

Operational Advisory Group (OAG) extra

6 June 2023 meeting

Minutes



Operational Advisory Group

Minutes of 6 June 2023 meeting

Attendees

OAG members and guests

- ◆ Bryony Cameron (BC)
- ◆ Daniel Proctor (DP)
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Durga Gurung (DG)
- ◆ Emona Pepaj (EP)
- ◆ Gemma Williams (GW)
- ◆ Helen Bennett (HB)
- ◆ Mary Porter-Chorley (MP)
- ◆ Nicola Spiller (NS)
- ◆ Nick Butt (NB)
- ◆ Noel Bradley (NB)
- ◆ Onkar Singh (OS)
- ◆ Paul Baker (PB)
- ◆ Rebecca Watson (RW)
- ◆ Rosemary English (RE)
- ◆ Sian Forward (SF)
- ◆ Tom Wells (TW)

MOSL

- ◆ Chris Dawson (CD) – Chair
- ◆ Jacquelyn Gibson (JG)
- ◆ Monica Falasca (MF)
- ◆ Lisa-Ann Lott– notes

Meeting notes

1 Welcome

CD welcomed members and confirmed the meeting agenda.

2 Disconnections

JG introduced the process flow for the grouping.

SF enquired on submit for Retailer – disconnection requested by customer; does this include information confirming customer is aware customer will not have access to connection and will require a new connection to be made to have access to water. **JG to add to form to ensure declaration available noting however unlikely to relate only to permanent disconnection but can be noted as such.**

SF highlighted the above is often not clear by credit control departments requesting disconnection as to the implications.

JG noted state transition of ‘permanent disconnection in progress’ initiates 30-day SLA. This also enables the additional information to be provided.

JG also highlighted Retailer can raised a 'power of entry request' and this is only accessible via site visit not completed. JG noted 'power of entry request' built to accommodate other Bilateral requests and thus more generic wording. CD noted at present codes only permit entry for this purpose however may change in future.

JG noted 'we accept all power of entry associated costs' must be ticked otherwise will not be able to update request.

SF enquired are site visit not completed completion codes being updated to include 'not completed' to enable 'power of entry' module to be accessed. JG confirmed reason codes have been updated to include 'customer refused entry'. JG further confirmed site visit not completed must be used to access these. CD noted it is a requirement and shows due diligence in the process.

3 Assessment grouping (H3, H4 & H5) update

JG ran through a re-cap on the grouping.

DG enquired as to why the unmeasured has been included in the H3. JG confirmed OAG members had indicated unmeasured should be included.

JG provided an overview of the process flow noting the process does require a SPID and begins with the standard SPID search.

DG enquired if a simple review of the data was being requested or a change. JG confirmed requesting a review with a view to making a change.

DG raised the point; customers are requesting a review and therefore calling it a change may be confusing as a change is not guaranteed.

CD noted the confusion however H3 should only be used as the code states for a retailer wanting to move a customer from unmetered to assessed directly without applying for a meter. However, to provide a route for the process to have unmeasured reviewed it is included here.

Following discussion CD noted wording can be included to indicate when the B1 process should be utilised instead of the H3. CD/JG to arrange a poll to determine if function should be included in H3 or worded to use B1.

DM noted the above will need to accommodate the operational timeframes if included in H3.

JG noted a list of possible tariffs is not being provided in the dropdowns as too many options exist so a free text field has been included instead.

Retailer members noted the proposed tariff free text and agreed it should be treated as an indication to the Wholesalers.

Members generally agreed the free text field should be optional as Retailers may not know which tariff to propose however where left blank additional information will be requested.

JG ran through the state transitions.

4 B10 review

CD ran through recommendation for B10 moving forward (Wholesaler request installation or change of meter performed by the Wholesaler). CD noted recommendation to split into two parts; individual meter installs (B1 & B7) and programme of works (merge with D2)

CD noted the above recommendation would be more cost effective for trading parties and will have a shorter build time.

CD displayed the proposed B1.W and B7.W and the associated SLAs.

SF noted where meters fail numerous times site visit required to establish why and whether meter size is appropriate. Customer is then informed if charges are required to install appropriate meter.

CD noted the above may constitute a water fittings breach and could therefore be used in discussions with customer.

JG noted if B1.W and B7.W are mirrors of the Retailer versions these will include quote proposed and thus could accommodate the above.

MP noted B10 used when sending teams out to locate a meter and finding it either missing or broken and thus a good idea to create in this format.

NS & DM noted contact details are requested and often logger information if not shown on CMOS and thus can be a 'back & forth' transaction. NS also noted where planned works notification provided could be up to 6-8 months in advance of works being undertaken. Thus, would need to be a key feature of a future D2.

CD noted the above would not contravene the codes as notification being provided with sufficient advance notice.

CD noted D1, D2, D3 group for emergencies has not been planned for the hub at present and future discussions with the OAG will be to establish the use of other systems such as DigDat and where this sits in complement to the Bilaterals Hub.

CD to propose a draft edition of D2 to incorporate B10.

DM highlighted the government initiative NUAR which may impact on the emergency contact details required.

5 AOB

CD highlighted 2 tickets created recently the first of which was related to H1 and the effective to date noting it is currently mandatory. Members generally agreed, where necessary, to enter

a long date. Members noted the form requests date if known but the hub contains a mandatory field.

MOSL to review and revert.

The second ticket related to evidence for C5 process. Members generally agreed evidence should not be mandatory as trying to simplify process for customers and should additional information be required this can be requested.

6 ACTIONS

NO	Action required	Action by	Action Date
1	JG to add to form to ensure declaration available noting however unlikely to relate only to permanent disconnection but can be noted as such.	JG	20/06/2023
2	Following discussion CD noted wording can be included to indicate when the B1 process should be utilised instead of the H3. CD/JG to arrange a poll to determine if function should be included in H3 or worded to use B1. DM noted the above will need to accommodate the operational timeframes if included in H3.	CD	18/07/2023
3	CD to propose a draft edition of D2 to incorporate B10.	CD	20/06/2023
4			
5			
6			