

Operational Advisory Group (OAG)

9 August 2022 meeting

Minutes



Operational Advisory Group

Minutes of 9 August 2022 meeting

Attendees

OAG members and guests

- ◆ Andrew Hewett
- ◆ Ashley Connors
- ◆ David Buchan
- ◆ David Moss
- ◆ Deborah Bennett
- ◆ Durga Gurang
- ◆ Heather Lamb
- ◆ Helen Bennett
- ◆ Jeremy Lunn
- ◆ James Sands
- ◆ Jennifer Mclean
- ◆ Lauren Walsh
- ◆ Liam Hinton
- ◆ Mary Porter-Chorley
- ◆ Matt Garfield
- ◆ Noel Bradley
- ◆ Paul Baker
- ◆ Sian Forward
- ◆ Simon Gibbard
- ◆ Suzannah Maddock
- ◆ Wendy Gracie

MOSL

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

Meeting notes

1 Welcome

EJ welcomed members and confirmed agenda.

2 H1 queries

JG ran through queries on the requirements for H1 including state transitions, deferrals, timeout function and auto close, SLAs and COMPLETED requirements.

A member proposed that “cancelled” be removed as an option against outcome agreed. JG offered to check how C5/C6 process works to ensure continuity. Would prefer to align.

OUTCOME: Members generally agreed the state transitions for H1 are consistent with what has previously been signed.

JG displayed the Retailer deferrals state transitions which matches C5/C6. JG displayed Retailer Auto close options CD confirmed consistent with C1 for outcome agreed and outcome proposed.

OUTCOME: Members generally agreed that deferrals and auto-close options are consistent with the requirements for H1 and what has been designed previously.

A member noted the auto-close options could benefit from commentary due to protracted processes on occasion. Another member recommended a deferral option for Retailers could be a solution once MVP achieved in particular where through reporting comments are noted. CD recommended Retailers utilise outcome disputed at present where 15BD is insufficient.

JG ran through the Wholesaler iteration of the state transitions, deferrals and auto-close options JG displayed and confirmed the SLA H1-1. CD confirmed alignment with CMOS activity and highlighted the end-to-end nature of the SLA.

OUTCOME: Members generally agreed the Wholesaler state transitions, deferrals and auto-close options displayed are consistent with the requirements for H1. Members generally agreed the SLA as displayed.

A member queried if a resubmitted request by the Retailer becomes a .R instead of a .W. CD confirmed it will remain as a .W as per the original request.

ACTION: MOSL (CD) to review the Wholesaler activities for Resubmitted as may not contain option to reject.

JG displayed and ran through the H1 completed process confirming the TE element had been removed at present.

A member requested the ability for Wholesalers to include their calculations to prevent deferrals. CD confirmed attachments can be included on the transaction. Another member noted the attachments will need to include excel as this permits the formulas to be shared. Members noted a standard calculator template would be useful.

Members requested the addition of a question. Attachments included: yes/no if no why not?

JG enquired for Q7 what unit types are required either as examples or as a separate question, members responded: percentage, metres squared, meters cubed, litres, banding change (maybe alpha numeric). SF noted on occasion both an in and out of CMOS allowance is provided with in CMOS by volume and outside of CMOS in monetary terms. DM recommended using current data item for in CMOS and an additional out of CMOS data item if required.

OUTCOME: Members generally agreed to the proposed completed process as displayed.

3 Customer forms (G2 aka Super G)

CD ran through the proposed Trade Effluent customer form confirming 'customer form' will be a defined term.

Members requested the naming convention of 'customer application form' and noted it conforms with the wording of the Water Industry Act (WIA)

CD highlighted form will be shared with members for independent review and comment following the meeting.

Members noted the need to be able to 'brand' the form and potentially add additional wording. MOSL to ensure permitted to do this.

OUTCOME: Members generally agreed to the proposed form and agreed to further review outside of the meeting.

4 AOB/Next steps

EJ confirmed next meeting Tuesday 23 August 2022 will continue customer form review.

OUTCOME: EJ confirmed with members Trade effluent will remain in G1 and not be built within H1.

5 ACTIONS

1. **MOSL (CD) to review the Wholesaler activities for Resubmitted as may not contain option to reject.**