

Operational Advisory Group (OAG)

21 February 2023 meeting

Minutes



Operational Advisory Group

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Attendees

OAG members and guests

- ◆ Ashley Connors (AC)
- ◆ Bryony Cameron (BC)
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Jeremy Lunn (JL)
- ◆ Daniel Proctor (DP)
- ◆ Helen Bennett (HB)
- ◆ Heather Lamb (HL)
- ◆ Ian Bolton (IB)
- ◆ Jennifer Mclean (JM)
- ◆ Karen Hardaker (KH)
- ◆ Mary Porter-Chorley (MP)
- ◆ Matthew Garfield (MG)
- ◆ Nick Butt (NB)
- ◆ Noel Bradley (NBr)
- ◆ Onkar Singh (OS)
- ◆ Rebecca Collett (RC)
- ◆ Sian Forward (DF)

MOSL

- ◆ Chris Dawson (CD) – Chair
- ◆ Oli Robins (OR)
- ◆ Justice Osazee (JO)
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott– notes

Meeting notes

1 Welcome

CD welcomed members and confirmed the agenda.

2 C4 & C7 Process update

OR provided a recap on the process flows for C4 and C7, reminding members C4 relates to the process to be followed with the addition of service component where the supply point is already registered and C7 is the process to be followed for the amendment of supply point performance data.

OR confirmed slides will be shared to enable members to review details including state transitions, deferrals etc

OR confirmed processes will not be merged as one process under one title and SLA. Due to a lack of commonality between the data items. However, they will be developed simultaneously.

OR highlighted Standard 12 BD SLA for C4 which will track receipts and completion and C7 will use the same triggers despite not being OPS.

OR displayed the state transitions for the retailer initiated requests and noted both processes follow the standard permissions and the same word standard modules already used.

OR noted for the Wholesaler state transitions the initiation and completion transactions have yet to be named and numbered but information will be shared as soon as available.

OR highlighted both C4 and C7 will feature the standard auto close and timeout functionality.

OR ran through the C4 submission process flow noting very similar between Retailer and Wholesalers.

OR noted the type of service component is prepopulated dependant on the SPID type selected and for data connection types there are three which can be selected.

OR then displayed example screenshots for the submission process.

OR ran through the completion C4 process flow noting it is a mirror of the submit process.

OR highlighted the type of service component should be preselected by the hub based on the request that has been raised.

OR displayed screen shots of the completion process noting they covered the different completion codes.

AC queried if site visit is included in C4 and OR confirmed only showing initiate and complete process flows however site visit is available in the full process.

CD noted the state transitions table provides a tabular version of the process flow and it includes items such as info request, visits scheduled or completed etc.

OR continued with the C7 submission transaction process flow noting the lack of commonality with C4 leading to the need to keep them separate.

OR noted the valid set for request type drop downs can be provided and worked through the process flow in order detailing where items were mandatory and highlighting where free text fields occur.

OR displayed example screen shots for the C7 submission.

OR ended with the C7 complete process flow noting once again it mirrors the submission.

DM enquired 'why are we associating cost benefit with OPS/non-OPS? The aim of consolidating the processes was to benefit of customer i.e. not extending SLAs for updates to what is in essence, a data exercise.'

CD responded that to build them as one process would be difficult and costly and one OPS would have to apply to both processes if merged which may be unacceptable to the market.

DM further noted this may relate to the review of the MPF given address is a key blocker to actually billing a customer accurately.

CD replied may be identified as a risk by the MPF review however at present not for the OAG to make that decision.

CD further noted having the initial SPID data correct has been included as a higher tier activities in the MPF review and highlighted the second consultation for the review will provide an opportunity to trading parties to feedback on those items.

3 I process (discon/recon) 1st review.

CD explained only reconnection will be reviewed during the meeting. CD noted disconnections and reconnections will remain separate.

I8, I10 and I11 will become process I3 – Reconnections.

I1 will be disconnections and I2 will remain for accredited entities.

CD ran through the state transitions noting similar to B5 and represent a tabular version of the process flow.

CD ran through the submission process noting currently no disconnection in the Market Codes for illegal water usage.

Members noted where this applies would be disconnected from the mains permanently and would require an application for a new service connection hence no reconnection against an illegal water source.

CD noted the Wholesaler has the opportunity to defer to allow for an arrange reconnection with the customer that falls outside of the SLAs.

CD highlighted there is a related ORID given this is a reconnection as the related ORID would be the disconnection.

CD displayed the 'reconnection types' and enquired from Wholesalers if any other types should be added.

SF noted may need 'turn stop valve back on' as may only have been isolated.

Members generally agreed where a cap is used normally leads to a meter replacement.

CD requested Wholesaler members check if other scenarios exist which need to be added to complete transaction.

CD ran through current SLAs for I8 noting 'reasonable endeavours' detailed in Ops Terms however in CSD 0002 it differs.

CD ran through the proposed SLAs noting these would be streamlined.

For OPS, reconnection by end of 2 BD including the CMOS updates with all three to be OPS. Noting low impact due to extremely small volumes of transactions across the market.

DM enquired if low impact due to accredited entity processing and whether this is driving the high success rate

CD 304 transactions for current year with only 23 late thus not a significant risk to the market in combining the processes and would mean all customers being treated the same.

SF highlighted combining may lead to behaviour change due to slightly relaxed timescales.

CD noted reporting will be available on time taken to process and thus can be monitored to give oversight.

CD ran through questions slides:-

1) Why does the form ask for reconnection for sewerage as should not be disconnected.

Wholesaler members confirmed would not disconnect sewerage as it's a public health issue.

DM enquired if there would be any grounds for disconnecting sewerage such as illegal discharge against TE consents?

Wholesaler members replied this would be a litigation issue and would still not result in disconnection.

Members also noted disconnection for non-payment has to be a debt on the water side and not waste and the water side could not be disconnected if the debt was against the waste side only. Members confirmed this could occur where a customer only pays half a bill and dispute the water supply side.

CD to liaise with MOSL legal team to establish if customer can be disconnected when sewerage charges are outstanding. MOSL to establish if an update to the codes is required to clarify the position regarding sewerage disconnections in particular where a retailer has taken on a waste only SPID.

CD confirmed disconnections will be discussed at the next meeting.

JO confirmed with members as to whether a permanent reconnection was required and members confirmed as only a temporary disconnection can be reconnected it would not be required in the hub.

Any non-standard reconnection would be processed as new as would likely require a new meter and stop valve. Any update to the processes in the hub to incorporate this would be costly and would affect the SLAs already in place.

4 AOB

4.1 Wholesaler initiated H1 update.

CD ran through OSD 0703 section 2.1.3 highlighting been added to processes where a volumetric adjustment may be required.

Members generally agreed to the revised statement at 2.1.3 however enquired whether a list of which processes this applies to should be added.

Members noted once a B5 has been completed and a volumetric adjustment is required the current wording does not apply an SLA whereas processing a H1 would incur SLAs and highlighted this perhaps should be more explicit in the Ops Terms.

MOSL to review further and revert taking into account the above.

DM recommended similar wording to the bulk submissions in so much as where it is low impacting continue otherwise if high impacting follow the H1 process.

4.2 VCA sub-group

CD requested volunteers to form a sub-group to review Vacancy Challenge and/or Operational Terms noting ideally looking for approx. 6 members and some had already volunteered outside the meeting:-

Sian Forward

Ashley Connors

David Buchan

4.3 H2 into B1 & B7

CD updated members on current position regarding H2 noting H2 had been merged into B1 & B7 given its rare use since market go live.

CD confirmed code documents relating to the process will be shared once recommended by CAG.

4.4 DM email

CD ran through the issues raised by DM in earlier email.

First item covered earlier in agenda.

Second item regarding wording of OSD 0709 section 2.1.5 'may also review.....' this has been resolved with updated wording.

Third item in section 2.2.5 DM clarified the query as being in respect of the detail provided by the Wholesaler in respect of an adjustment. It would be useful to know the rationale behind the request and any works undertaken including desktop analysis.

SF noted the need for Retailers to pass this information to their customers and therefore the need for Wholesalers to provide more detail.

DM requested if the Wholesalers have the customer submitted form or more details that section 2.2.5 be updated to indicate those details should be provided to the Retailer.

MOSL to review and revert on the above.

Members noted the need for clarification and how it would benefit both trading parties and customers moving forward.

4.5 Additional sub-group

CD noted desire to set up additional sub-group to discuss the above and requested volunteers:-

Ashley Connors

David Moss

Heather Lamb

CD confirmed the next meeting details and closed the meeting.

5 ACTIONS