

Operational Advisory Group (OAG)

18 April 2023 meeting

Minutes



Operational Advisory Group

Minutes of 18 April 2023 meeting

Attendees

OAG members and guests

- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Daniel Proctor (DP)
- ◆ Deborah Bennett (DBe)
- ◆ Durga Gurung (DG)
- ◆ Gemma Williams (GW)
- ◆ Helen Bennett (HB)
- ◆ Jeremy Lunn (JL)
- ◆ Karen Hardaker (KH)
- ◆ Lauren Walsh (LW)
- ◆ Mary Porter-Chorley (MP)
- ◆ Matthew Garfield (MG)
- ◆ Noel Bradley (NB)
- ◆ Pam Nash (PN)
- ◆ Paul Baker (PB)
- ◆ Rebecca Watson (RW)
- ◆ Rosemary English (RE)
- ◆ Sarfaraz Yousaf (SY)
- ◆ Sian Forward (SF)
- ◆ Tom Wells (TW)

MOSL

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

Meeting notes

1 Welcome

CD welcomed members and confirmed the agenda.

2 C7 update

OR provided an overview of the C7 submit and complete transaction processes noting using the example of Retailer submit however Wholesaler submit mirrors this.

DM queried if VOA and/or UPRN are mandatory during submission, OR confirmed not mandatory however can be added if known.

OR highlighted the help text for each field and noted the requirement to put a space in the field if not known which will be detailed in the accompanying code documentation.

OR confirmed the proposed VOA and UPRN reason codes noting they are similar and they are optional in the first instance but the reason becomes mandatory on choosing.

OR ran through the C7 complete noting it is a mirror image of the submit.

DM queried data item 'charge to retailer' highlighting the preference to retain this data item as useful to know if a Wholesaler is intending to charge for a service.

CD responded the data item will be retained and noted it will not affect how primary and non-primary charges function.

3 I process (disconnections)

CD provided an update, running through the draft high-level process flow for comment.

CD confirmed will be for water SPID only and both Wholesaler and Retailer initiated as previously discussed.

CD queried if the Metered or Unmetered question is required or can the data be sourced from CMOS? MOSL proposal, for ease; populated from CMOS and will show all meters/service components.

Following discussion and due to varying service components on meters e.g., assessed and metered on same SPID members generally agreed to include the question to accommodate these cases with data pre-populated from CMOS to deselect from.

Wholesaler members confirmed single charge for one visit when actioning disconnections.

CD enquired if the question 'Number of supplies to be disconnected?' should be included.

Members agreed only required if not included in previous question.

CD highlighted .W transaction will ask is customer aware and for .R transaction have disconnection criteria been met.

CD noted a few new Proposed state transitions including Powerofentry, Quoteproposed, Pdiscinprog – not quote required.

CD reconfirmed the SLAs for Disconnections

Proposed SLAs table:

Temporary Disconnection (standard)

12 BDs viability check (site visit) and disconnect.

Deferrals enabled

Total max for non standard 12 BDs

Temporary Disconnection (non- standard)

12 BDs viability check (site visit & submit non-standard quote)

12 BDs to disconnection post accepted quotation

Total max for non standard 24 BDs

Permanent Disconnection (non- standard)

12 BDs viability check (site visit & submit non-standard quote)

30 BDs post Permanent Disconnection progressing (Pdiscinprog)
Total max for non standard 42 BDs

CD asked members if the quote proposed process was required in respect of the 'power of entry' transaction.

Members generally agreed as warrants for entry are stipulated in the charges scheme and the Retailer would be liable for these charges this would not be required. However, members noted would not want a blank cheque book and an index of average charges for non-primary would be useful and could be produced by the RWG for reference. Members also highlighted I respect of non-payment warrants it may be more cost effective for the Retailer to use litigation as opposed to power of entry.

CD noted need the ability for Wholesaler to notify if not prepared to use the power of entry. To be considered as an option when completing a transaction.

4 Assessment grouping (H3, H4 & H5)

CD ran through the proposed grouping for 'Assessment' noting implementation will be during FY 2024/25.

CD displayed the draft 'To Be' process flow confirming will be raisable against either Water or Sewerage SPIDs and will be both .R and .W versions.

Members generally agreed no other 'Reasons for request' outside of those detailed.

CD noted 'Date of last request for any assessment' will only permit past dates.

CD proposed only including 'Average annual full-time equivalent' data item as opposed to including 'No. of full-time employees, no. of part time employees and no. of seasonal employees with a calculation as well.

Members generally agreed full time equivalent is sufficient.

Members generally agreed the proposed valid set relating to type of usage is appropriate.

Members generally agreed for 'Estimate volume of other water use ' it would be useful to include guidance as to what should be included and per day usage followed by hours per week worked at site.

Members noted 'effective from date' useful to retain however not compulsory.

DM noted may be useful to have data item, what is the primary use of the premise and if it is mixed use.

Wholesaler members agreed the above data items suggested by DM would be useful.

For current H4, H5 process 'Physical meter size' and Chargeable meter size' are asked on the form, CD queried if this should be retained.

Members noted only required when customers query assessed charge by meter size.

In respect of surface water CD noted will be included in process C5 as it's deregistration of a service component the same applies for highway drainage. In a similar manner trade effluent will be dealt with under the G processes.

CD noted only the data items were available for the complete process at this time.

CD displayed the State transitions noting new ones added for this process.

5 AOB

CD ran through the requested AOB items:-

- What tabs in CSD0301 XLS are used by you?
- What is the required retention time frame/retention period? Need – business case.
- Deferrals and when they can be used in a G2 process?

CD asked members what they use CSD0301 for and what would be the minimum requirement for a CSD0601 version and asked members to review and revert.

CD noted OAG members requested longer timeframe for the retention period highlighting need to know what the required period is and why it should be lengthened from 12 months.

CD requested members review and revert.

DM enquired if lengthening the timeframe incurs a cost and if so, what would this be and would this limit system effectiveness.

CD to enquire and provide details.

DB introduced the AOB regarding the deferrals, noting agreed only recommended for use when Wholesaler needs to refer to outside agency however occasions happening with only a few days left of SLA.

DB requested MOSL provide guidance as to how and when deferrals should be used and regarding the back dating of deferral dates for G2 (Merged).

CD to reconvene TE sub-group to discuss the above

Next meeting scheduled for 16 May will continue with I process, H3, H4 & H5 grouping and first look at notifications grouping.

6 ACTIONS

NO	Action required	Action by	Action Date
18/04/23 - 01	CD to set up one off TE meeting to review guidance as to how and when deferrals should be used and regarding the back dating of deferral dates for G2 (merged)	CD	16/05/202
18/04/23 - 02	OAG members to revert what they use CSD0301 XLS version for and what would be the minimum requirement for a CSD0601 version.	ALL	16/05/202
18/04/23 - 03	Report back on Request retention period to be extended. Cost and system effectiveness.	CD	16/05/202
18/04/23 - 04	OAG members to revert their reason for a period the Request retention period should be extended too? Need to evidence and rationalise the new period if challenged. Report back on Request retention period to be extended.	All	16/05/202