

Operational Advisory Group (OAG)

21 June 2022 meeting

Minutes



Operational Advisory Group

Minutes of 21 June 2022 meeting

Attendees

OAG members and guests

- ◆ Ashley Connors, Wholesaler
- ◆ Andrew Hewett, Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss, Retailer
- ◆ Deborah Bennett, Wholesaler
- ◆ Heather Lamb, Wholesaler
- ◆ Ian Bolton, Wholesaler
- ◆ Julie-Ann Anderson, Wholesaler
- ◆ Laura Morgan, Wholesaler
- ◆ Lauren Walsh, Retailer
- ◆ Mary Porter-Chorley, Wholesaler
- ◆ Matt Garfield, Wholesaler
- ◆ Onkar Singh, Wholesaler
- ◆ Paul Baker, Retailer
- ◆ Sian Forward, Wholesaler
- ◆ Simon Gibbard, Wholesaler
- ◆ Suzannah Maddock, Wholesaler
- ◆ Tom Wells, Wholesaler

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Julie Serle (JS)
- ◆ Kenny Awotorebo
- ◆ Monica Falasca
- ◆ Oliver Robins
- ◆ Lisa-Ann Lott (LAL) - Notes

Meeting notes

1 Welcome

EJ welcomed members and confirmed agenda including additional AOB items.

EJ thanked members for early input on H1 process at a previous extraordinary meeting of OAG members and others volunteers.

2 C5/C6 final review

JS updated members on C6 current position which, was sent to members by email prior to meeting.

JS confirmed with members there will always be a SPID and the options for 'reason for request' are appropriate and only one can be selected. Members agreed this was appropriate for MVP build.

EJ noted CSD 0601 document and tool tips can offer more details against the options provided. JS updated titles of options during meeting.

OUTCOME: Members generally agreed it should not be mandatory to select a meter where a request is being made on the basis of demolition of the property. It may cause meters to be selected just because they appear in the list in an effort to fulfil the requirements enforced by the hub.

OUTCOME: Members recommended including an optional field of 'date initiator aware of change' to be included within process. JS to add to process for all scenarios.

Members generally agreed where Wholesalers agree with the Retailers proposed action the process can go straight to complete. Where the Wholesaler does not completely agree they may utilise the 'propose outcome' option.

Members requested where a request is rejected the Wholesaler provides a set of consistent data (proforma) to the Retailer as to why it has been rejected at the point of proposed outcome to enable challenge. JS/EJ suggested details can be appended and code mandated to complete as per section 8.2A of the current form. This will remove the straight to complete functionality and require 'proposed outcome' option on all requests. Members agreed to this alteration to the process flow.

Members highlighted the need for merged premise details to be very specific to ensure correct 'lead' premise. Wholesaler members generally agreed both sets of premise details (as is and to be) would be useful to enable easier investigations into the premises. Layout of 'as is' and 'to be' (as per section 6.1 and 6.3 of the current C3 form) would be of most use and prevent potential deregistration of the incorrect meter.

Members highlighted need for 'No sewerage connection' to contain more detail where, indicating where the sewerage drains to – may require code to support requirements.

Wholesalers noted the need to specify in relation to surface water drainage which process to utilise, C6 or H1 – code to be made clearer to indicate which process should be used first. Possible that removing surface water drainage from H1 might prevent confusion. Idea to be revisited.

MOSL (JS) will take away OAG suggestions to update landlord water meter to match the workflow of merged premise which, members agreed was appropriate. Meter 'mandatory' to be updated to 'optional' throughout.

ACTION: MOSL (JS) to establish if additional data items around 'change of use' could be incorporated into the C5/C6 processes as part of MVP.

JS displayed C5 (Wholesaler initiated process) and noted it is identical to C6 regarding the information required.

Retailer will receive a notification when a C5 is submitted via the hub. At this point the Retailer can accept or reject and where rejected provide details to support thus preventing the Wholesaler deregistering without the opportunity to prevent.

Members noted need for additional business days for C5 over C6 as Wholesaler needs to wait for Retailer to investigate and respond. Code currently allows 20 business days however needs to be changed to ensure prompt response for deregistration to ensure none processed prior to response.

Members noted misalignment with other processes in regard to OPS SLAs and the need to wait until end of challenge period before processing unless given specific permission to proceed.

C6/C5 SLAs to be reviewed at next meeting.

3 AOB/Next steps

MF shared C3 SLA table and enquired on end trigger for SLA C3-2 where the reference column includes 'When Activity Status = Closed (T208.R)' is this required within the table as not a reason for an end trigger on C3. Members generally agreed this should be removed from the table as not possible.

EJ noted that some Halo tickets were being raised about raising requests without SPID (in particular, complaints relating to de-registration). Asked that OAG members consider the appropriate workaround for this to discuss at a future OAG meeting.

Next main meeting Tuesday 28 June 2022.

4 ACTIONS

- 1. MOSL to establish if additional data items around 'change of use' could be incorporated into the C5/C6 processes as part of MVP.**