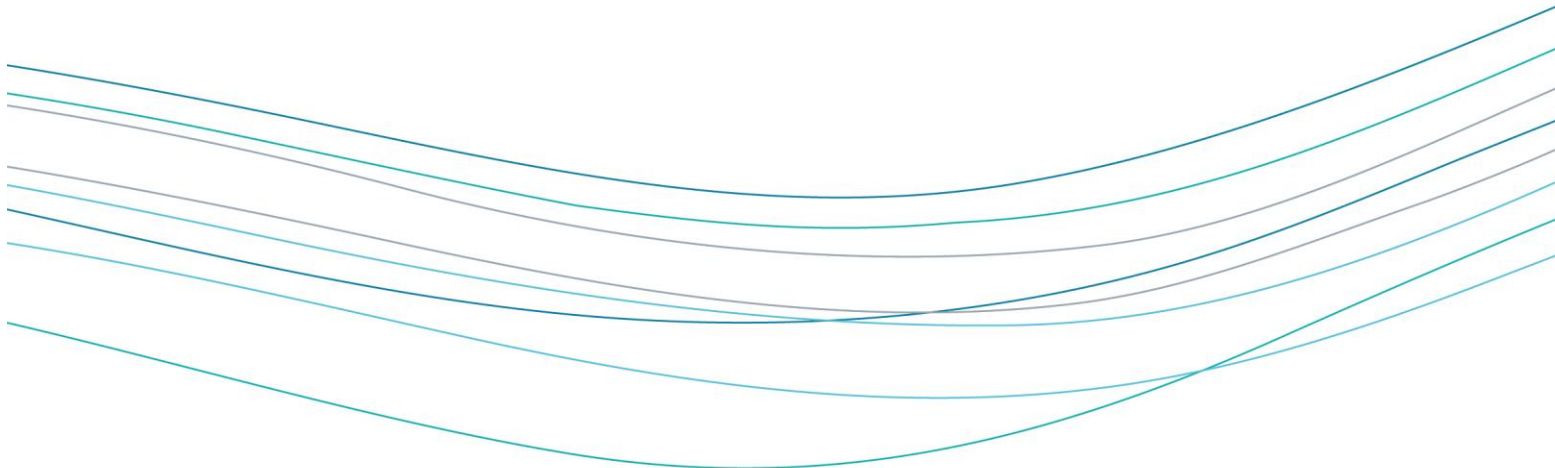


Operational Advisory Group (OAG)

13 May 2022 meeting

Minutes



Operational Advisory Group

Minutes of 13 May 2022 meeting

Attendees

OAG members and guests

- ◆ Andrew Hewett (AH), Wholesaler
- ◆ Andrew Stringer, Wholesaler
- ◆ Ann Hunter, Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ Federico De Gobbi, Wholesaler
- ◆ Graeme Ferris, Retailer
- ◆ Jacqueline Hardy, Severn Trent
- ◆ James Sands, Wholesaler
- ◆ Jon Fuller, Wholesaler
- ◆ Nick Butt, Retailer
- ◆ Simon Gibbard, Wholesaler
- ◆ Suzannah Maddock, Wholesaler

MOSL

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

Meeting notes

1 Welcome

EJ welcomed members and confirmed agenda single item of review of customer form for the G process which will be attached to the request in the hub.

2 G Process customer form review

Members generally agreed top level requirement of one dynamic form which narrows the data items dependant on permanent or temporary consent. But, would not be a showstopper if two customer forms persisted.

OUTCOME: MOSL to investigate the feasibility of creating a routing form, but should this not be feasible two forms will remain to maintain customer experience.

CD displayed the G/02 form

Members generally agreed section 1 should contain Retailer name only at present.

Members generally agreed section 2.1 could be limited to new or variation with more detailed description of which is which.

MOSL confirmed G2 process will contain a no SPID option however this will not be replicated within the G1 process until after November.

Members generally agreed Section 2.2 was appropriate.

Members noted Section 3.1 needs to retain the distinction as in the instance of a sole trader the consent will be issued to the individual and where a limited company exists further checks are made e.g., Companies House. Pertinent should any enforcement action be required in the event of a breach.

Members highlighted the need for Joint Venture to be included in Section 3.1. Members highlighted the use cases created by company partnerships working on HS2 project at present.

Members agreed updates to Sections 3.2 & 3.3 as proposed.

Members agreed a tick box to be added for 'as above' in relation to address in Section 3.3.

Members noted the need to ensure 'out of hours' contact details are retained as may be a contractor e.g., a security firm. This needs to be as well as the operation information.

Members agreed SIC code remains and is moved to Section 3.2 or 3.3

Members agreed Section 3.5 should remain.

Members agreed the composition should be extended e.g., BOD and COD levels and volumes. Members indicated 'further information' could be removed to accommodate more prescribed detail. Request for evidence should also be included.

Note: Members highlighted link to EA list of priority or hazardous substances goes to MOSL website not EA. Members noted it would be useful if customers could simply tick the list and supply as evidence and the list updates regularly so the link is vital.

Members noted total volume would be useful in Section 5.5 as an optional field.

Members also requested discharge hours as these will differ from operational hours.

Members agreed Section 6.4 should be only proposed or existing connection and Section 6.3 be expanded to include 'What3Words' location or XY in particular as location of entry to sewer will be shown on Drainage plan provided for Section 6.2.

Members agreed Section 6.6 should remain but be reworded into plain English as 'contaminated' may not be understood by customers.

Members agreed Section 7.2 not required as insufficiently detailed and details obtained during assessment.

3 AOB/Next steps

Further G2 customer form- related meeting to be held Friday 20 May at 1300.

Next main meeting Tuesday 24 May 2022.

4 ACTIONS

No new actions. All changes effected in the form design within the meeting.