

## Operational Advisory Group (OAG)

13 December 2022 meeting

### Minutes

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Operational Advisory Group

Minutes of 13 December 2022 meeting

## Attendees

### OAG members and guests

- ◆ Andrew Hewett
- ◆ Ashley Connors
- ◆ Bryony Cameron
- ◆ David Buchan
- ◆ David Moss
- ◆ Heather Lamb
- ◆ Helen Bennett
- ◆ Lauren Walsh
- ◆ Mary Porter-Chorley
- ◆ Matthew Garfield
- ◆ Nichola Spiller
- ◆ Nick Butt
- ◆ Noel Bradley
- ◆ Onkar Singh
- ◆ Paul Baker
- ◆ Rebecca Collett
- ◆ Sian Forward
- ◆ Tom Wells

## MOSL

- ◆ Evan Joanette (EJo) – Chair
- ◆ Chris Dawson (CD)
- ◆ Oli Robins (OR)
- ◆ Phoebe Nixon (PN)
- ◆ Lisa-Ann Lott (LAL)- Notes

## Meeting notes

### 1 Welcome

EJ welcomed members and confirmed the agenda.

### 2 H1 review of flow

CD introduced the slides relating to the H1 process (process flow, wireframes and code documents) and confirmed suite of documents will be issued to members following the meeting for review.

CD displayed the high-level view of the process flow confirming similar to the C5 deregistration process.

CD moved onto show the submit

SF noted in relation to type of submit no 'other' option listed and enquired if one would be added as other allowances given outside of those listed. Other members confirmed a 'flush' allowance may be submit as on occasion a Wholesaler may require the system to be flushed and this provides the customer with an allowance for this purpose.

**CD confirmed volumetric allowance now a defined term in the code documents and enquired if a change from leak allowance to volumetric allowance would be suitable. Members generally agreed this would be suitable as the other items are volumetric allowances.**

**Members discussed the naming convention of the overall process and noted Allowances and adjustments would be suitable.**

Members generally noted allowances requested by customers on occasion which would not relate to flushing and may relate to a lack of closure of another process e.g., B5 which may require 'Other' in terms of allowances.

**Members generally agreed 'Other volumetric allowance' would be an appropriate addition to prevent use of F4 process to cover the work.**

### 3 H1 LVI wire frames

CD ran through the slides depicting the wireframes.

CD noted the Data item (D8466) will be updated as per the discussion above.

CD noted data from the customer form had been included within the process however will require further review.

**CD noted need to update Leak allowance page/s as 'Burst' still referred to.**

**AC enquired if 'burst pipe' and 'leaking fitting' should be separate as a 'burst' may attract an allowance however a 'leaking fitting' may not. Members generally agreed should be detailed separately.**

**DM noted need to update 'leak on the meter' reason/explanation to include its fixtures and fittings. Members generally agreed this would be useful.**

DB highlighted potential need to include 'customer side' in the leak on meter explanation as a leak on the inlet will not affect customer consumption and therefore will not require an allowance.

Members enquired if all elements would need to be completed given a customer form exists. CD noted may be able to adjust either the data items or the customer form and this will be reviewed with OAG.

**Members highlighted sub-meters utilised for firefighting testing/training and requested sub-meter question be added to fire-fighting page.**

Members generally agreed the question of 'where does the surface water discharge?' was valid with all the current options as may affect the time taken to investigate.

**AC highlighted need to consider more specific description of overall process to ensure consistency of use – where surface water drainage to the sewerage system is 'No' a C5 process should be utilised and the option should not be available in H1**

**Members noted need to ensure HVI users can be directed to the C5 process as well as LVI.**

**Members recommended reviewing code drafting regarding changes to occupier of premises and therefore change in surface water drainage and return to sewer. Possible need to retain ability to 'zero' allowance.**

**CD confirmed 'Outcome Proposed' is the generic utilised also for C5.**

**Members enquired if 'Outcome Proposed' could be updated to the same questions as the completion transaction to aid the negotiation or could code drafting be updated to define language to utilise and be obligated to provide workings of the transaction.**

**AC noted on 'Allowance not awarded' Type of allowance drop down should be reworded to 'Type of allowance application' as where there is no award the 'type of allowance' is a moot point.**

#### 4 H1 code doc overview

CD ran through the major changes to the code documents confirming slide deck will be made available for further review.

CD highlighted the TE allowance had been removed from H1 and included within the G process as agreed by OAG previously.

CD noted the customer form is currently still referred to in the code.

Members generally agreed updating the code for both C5 and H1 to include more detailed instruction on when to use outcome proposed and when to move straight to complete.

2.1.5 Members requested drafting updated to indicate 'if not already completed as part of another process e.g., C1' and potentially add a timeframe of those adjustments from the last two months should be processed as soon as becoming aware.

Retailer members noted if a Wholesaler closes the linked C1, B5 and does not raise an H1 there is no oversight of the work being undertaken on the allowance.

**Members generally agreed a 'live' Bilateral must be maintained until such time as all changes rectified and may therefore require wider scope for H1.**

CD confirmed the additional data items from the customer form have been included based upon previous OAG discussions. **CD further confirmed the data items and customer form will be shared with members for review to establish if items should be removed from the process and/or from the customer form.**

EJo noted the documents are early versions and will not be published. The documents should not encourage any 'build' to be actioned by Trading Parties.

SF requested it is made clear when 'Other' should be utilised in allowances i.e., when it is not included in any of the four specific options.

## 5 AOB

### ***TE Customer form location***

EJo asked members for recommendations of where TE customer application form should be located on MOSL website.

DB recommended adding to 'Forms' page. CD confirmed as not a defined codified form governance dictates should not be included on the forms page.

SF suggested a 'non-codified' forms section/drop down option.

CD noted currently under 'Guidance Documents' and can be searched for.

**Members noted the preferred option is near the other Bilaterals documents as it is a form not guidance.**

**CD enquired if flat pdf form still required or solely editable version. Members generally agreed the flat version no longer required.**

### ***Meeting cadence 2023***

CD requested monthly cadence in Q4 22/2023 with bi-weekly only if required.

EJo recommended restarting mid to late January on Tuesday mornings.

EJo requested members consider if they are still available to commit to OAG meetings moving forward and if not to advise direct.

EJo noted CD will Chair from 2023 onwards

## 6 ACTIONS