

Operational Advisory Group (OAG)

23 August 2022 meeting

Minutes



Operational Advisory Group

Minutes of 23 August 2022 meeting

Attendees

OAG members and guests

- ◆ Andrew Hewett
- ◆ Ashley Connors
- ◆ David Buchan
- ◆ David Moss
- ◆ Deborah Bennett
- ◆ Don Burns
- ◆ Frances Lickley
- ◆ Heather Lamb
- ◆ Helen Bennett
- ◆ Jennifer Mclean
- ◆ Jeremy Lunn
- ◆ James Sands
- ◆ Jennifer Mclean
- ◆ Lauren Walsh
- ◆ Nick Butt
- ◆ Noel Bradley
- ◆ Onkar Singh
- ◆ Paul Baker
- ◆ Rachael Clifford
- ◆ Rosie Milsom-Dyer
- ◆ Sian Forward
- ◆ Suzannah Maddock

MOSL

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

Meeting notes

1 Welcome

EJ welcomed members and confirmed agenda. Customer G2 form and H1 form confirmed. Generic processes to be moved to next agenda due to extensive feedback on G2 form and C2 process.

2 Customer form (G2 aka Super G)

CD ran through G2 customer form confirming this will be submitted by customers and attached as a requirement to the Bilateral request.

CD proposed introduction on the form detailing to Trading parties the additions they may add to the form for their own purposes e.g., branding and disclaimers.

OUTCOME: Members proposed that branding the form was unnecessary and risked inviting alterations to the main body. Proposed instead that MOSL simply invites Retailers to add a covering letter for branding/disclaimers where wanted to discourage alterations.

Members requested a note be added that 'Form materially complete if filled out to Section 12' any additional information supplied may be used and form is materially complete with or without covering letter/extra information. MOSL to consider a code update.

Members generally agreed the Wholesaler name was not required at Section 1 and was unlikely to be known by the customer.

Members generally agreed mobile premises are an outlier and not required in Section 5 of the form.

Members generally agreed request to customers for analytical data on composition of the effluent at Section 5.3 would be useful. Members noted the table provides a prompt however customers rarely complete the details correctly.

Members recommended merging the tables in Sections 5.3 and 5.4. MOSL to action without removing the EA list of substances.

Members recommended explanatory note on drainage plans at section 6.2 to be submitted 'Wholesaler will not know your private drainage systems and not supplying sufficient plans will result in rejection'

Following discussion members recommended examples of drainage plans should be included in updated guidance through the RWG.

Following discussion members agreed sections 6.5 and 6.6 could be merged and update question to state '....contaminated surface water.....' in replacement of 'rainfall'.

Members noted section 8 not required for temporary consents however content to leave on form with note 'may not apply for temporary consents' as has simplified for G2 process.

Members also noted the simplification of sections 7 – 9 was appreciated.

Section 10 to be updated to include 'Completed by Retailer as customer no longer present at premises' and 'Final meter reading/s where applicable'

3 AOB/Next steps

Member feedback

CD ran through changes to OSD 0704 in respect of C2 (gap site) following DM feedback. Changes made at end of overview highlighting Wholesaler requirements. At Step 3 (Notify request complete) updated to make explicit CMOS aspect of updates required. Also updated at Step 1 regarding the submission of supporting evidence. No objections from group. Next step for MOSL to review with their legal team

Customer letter template

CD requested templates from OAG members of the customer letter for C2; the pre-market letter if possible, regarding switching.

EJ confirmed next meeting Tuesday 6 September 2022 will include generic processes.