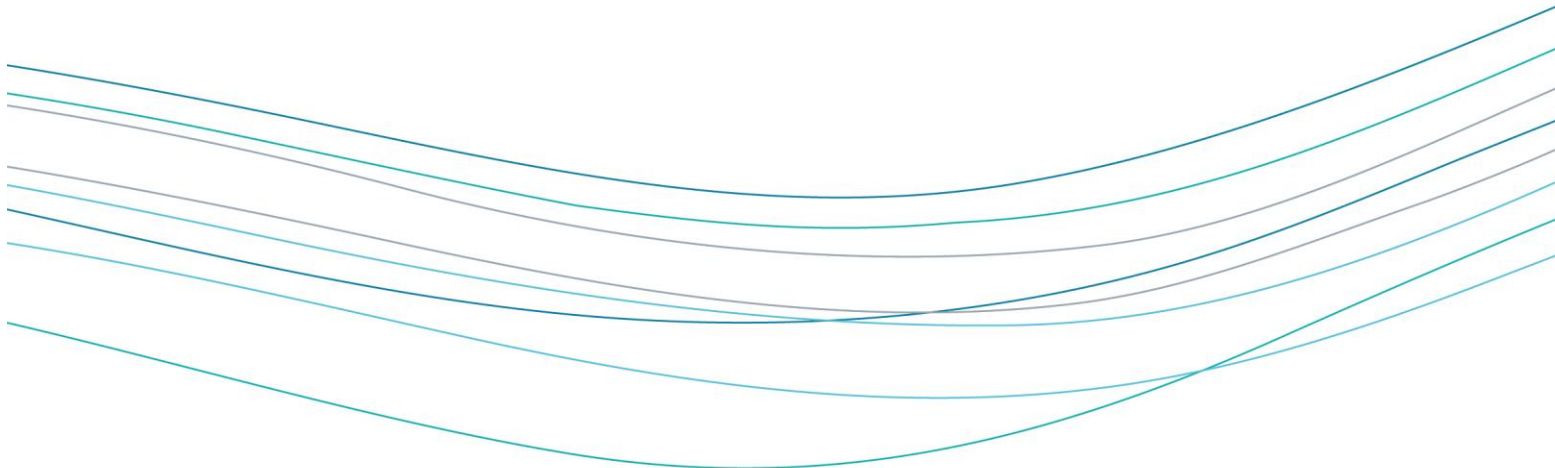


Operational Advisory Group (OAG)

2 November 2022 meeting

Minutes



Operational Advisory Group

Minutes of 2 November 2022 meeting

Attendees

OAG members and guests

- ◆ Andrew Hewett
- ◆ Abigail Merritt
- ◆ Ashley Connors (AC)
- ◆ Bryony Cameron
- ◆ Daniel Proctor
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Ellie Norwood
- ◆ Helen Bennett
- ◆ Jeremy Lunn (JL)
- ◆ Karen Hardaker
- ◆ Lauren Walsh
- ◆ Liam Mckinney
- ◆ Lindsey Tunnicliff
- ◆ Mary Porter-Chorley
- ◆ Noel Bradley
- ◆ Nick Butt
- ◆ Pam Nash (PN)
- ◆ Patrick Scanlan
- ◆ Rebecca Collett
- ◆ Sian Forward
- ◆ Tom Wells

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Jacquelyn Gibson (JG)
- ◆ Sam Webb (SW)
- ◆ Lisa-Ann Lott (LAL)- Notes

Meeting notes

1 Welcome

EJ welcomed members and confirmed the code change, CPW070 had been approved and will be processed on 29 November as planned.

EJ confirmed the agenda

2 Process grouping – Disconnection & Reconnection

JG introduced herself and further confirmed the agenda items

JG ran through the processes which would be included within the process grouping for disconnections noting the annual volumes for each process.

EJ enquired if figures shown for annual volumes reflected Trading Party understanding. One Wholesaler noted they planned to bring live Wholesaler disconnections but have yet to complete one but would

expect it will come to more than the 20 that MOSL are aware of via a request for information from the market before bilaterals programme kicked off. Two further wholesalers confirmed they make no applications. One said it was because their incumbent retailer using accredited entity. EJ noted that while the RFI may under-represent the eventual number of 17 processes, it didn't seem like it would be miles out.

DB noted more disconnections than reconnections. SF noted not all disconnections fully processed and, in some cases, customers reconnect themselves thus differences in numbers.

JG proposed up to nine processes could be combined as one process in the hub, benefit of including infrequent processes within more frequent transactions and consolidating up to five different market forms and shared data items. Predicted to lead to efficiency and cost savings.

OUTCOME: OAG first reaction was that there was no concern about the concept of combining the disconnections and reconnections nor any concerns on combining so many processes.

AC noted no concerns as disconnections/reconnections as they are often completed by the same team. However, reconnections are more sensitive and require faster response time as customer may be without water so the SLAs could not align between disconnection and reconnection.

OUTCOME: Several OAG members noted that disconnections and reconnections are unlikely to be aligned per their SLAs because reconnections are more customer sensitive. However, good support for aligning to an overall disconnection SLA, even shorter than the 35 day SLA that is common.

A member noted that one data item to record may be where customers reconnect. Another noted this would be distinct from notification of tampering/misuse to Wholesaler and may require different process altogether. EJ highlighted potential ability to track where possible illegal connections were happening.

A member asked about process 19, an accredited entity led process. JG said that MOSL was proposing that all accredited entity reconnections kept separate as Retailer to update and confirm to Wholesaler as opposed to Wholesaler updating Retailer. No accredited entity processes were being ruled out of the hub at this time. CD noted on review of accredited entities all follow similar steps and therefore lend themselves to same process and provide opportunity for market to review the use of the accredited entities.

EJ proposed that TPs could share any metrics they felt were relevant to accredited entities in the current MPF consultation.

JG ran through considerations e.g., multiple SLAs including OPS related. Build will allow .R and .W for all forms, process 17, 90-day quote timescale. CD highlighted within disconnections there are a number of sub-processes and variations which may prompt wanting to keep forms separate for Retailers and Wholesalers.

A member enquired if thought given to auto deferrals for process I7 e.g., when returning the responsibility to another party. CD noted no auto deferrals at present as costly and not currently available for other processes.

A member noted that all requested disconnections start off as temporary disconnections when related to non-payment. Permanent disconnection only required where building demolished. Members generally agreed highly unlikely to request permanent disconnection for non-payment.

A member noted there is potential for process I5 to be initiated by a Retailer or Customer.

OUTCOME: MOSL to consider whether temporary and permanent require different process flows/SLAs and to consider use of deferrals in particular where non-standard disconnections exist.

A member noted that a single process for non-payment may not be possible due to reasons for action. Additionally, customer request for permanent disconnection may occur at separate time (turned off at stopcock) to removal of the assets thus SLA may not encompass entire timeframe required. Another member proposed that perhaps the SLA only measured from start to the temporary temporary isolation at first visit and any return visit to remove assets might fall outside the SLA.

A member noted problem with permanent disconnections lack of information supplied as to why they want it disconnected.

JG enquired if OPS should remain for I1 & I8 or extended to cover other processes.

OUTCOME: Members generally agreed that all similar processes should have an OPS designed to correct behaviours towards customers. Members noted in particular I5 as can affect overall business for the customer and their ability to operate. Customer-initiated processes in particular should be candidates for OPS.

CD noted the SLAs for reconnection include day 0 if received before 3pm, day 1 for received after 3pm, members generally agreed this can be met. Members noted 'use reasonable endeavours' to reconnect and when considered against non-payment is sensible given the need to ensure customer is present onsite to prevent flooding incidents etc.

ACTION: MOSL to explore if it could review number of same-day reconnections actually processed.

A retailer member proposed a disconnection form to be added as an attachment in similar vein to customer forms. A wholesaler member concurred and said they would not action disconnection unless completed form is provided and whilst can probably be consolidated must be completed properly.

Another wholesaler noted they used forms during court action if required and courts accustomed to seeing the forms.

3 C4/C7

JG confirmed C4/C7 processes. JG noted current form contains TE element but not included in the process flow for the hub. JG enquired if TE should be included in C4/C7 or should it remain in G1.

OUTCOME: Members generally agreed all TE queries were being processed through G1 and normally processed by one TE focused team.

4 AOB

DM noted on the G2 merged process, following testing of the hub and SwimPool, a number of duplicated items when selecting the service request type e.g., expected discharge renewal date, reason for discontinuation of termination and the date as well. DM commented he could not recall the OAG discussion where this was agreed and thought the customer form as an attachment was designed to capture this information on its own. DM remarked fields likely to be completed with 'see attached form'.

CD confirmed date fields had been considered at previous meetings and OAG members confirmed as data items to be retained in the Hub. CD further noted dates may differ from the date supplied by the customer as Retailer may have arranged a different date for the action to be completed. A retailer member highlighted date fields were retained to enable Retailers to initiate request without a customer form when they know a customer has left a premises.

DB noted the request for the reason may lead to errors in transcribing from the customer form to the Hub potentially changing the meaning of the information supplied by the customer as it's a free text rather than a drop down

EJ noted the feedback from members and recommended including on backlog for a future revision of the Hub and in the interim ensuring the description in the codes provides clarity as to what information should be recorded in that field.

AH agreed not having seen 'final' agreed inclusions for the hub had posed some discrepancies between reality and expectation.

OUTCOME: MOSL proposed and members agreed it would be helpful to return to sharing wireframe screen designs might help OAG members picture functionality ahead of the availability of the testing environment.

AH enquired if the file types had been extended. CD confirmed that MS Excel now available.

5 ACTIONS

- 1. MOSL to explore if it could review number of same-day reconnections actually processed.**