

Operational Advisory Group (OAG)

18 July 2023 meeting

Minutes



Operational Advisory Group

Minutes of 18 July 2023 meeting

Attendees

OAG members and guests

- ◆ Amy Hector (AH)
- ◆ Bryony Cameron (BC)
- ◆ Chris Williams (CW)
- ◆ Daniel Proctor (DP)
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Deborah Bennett (DBe)
- ◆ Emona Pepaj (EP)
- ◆ Heather Lamb (HL)
- ◆ Helen Bennett (HB)
- ◆ Jeremy Lunn (JL)
- ◆ Lauren Walsh (LW)
- ◆ Matt Garfield (MG)
- ◆ Mehul Brahmhatt (MB)
- ◆ Noel Bradley (NB)
- ◆ Onkar Singh (OS)
- ◆ Rosie Milsom-Dyer (RM)
- ◆ Tom Wells (TW)

MOSL

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

Meeting notes

1 Welcome

CD welcomed members and confirmed the meeting agenda.

2 Accredited entities

JG enquired if Wholesaler opted into the AE scheme were on the call and Retailers who use an AE, sufficient members confirmed leading JG to run through process groupings intended to be included.

JG highlighted the intention to create one Hub form for Accredited entities with the option to select which process.

JG further confirmed intention to include B2, B4, B6, B8 and B9 relating to metering activities in addition to I2 & I6 related to disconnections and I9 & I12 related to reconnections.

JG ran through the volumes of the transactions as at present, noting very low numbers and the desire therefore to build a simple, cost-effective process within the Hub.

JG ran through the current process highlighting where items are mandatory and the transactions available e.g., advance notice for B8.

JG highlighted the opt-in nature of Wholesalers allowing Accredited entities to undertake works.

JG noted the complexity of building all the required 'branches' of the various processes and ran through queries to establish what is required in the Hub and when: -

Is advance notice necessary?

Members generally agreed it is necessary and should be mandatory for disconnections. Members highlighted it is particularly sensitive for shared supply where disconnecting the non-household customer could impact a number of other household supplies. Members highlighted though this information is not always known at present, and this is likely to change with the advent of smart metering thus the system should be future proofed to accommodate any changes.

Members noted not all wholesalers have mandatory advance notice and some, once content on level of service, remove the requirement for advance notice. CD recommended, from a process perspective, to add into the process flow either advance notice or request assistance.

CD/JG noted there is a need for wider industry discussion on the use of accredited entities.

Is a financial contribution request required?

JG noted will not be included for those processes for which it is not relevant.

Members generally agreed to include and at 'advance notice' stage but not required for disconnections only for the metering processes.

Is a Wholesaler assistance request required?

Members generally agreed to include and at both 'advance notice' and 'completion notification' stage e.g., reattach logger.

DM enquired what processes AE could be extended to e.g., C1 as most used and least technical process.

CD noted need to future proof AE should there be a need to add other processes however should be discussed more widely as to use of accredited entities.

JG noted disconnection for non-payment and disconnection for customer request are separate processes within the codes for accredited entities however these have been consolidated into one process for non-accredited entities and thus the same will be applied for the form.

JG enquired if B8 and B9 relating to meter exchange can also be combined as B8 relates to size and location and B9 for any other reason provided the information relating to the exchange is still captured. Members generally agreed to this approach.

CD enquired if the RWG group reviewing this is still meeting. NB to confirm.

3 F7 General enquiries

CD ran through the F7 (previously referred to as J1) general enquiries, beginning with the process flow noting this is a no-SPID process.

CD displayed an extract from the proposed revised OSD 0707 overview regarding F7 noting the intention to ensure the process is not utilised as a shortcut for any other process.

CD enquired if there are any processes which could also be included within F7.

JG noted 'system limitations' should be more detailed within the codes to ensure trading parties do not use where they do not have a mandatory item to submit.

DM noted F7 should not solely be regarding reactive services on occasion Wholesaler provide upfront notifications of details sent out to customers of which not all are covered by the operational term processes e.g., when a customer has been served notice of a water industry act fine and this type of tampering must be notified to the Retailer.

CD agreed to add wording relating to 'notification of contact with a customer that is not already covered in the operational terms'.

DM elaborated stating 'any type of notification that the wholesaler has the responsibility to serve'.

DM recommended for future proofing the inclusion of data handovers e.g., alarm data.

NB noted currently market messages containing spreadsheets of data are being shared outside of the hub and it would be useful to include this within F7.

OS confirmed F4 for customer-initiated enquiry and F7 to be used for Retailer initiated. Members noted at present various systems and non-hub methods are used for these enquiries which trading parties are seeking to descope.

DM noted it would be useful to have a data item which indicates which type or by when the notification/enquiry needs to be dealt with. CD to investigate further. Members discussed the possibility of using a free text field to facilitate this.

4 AOB

4.1 Retention period

CD confirmed will be increased to 16 + 8 months = 3 years 8 months as includes ability to issue a final bill post RF.

DM enquired if 6-year retention outside of the Hub was no longer an option. CD confirmed avoiding an additional login/2 screen approach was considered not to be workable and will degrade user experience.

DM noted trading parties could retain data further if desired. JG highlighted the risk of retaining data outside of the Hub retention periods.

DM & OS requested a review of the codes to establish if retention period is detailed as an obligation in particular in regard to use of the Hub.

HC noted from a GDPR perspective there is no restriction on retention of data provided you have a legal right to use that data hence MOSL retaining for 3 years 8 months as this relates to the maximum amount of time a dispute would be raised within.

OS enquired what happens to the data after this period. CD confirmed it is wiped.

Otherwise, members raised no objections.

4.2 H1 customer form

CD noted a trading party had raised a query regarding the leak allowance form – should there be a meter read on date of repair field? CD noted ‘first meter read’ field should be used for this purpose.

DM noted should be clarified ‘first meter read’ must be taken on ‘date of repair’ or ASAP following this.

Members noted two further reads are required post the date of repair read to ensure a leak has been repaired.

CD agreed to amend the form to include meter read on date of repair to ensure sufficient reads are taken.

4.3 CAG membership

CD reminded members the deadline for CAG membership nominations has been extended to Friday 21 July, noting more vacancies than nominations (1 Wholesaler and 3 Retailers)

Next meeting scheduled for 15 August.

5 ACTIONS

NO	Action required	Action by	Action Date
01	CD agreed to add wording relating to ‘notification of contact with a customer that is not already covered in the operational terms’.	15/08/2023	19/07/2023
02	CD agreed to amend the form to include meter read on date of repair to ensure sufficient reads are taken.	15/08/2023	