

## Operational Advisory Group (OAG)

12 July 2022 meeting

**Minutes**

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## Operational Advisory Group

Minutes of 12 July 2022 meeting

### Attendees

#### OAG members and guests

- ◆ David Buchan (DB), Retailer
- ◆ David Moss, Retailer
- ◆ Deborah Bennett, Wholesaler
- ◆ Heather Lamb, Wholesaler
- ◆ Jeremy Lunn, Wholesaler
- ◆ James Sands
- ◆ Jon Fuller, Wholesaler
- ◆ Julie-Ann Anderson, Wholesaler
- ◆ Lauren Walsh, Retailer
- ◆ Lisa Jewkes
- ◆ Mary Porter-Chorley, Wholesaler
- ◆ Matt Garfield, Wholesaler
- ◆ Nick Butt, Retailer
- ◆ Paul Baker, Retailer
- ◆ Rosemary English
- ◆ Suzannah Maddock
- ◆ Tom Wells, Wholesaler

#### MOSL

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

### Meeting notes

#### 1 Welcome

EJ welcomed members and confirmed agenda.

EJ noted should H1 be resolved during the meeting, meeting scheduled for 19 July will not be required.

EJ highlighted need to establish if H1 correct process to include TE items.

#### 2 H1 process documents

KA ran through the H1 process flow 'to be' document confirming changes made following emails from members.

A member confirmed change to add question 'why no sub-meter fitted' to follow on from 'Customer fitted sub-meter' regardless of whether 'yes' or 'no' response.

KA noted added decisions following 'reason for allowance request' and inclusion of tick box to provide further details as per DM's recommendation.

Members recommended attaching a map to more accurately show location. Another member proposed including a 'what3words' location pinpoint for where a leak had occurred on the 'None of the above describe the location' free text field as used as standard across the industry and represents an easy data item.

A member proposed decision box or prompt to sense check where a separate Bilateral should be raised e.g., where a claim impacts on separate tariffs and may require another Bilateral request. CD noted the above could be included as a follow-on process and link the ORIDs in the completion text field.

JF highlighted where a volume required the ability to add a negative volume could lead to errors

**Members generally agreed no requirement for negative numbers however no need to update.**

Members noted potential requirement to be able to raise process against a de-registered SPID (no SPID) due to length of time before customer applies.

KA queried with members if the Trade Effluent allowance is to remain within H1 and showed members the 'to be' process should it remain in H1.

Some members indicated a preference that when a process is lodged as a G process it enables routing straight to trade effluent team as opposed to a H1 process would be routed differently. Other members preferred that allowances stayed in the same family with other allowances and tariff related details. Members noted if follow-on processes enabled could utilise H1 in the first instances and then link to e.g., G process. Members also raised may not contain the appropriate SLAs or details should G be utilised as opposed to H1.

**Outcome: On balance, members generally agreed the trade effluent process flow should remain within H1 with a more streamlined process flow in a similar manner to G3.**

**Outcome: Members agreed to the process flow shared by KA. KA would take away change proposals from OAG and revert.**

**ACTION: MOSL to create a single subgroup meeting to deal with few remaining questions that should be asked on the H1 form.**

KA ran through Wholesaler initiated version of the process.

Members generally agreed the question of 'Do you need meet wholesalers' eligibility criteria' was valid to remain as mirrors Retailers process.

MOSL confirmed that process would use end-to-end SLA of 25 business days including CMOS update time.

**Outcome Members generally agreed to the 25 day end-to-end SLA noting consistency across processes provides better service to customers as lessens confusion.**

### 3 AOB/Next steps

EJ highlighted G3 process will need to have completed by the 43<sup>rd</sup> day to meet the overall SLA dictated by the G2 process statutory SLA when amalgamating the processes for Super G. EJ noted will appear on SLA reporting table within the hub as a failure however no consequence of this as does not have an OPS measure.

A member noted it would be useful to know which underlying Trade Effluent route was being measured. MOSL noted this could not be included in MVP but could be considered in the backlog.

Meeting proposed for Tuesday 19 July to be cancelled to allow for a break.

Next meeting Tuesday 26 July 2022.

### 4 ACTIONS

- 1. ACTION: MOSL to create a single subgroup meeting to deal with few remaining questions that should be asked on the H1 form.**