

## Operational Advisory Group (OAG)

28 June 2022 meeting

**Minutes**

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Operational Advisory Group

Minutes of 28 June 2022 meeting

## Attendees

### OAG members and guests

- ◆ Ashley Connors, Wholesaler
- ◆ Andrew Hewett, Wholesaler
- ◆ David Buchan (DB), Retailer
- ◆ David Moss, Retailer
- ◆ Deborah Bennett, Wholesaler
- ◆ Durga Gurung, Wholesaler
- ◆ Gayle Tolmie, Retailer
- ◆ Hayley John, Wholesaler
- ◆ Jon Fuller, Wholesaler
- ◆ Matt Garfield, Wholesaler
- ◆ Noel Bradley, Wholesaler
- ◆ Onkar Singh, Wholesaler
- ◆ Sian Forward, Wholesaler
- ◆ Tom Wells, Wholesaler

### MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Julie Serle (JS)
- ◆ Kenny Awotorebo (KA)
- ◆ Monica Falasca (MF)
- ◆ Oliver Robins (OR)
- ◆ Lisa-Ann Lott (LAL) - Notes

## Meeting notes

### 1 Welcome

EJ welcomed members and confirmed agenda.

### 2 C5/C6 SLAs

JS confirmed SLAs, state transitions and queries on C6 and DM's queries to be reviewed.

JS displayed C5 SLAs (CSD 0002), OPS C5a measure 25-day end-to-end SLA proposed in line with B5.

**OUTCOME: Members noted the 'wait until' nature of the KPI as opposed to a 'do by' KPI and recommended updating the code to ensure Wholesaler process the deregistration promptly on either receipt of notification from Retailer or once the 20 day wait period expires.**

**Members generally agreed 'plan proposed' should be retained and if feasible auto updated/timeout if 20-days reached enabling Wholesalers to process the deregistration within a 5-day OPS SLA for the updates due to the 'wait and watch' nature of the transaction thus remaining within 25-day end-to-end SLA.**

Members noted deregistration may require a form of 'bulk submission'

Members noted that the process currently compels a Wholesaler to wait so that an associated retailer/wholesaler can interject, but members noted that this is quite rare and the need to wait the full waiting period is mitigated by the fact that the hub sends notifications to the associated trading parties, which, are not received at present and this represents a major process improvement. So, if the main retailer agrees to close early, should be little material impact on associated TPs.

**ACTION: MOSL requested Wholesalers provided details of how many C5 third party responses they receive to make case for limiting the "wait" to just the main retailer.**

JS displayed C6 SLA OPS C6a confirming end-to-end 25-day SLA same as C5.

Members generally agreed C6 should include the plan proposed to enable a double check to be performed prior to any deregistration and to match the functionality of C5. Members noted ability of hub to report on 'waiting for response' processes to enable feedback on behaviours.

JS displayed proposed state transitions for review.

Members debated if the process should have an auto-close, have it turned off, or have it extended. The general consensus was that extending the auto-close would be confusing and for consistency, should either be on or off.

**OUTCOME: Majority view was that auto-close should be off for C5 due to the risk of de-registration. Retailers noted may decrease number of no-SPID complaints being submitted. Members noted may be useful to be able to turn auto-closure back on in future once the process was embedded**

**OUTCOME: Members agreed to the proposed SLAs (25-day end-to-end) in line with other processes.**

**Members agreed to the proposed C5 state transitions with Outcome agreed updated to allow deferral due to 3<sup>rd</sup> party input on transaction.**

**ACTION: MOSL to send out deferral and state transitions for review by members.**

**Members agreed to the proposed C6 state transitions.**

Members agreed site visit module required for Outcome disputed state and Customer info requested for C5/C6.

JS highlighted potential gap in process – requirement for the submission transaction to clarify if requestor was deregistering just one service component or full deregistration. It would possibly be confusing otherwise and lead to unwanted full deregistration where only one component required. Members generally agreed. JS to redraw process flow and issue to members for review.

JS displayed C6 process flow including DM's proposed additional data items in the submission transaction to challenge the rationale of the requestor. General support amongst other OAG members that this was key MVP and would help prevent unnecessary deregistration.

**OUTCOME: Members generally agreed to the inclusion of the additional data items with the fourth question 'What is the secondary premises use' using a free text field not a drop-down list. Research needs to be completed and other party needs to know the detail.**

**ACTION: MOSL will add additional mandatory data items to C5/C6 submission transaction to set out the rationale for the deregistration (e.g. mixed use, etc...), will replay back to OAG at the next meeting.**

### 3 H1 process documents

Deferred to next meeting

### 4 AOB/Next steps

EJ highlighted to members B3 will not be released in next Phase (2 August) as initially planned and will be released in Phase 6. Urged members to attend Contract Manager meeting for more information.

Next main meeting Tuesday 5 July 2022.

## 5 ACTIONS

**280622/01: MOSL requested Wholesalers provided details of C5 third party responses till end of July.**

**280622/02: MOSL to send out deferral and state transitions for review and comment by OAG members.**

**280622/03: MOSL will add additional mandatory data items to C5/C6 submission transaction to set out the rationale for the deregistration (e.g. mixed use, etc...), will replay back to OAG at the next meeting.**