

Operational Advisory Group (OAG)

21 March 2023 meeting

Minutes



Operational Advisory Group

Minutes of 21 March 2023 meeting

Attendees

OAG members and guests

- ◆ Ashley Connors (AC)
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Daniel Proctor (DP)
- ◆ Helen Bennett (HB)
- ◆ Heather Lamb (HL)
- ◆ Jeremy Lunn (JL)
- ◆ Karen Hardaker (KH)
- ◆ Mary Porter-Chorley (MP)
- ◆ Onkar Singh (OS)
- ◆ Pam Nash (PN)
- ◆ Paul Baker (PB)
- ◆ Sian Forward (DF)
- ◆ Tom Wells (TW)

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 code documents & update

OR provided an update on the C4 process confirming not changing process flow or state transitions.

OR displayed the C4 submit and noted the items which are being updated including the connection type, missing sewerage component and missing water component.

OR further displayed the updated C4 submit showing the revised 'Missing service component' including those items which will be available for selection.

OR provided screenshots to highlight how the changes will appear within the hub.

OR further advised the changes to C4 submit will simply the Complete transaction stage and displayed the process flow and screenshots to highlight the changes.

DM queried the 'Business type' on the screenshot; OR confirmed only visible when selecting unmeasured service component (13mins)

AC confirmed business type useful for assessed group of customers.

OR confirmed screenshot currently work in progress and description will be provided against business type to confirm the requirements.

DM enquired if data item necessary moving forward and had it been used before. CD confirmed required field in CMOS.

SF noted business type only within complete not in submission. SF highlighted business type drives which tariff type customers are placed in and would be useful therefore at submission stage. OR confirmed within both submit and complete. AC echoed SF's feedback.

AC highlighted where measure tariff required the customers preferred tariff option will be requested. AC recommended inclusion of this at submission stage to prevent info request transactions needing to be utilised.

DM noted where a large number of tariffs are available this may not be feasible and recommended a free text field to provide details such as e.g. 'large volume user'

AC countered could provide optional tariff selection. OR confirmed could utilise additional information field for this purpose.

OR presented the code document for C4 and noted will be shared with members for further review and comment.

OR noted will be added to OSD 0704 alongside other C processes noting currently high-level.

3 I process.

3.1 3.1 Reconnections (final review of process design)

JO provided an update on the I process reconnections providing screenshots of the submit and complete transactions and the summary tab.

CD highlighted preferred reconnection date and time included as all aspects of reconnections included within the revised process enabling this to be agreed with customers.

JO confirmed should any mandatory fields not be completed an error message will display with links to the appropriate section.

Members noted quite common for requests to be made to 'reconnect' however customer has already actioned and therefore does not require a visit simply an update within CMOS.

Members requested method to deal with these requests via the hub either as a separate request type or to be included as additional information.

MOSL to review and revert as to possibility of adding additional data item of 'self-reconnection' and past date on date of reconnection.

Members noted the above scenario means other information will not be required such as reconnection date, appointments etc.

JO to share list of data items with members following the meeting.

CD confirmed will be named I3.

3.2 Disconnections (1st review)

CD ran through the disconnections including the process overview, state transitions, submit and complete transactions, the SLAs and OPS, and the power of entry transaction.

CD confirmed will be named I1 and will include the current I1, I3, I4, I5, I13 and I7. Low numbers of transactions would not be cost reflective to deliver as single processes.

SF queried where accredited entities will be included. CD confirmed they will be retained within the process.

CD enquired if I13 required within the hub noting some data items included specifically for I13.

Wholesaler members generally noted no I13s processed. CD noted due to extremely low numbers I13 will be included within the process. Members generally agreed to that approach.

Members generally agreed to conditionality in respect of the proposed disconnection date.

CD to removed source of breach/illegal water user details as members did not believe it was required.

Members generally agreed to customer aware data items.

CD ran thorough the SLAs table confirming the current position followed by the proposed SLAs noting simplified and aligned to current SLA framework. Preposed SLAs will ensure all processes tracked.

CD highlighted only SLA1-1 will be OPS and will fail if not processed.

CD confirmed SLA I1-2 shortened to 30BDs.

Members generally agreed the proposed table does simplify the SLAs however where permanent disconnection requested by customer WIA states cannot bill customer where supply no longer required therefore £0 are charged and therefore quotation will need to reflect this or be detailed as no quote required.

CD to review if £0 quote can move directly on SLAI1-4 for Permanent disconnection.

CD ran through with proposal for I7 (Power of entry) which will be merged within the process.

CD confirmed will be retailer raised and can be raised following 'Visit not completed'. Deferrals will be available.

Proposed data items are as follows:-

- Are payments still outstanding from the customer? Yes/No (Mandatory)
- Sensitive customer type (e.g., hospital_ = free text field (Optional)
- Additional information (Optional)
- We accept all power of entry associated costs = tick box (Mandatory)

SF noted 2nd visit not always required in respect of the above and recommended code updated to reflect this. E.g., when Wholesaler has performed, 1st visit as opposed to accredited entity no requirement for a 2nd visit to confirm.

MOSL to review and revert with regard to potential code update vs '2nd visit required' Yes/No data item.

4 Data requests numbers

CD confirmed 6 Wholesaler and 2 Retailer responses received thus far and requested other members respond with numbers to provide business case for which processes are included moving forward.

5 AOB

CD ran through SF's query on LVI users and archiving of historical closed ORIDS 12 months after closure.

SF confirmed noticing repeat requests for items already responded to over 12 months ago.

MOSL previously confirmed ORIDs closed over 12 months ago are auto archived due to data protection/GDPR requirements and cannot be retrieved.

SF requested longer timeframe as repeat requests can be submitted more than 12 months later. The same principle can be applied in respect of customer complaints which may require older data.

Members generally agreed with the above and recommended should be maximum time permitted under GDPR regulations. HVI users also acknowledged this should be the case.

MOSL to review with legal team as to option for longer timeframe on the retention period.

CD ran through query raised by AH, if Wholesalers could be provided with the ability to recall/cancel a request for information request as details may have been sourced elsewhere e.g., direct from customer.

CD noted will be added to the backlog as an important item however highlighted remaining processes will be prioritised over the backlog.

Retailers requested if option provided to Wholesalers it should notify Retailers to prevent them chasing for details.

CD noted preferred approach would be to add .W version of T204.W and T218.W

Next meeting scheduled for 18 April will continue with I process.

6 ACTIONS

0321/01 MOSL to review and revert as to possibility of adding additional data item of 'self-reconnection' and past date on date of reconnection.

0321/02 JO to share list of data items with members following the meeting.

0321/03 CD to review if £0 quote can move directly on SLA11-4 for Permanent disconnection.

0321/04 MOSL to review and revert with regard to potential code update vs '2nd visit required' Yes/No data item.

0321/05 MOSL to review with legal team as to option for longer timeframe on the retention period.