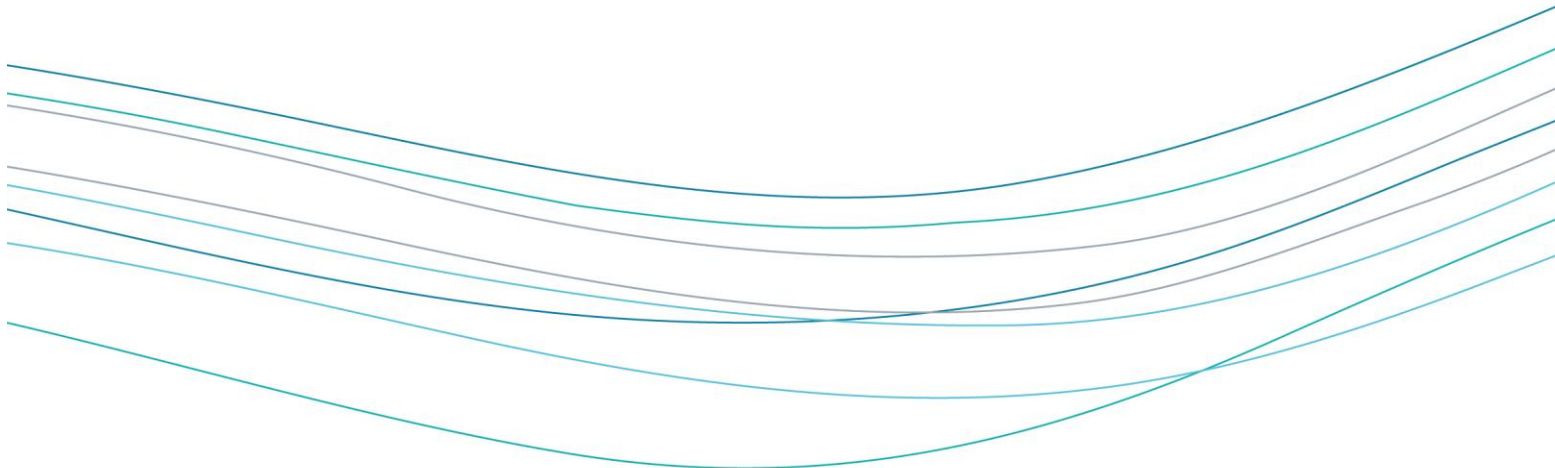


## Operational Advisory Group (OAG)

18 October 2022 meeting

**Minutes**

---



Operational Advisory Group

Minutes of 18 October 2022 meeting

## Attendees

### OAG members and guests

- ◆ Andrew Hewett
- ◆ Ashley Connors
- ◆ David Buchan
- ◆ Helen Bennett
- ◆ Jeremy Lunn
- ◆ Julie-Ann Anderson
- ◆ Karen Hardaker
- ◆ Heather Lamb
- ◆ Lauren Walsh
- ◆ Mary Porter-Chorley
- ◆ Matt Garfield
- ◆ Noel Bradley
- ◆ Pam Nash
- ◆ Onkar Singh
- ◆ Paul Baker
- ◆ Rebecca Collett
- ◆ Rebecca Watson
- ◆ Rosie Milson-Dyer
- ◆ Sian Forward
- ◆ Tom Wells

## MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Jacquelyn Gibson (JG)
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott (LAL)- Notes

## Meeting notes

### 1 Welcome

EJ welcomed members and confirmed the agenda.

### 2 Process flow for C4 and C7

JG confirmed will work through the process flows for a proposed C4 and C7 Merged process 'Verification of Missing Service Components and Missing or Incorrect premises Data.' CD confirmed this is inline with previous discussions with OAG on grouping processes.

JG queried 'Should Wholesaler complete this form for amendments to premises data?'

A member noted a large number of these are completed by Wholesalers and enquired of Retailers if they can collate these via Market messages instead of double entering. Other members agreed this is onerous with no real benefit.

Another member noted if merged as one has impact on customer billing 50% require notification and 50% do not. Could be used in a bulk format with a single notification for a large number of notifications.

CD confirmed OSD 0704 could be updated to instruct Wholesalers to only update when certain elements are updated.

**Outcome: Members generally agreed the Wholesaler option for C4 is useful however not for C7 as does not affect settlement/billing.**

JG highlighted if built as merged the option would exist and would need to be covered in code as to when the Wholesalers should use i.e., C4 settlement affecting it must be used and where only updating VOA/Address data etc not required to complete.

**JG displayed and ran through the process flow for C4/C7 merged 'submit'**

A member noted would it be possible to add more than one service component e.g., a water and a sewerage in one transaction. CD confirmed due to build complexity and extremely low instances it would not be built in that way and each service component would need to be added separately.

CD confirmed C4/C7 fewer complex transactions thus grouped separately from the 'H' processes which require more discussion between parties and thus needs 'proposed outcome'.

Members generally agreed:

- 'Water charge adjustment' not required here but may be useful for H4/H5.
- 'Type of Unmeasured or Assessed service' is useful to include and might require additional data items to select from or free text field e.g., business type.
- Remove 'Sewerage charge Adjustment' as not required.
- In respect of missing data or data that requires updating that making fields mandatory would lead to incorrect data being submitted. 'Additional information' reason for request should be added and should be mandatory.
- The 'Reasons for update' including other.

Members noted the need to clarify when C1 should be used to prevent inappropriate use of C7 as Wholesalers need to be able to charge where site visits are required.

**JG then displayed and ran through the process flow for C4/C7 merged 'completed'**

JG confirmed completion codes matched to H1 process however will update to 'Updated with information provided', 'Updated', 'Not Updated'.

Members generally agreed

- to the charge fields being added where not updated.

- Sewerage and water charge adjustments to be removed echoing the 'submit' process flow.

Members recommended 'Additional information' be requested to enable details such as 'hairdresser with 10 full time employees' to be added to enable understanding of details for assessed tariff.

**OUTCOME: JG ran through the State Transitions and Auto close functions (Retailer raised) and (Wholesaler raised). Members generally agreed to those displayed for each**

**OUTCOME: JG ran through Deferrals confirming as standard against other processes. Members generally agreed to those displayed.**

**OUTCOME: JG ran through Permissions, third parties and trading party comments querying should third parties get service request notifications noting UPRN, VOA etc are likely to be the same for both water and sewerage.**

Members generally agreed to all notifications with the appropriate ability to filter in line with other processes noting the volume sent out.

**OUTCOME: CD ran through the SLAs proposing the C4 SLA remains at 12 business days and the C7 becomes a 12-day SLA also. Members generally agreed to the proposal given other processes have shorter SLAs with more complicated processes.**

### 3 Process grouping (disconnection and reconnection)

Due to running short on time, CD proposed to be included on next agenda

### 4 AOB/Next steps

SF noted previous discussions had included B3/B5 re onsite work and the requirement for appointments. B3 insists on visits scheduled before meter accuracy test can be input and this differs to B5 which allows complete. B3 also does not permit back dating. SF queried why cannot move from Acceptance to Waiting test result as opposed to requiring Site Visit in between. CD recommended SF re-test using 'Customer does not require a visit' which should disable date/time.

**Action: CD will reissue C2 Customer letter for review by members.**

EJ updated members to confirm Excel format will now be available for hub attachments

EJ confirmed remaining CPW070 changes will be presented to the Code Change Committee w/c 24 October.

CD confirmed revised 'G' form was now complete and would share with members to enable them to update their systems accordingly. As form has been created as 'Customer form' will be as an addendum to the codes. CD will also share 'gap site form'.

## 5 ACTIONS

### 1. CD will reissue C2 Customer letter for review by OAG members