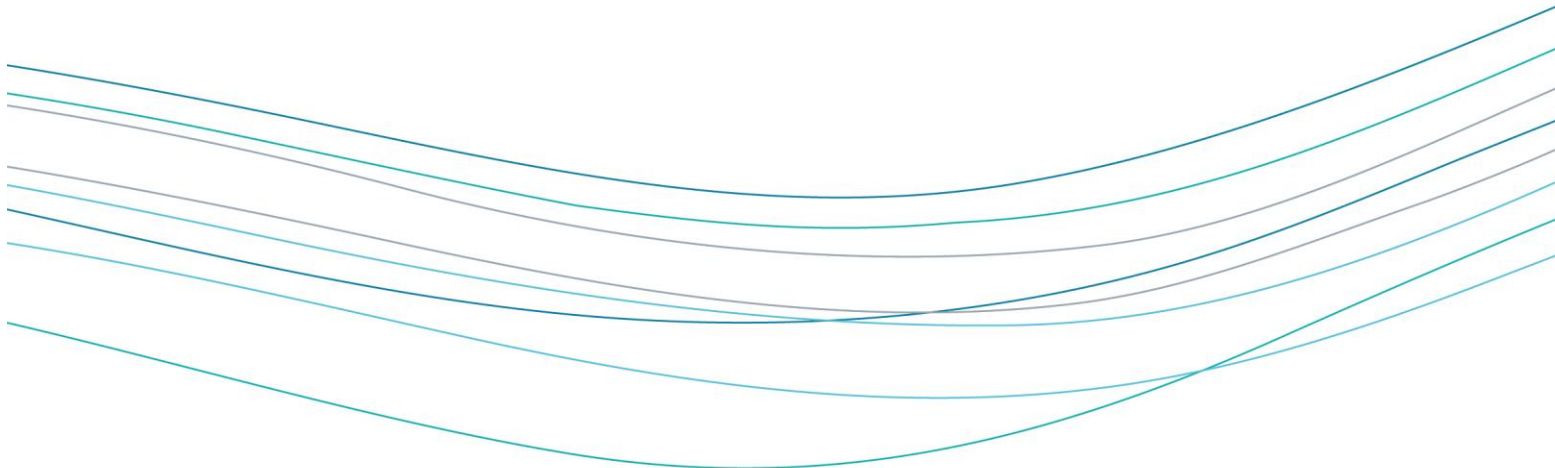


Operational Advisory Group (OAG)

4 October 2022 meeting

Minutes



Operational Advisory Group

Minutes of 4 October 2022 meeting

Attendees

OAG members and guests

- ◆ Alice Venman
- ◆ Andrew Hewett (AH)
- ◆ Daniel Proctor
- ◆ David Buchan
- ◆ David Moss
- ◆ Helen Bennett
- ◆ James Sands
- ◆ Laura Fry
- ◆ Lauren Walsh
- ◆ Mary Porter-Chorley
- ◆ Nick Butt
- ◆ Noel Bradley
- ◆ Onkar Singh
- ◆ Paul Baker
- ◆ Sian Forward (SF)
- ◆ Suzannah Maddock

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Monica Falasca (MF)
- ◆ Oli Robins (OR)
- ◆ Lisa-Ann Lott (LAL)- Notes

Meeting notes

1 Welcome

EJ welcomed members and reminded members the allowances groupings were considered at the last meeting indicating the use of H2 and H7. CD confirmed this to be on the agenda.

CD further confirmed the agenda; C2 customer letter, grouping review in respect of notifications, TE customer application form and AOB.

2 C2 customer letter

CD displayed the customer letter and thanked SF for supplying the original pre-market letter which was used as a template along with the gap site letter.

CD ran through the queries/comments supplied in advance by members updating the live document during the meeting.

ACTION: SF enquired if the SPID must be tradeable or can it be partial before a C2 process can be completed within the Bilaterals hub. MOSL to review and revert.

A member asked if two letters would be necessary. One for water and one for sewage. Members generally agreed there was no requirement to identify if the SPID was for water or sewerage to the customer as it would potentially cause confusion for customers and trading parties could identify this from the SPID reference alone.

Members noted where a paired SPID is being requested it is normally not processed as a gap site and therefore an additional letter is not sent and is processed under a C4 process.

OAG consensus was to stick to a single letter.

ACTION: MOSL to check Market Terms Section 4.2 to establish if a paired SPID exists whether a Retailer should be allocated or existing simply Retailer applied to the other service.

Members recommended letter updated under 'What does this mean for you' where a Retailer was previously allocated and a new SPID is paired to it to explain why the new SPID has been allocated in such a way.

Members generally agreed 'Dear customer' is appropriate as an addressee and is unlikely to drive changes to the data entered into CMOS.

Members noted the need to be explicit in the letter the customer had been allocated a Retailer as they must use a licensed Retailer for their water and sewerage services and recommended a link be added to the letter enabling the customer to choose their Retailer moving forward.

Members generally agreed the allocated Retailer's contact details should be included within the letter. Retailers signed up for the gap site process would need to supply appropriate details to the Wholesalers with whom they have agreements.

3 Process grouping (notification type processes)

CD confirmed previous meetings had discussed the high-level principles of a number of the processes for 'Allowances' and 'Verifications'. This included a review in detail of H1, H2 and H7 and determined H7 will form part of a new C8 process in a similar manner to gap sites thus descope H7 entirely. H2 will be added to the B1 process as a footnote to enable the discussion between parties. Therefore 'Allowance' grouping now only comprises H1 and a new grouping of 'Assessments' has been created to include H3, H4 and H5. 'Verifications' will comprise of C4 & C7. Therefore, for prioritisation due to the inclusion of OPS processes 'Verifications' and 'Allowances' will be prioritised with 'Assessments' at a later stage.

EJ noted H2 extremely low volumes and H7 required the no-SPID functionality which adds a build complexity thus making them incompatible to be grouped.

CD ran through the 'Notifications' grouping confirming it will include monitoring type processes as well.

The process is designed with no site visits, no request for more info and no complete function. Retailers cannot dispute but can resubmit. Most processes are retrospective and do not require hub SLAs.

CD proposed processes for inclusion:- A6, E1, E2, I7, E6, F1, F2, F3, F6, G4, I3 and I4. CD displayed 2 example process flows if all processes were to be included with the resubmit options available.

CD noted should A6, E1, E2 & I7 not fit within the remit of these process flows they may be created as their own grouping instead given their potential need to utilise resubmit which may slow the overall process for Notification grouped processes by adding modules.

In respect of notifications with multiple SPIDs (e.g., G4) members generally agreed being able to attach a report/spreadsheet to one request per day would be valuable as opposed to one notification per item given the increased volume of notifications this would involve. Noting also that processes such as G4 and E6 are not SPID specific and could be date range specific instead.

Retailer members highlighted notifications are not always used at present due to multiple formats from Wholesalers, batch notifications would have more value if a standardised format was prescribed.

Members noted 'D' processes had not been included. CD confirmed due to other systems already available that provide better delivery these had been left out of the notifications grouping.

4 Trade Effluent Customer Form Sections 5, 4 & 8

CD ran through the updated form.

Outcome: Members agreed:

- maximum concentration and average concentration would be valuable information if the customer is able to supply and thus should remain in the table at section 5.3.
- to add to the wording of the final question in Section 5.4 to include gravity or pumped alongside continuous or batch discharge.
- to the simplified wording for section 8 as recommended by Andrew Hewett.

5 AOB/Next steps

Members noted a desire still for an 'Escalations'-type process be considered for the hub and would like to discuss at future OAG meeting.

CD confirmed intention for C2 customer letter to be prepared for Code Change Committee in October thus available from 1 November for use.

6 ACTIONS

- 1. SF enquired if the SPID must be tradeable or can it be partial before a C2 process can be completed within the Bilaterals hub. MOSL to review and revert.**
- 2. MOSL to check Market Terms Section 4.2 to establish if a paired SPID exists whether a Retailer should be allocated or existing simply Retailer applied to the other service.**