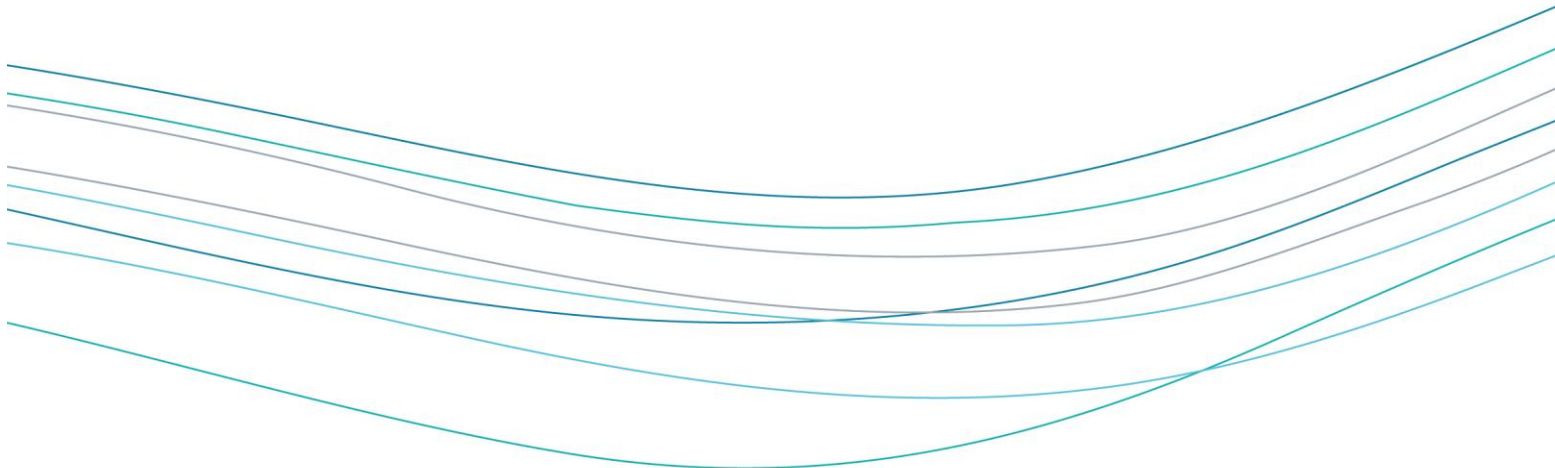


## Operational Advisory Group (OAG)

6 September 2022 meeting

**Minutes**

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## Operational Advisory Group

Minutes of 6 September 2022 meeting

### Attendees

#### OAG members and guests

- |                      |                       |
|----------------------|-----------------------|
| ◆ Andrew Hewett      | ◆ Lauren Walsh        |
| ◆ David Buchan       | ◆ Mary Porter-Chorley |
| ◆ David Moss         | ◆ Nick Butt           |
| ◆ Deborah Bennett    | ◆ Noel Bradley        |
| ◆ Frances Lickley    | ◆ Onkar Singh         |
| ◆ Heather Lamb       | ◆ Pam Nash            |
| ◆ Helen Bennett      | ◆ Rebecca Collett     |
| ◆ Jennifer Mclean    | ◆ Rebecca Watson      |
| ◆ Jeremy Lunn        | ◆ Sian Forward        |
| ◆ Jennifer Mclean    | ◆ Tom Wells           |
| ◆ Julie-Ann Anderson |                       |

#### MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Justice Osazee (JO)
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott (LAL) - Notes

### Meeting notes

#### 1 Welcome

EJ welcomed members and confirmed agenda; H/01 form and process grouping.

#### 2 Customer form (H/01)

EJ ran through the H/01 form.

Members agreed:

- Title was correct.
- inclusion of links to relevant RWG good practice guides noting Wholesalers detail which guidance they align with encouraging customers to review prior to submission.
- where a Wholesaler initiates the process it would not be anticipated for the customer to complete and submit the form.

- where a single leak is discovered the onus for the request for leak allowance should be placed upon the customer.

A member proposed that the Operational Terms be reviewed and language changed from 'burst' to 'leak'.

Members noted need to review language around providing consumption data (meter reads) for the assessment of an allowance and possible need to strengthen the code in this area. Members also noted RWG good practice guide details the read must be in CMOS.

Members agreed at section 5.1 a need for clarity to prevent customer assumption a leak allowance will always be given.

**ACTION: MOSL to recirculate updated H/01 form for members to revert with any further feedback**

### 3 Process grouping e.g., generic processes

EJ ran through the proposal for process grouping.

#### **'Notifications'**

Members generally agreed to the grouping recommended for 'Notifications'

#### **'Verifications'**

A member enquired if all the modules will be accessible e.g., site visits, deferrals, resubmit, comments, additional info etc – members generally agreed the need for these.

Members generally agreed to the grouping recommended for 'Verifications'

Members noted it would be useful to group the processes however still need to be able to identify them separately.

Members noted possible inclusion of G1 within verifications.

#### **'Allowances & Assessments'**

Members noted not all Wholesalers offer H2 contribution offer and/or H7 vacancy incentive scheme.

Members generally agreed to the grouping recommended for 'Allowances & Assessments'

Members noted H1 is customer driven and therefore attracts an OPS.

Members queried where a process has an OPS is it driven by a customer if not does it require an OPS. Is it where a customer raises or where they are affected. MOSL to raise with MPF reform programme team for review.

#### **'Disconnections'**

Non-payment route potentially requires additional information.

***'Reconnections'***

EJ noted the 3pm split on the SLAs for these processes.

Members noted the need to consider where a customer is not paying by choice or it's been disconnected for non-payment.

Members highlighted the differences between disconnections and reconnections for the SLA.

***'Metering'***

NB enquired where B10 would be incorporated. EJ confirmed B10 proposed was to merge with B1 and B7 as a .W process.

***'Accredited Entities'***

Members noted the need to consider the bulk submission position in respect of B10.

Members generally agreed to the grouping recommended for 'Accredited Entities' despite unlikely to be utilised often with the exception of I2. Noting again the timescales for I2 & I9 not being aligned.

***'Multiple SPIDs/Emergencies'***

EJ noted many trading parties are utilising systems which may be more appropriate for these instances.

Members noted the need to consider bulk submissions and standardise across Wholesalers.

**4 ACTIONS**

- 1. MOSL to recirculate updated H/01 form for members to revert with any further feedback**