

## Operational Advisory Group (OAG)

15 August 2023 meeting

**Minutes**

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Operational Advisory Group

Minutes of 15 August 2023 meeting

## Attendees

### OAG members and guests

- ◆ Annie McBride (AB)
- ◆ Becca Watson (BW)
- ◆ David Buchan (DB)
- ◆ David Moss (DM)
- ◆ Deborah Bennett (DBe)
- ◆ Durga Gurung (DG)
- ◆ Emma Pratt (EP)
- ◆ Heather Lamb (HL)
- ◆ Helen Bennett (HB)
- ◆ James Sands (JS)
- ◆ Jeremy Lunn (JL)
- ◆ Kerrie Moon (KM)
- ◆ Matt Garfield (MG)
- ◆ Noel Bradley (NB)
- ◆ Rosie Milsom-Dyer (RM)
- ◆ Suzannah Maddock (SM)
- ◆ Tom Wells (TW)

### MOSL

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

## Meeting notes

### 1 Welcome

CD welcomed members and confirmed the meeting agenda.

### 2 H3. W

JG ran through the current code stipulations relating to H3 noting CAG had recommended review by OAG as contains scenario/s not currently included within the build.

NB noted 33. W raised in past year and 10. R's received notifying change of occupier e.g., corner shop to a hairdresser and thus no longer basic charge and decision made in relation to the SPID.

JG displayed example screen shots to enable members to review.

NB highlighted may not have all information shown on screenshot and may require further details from Retailer however will have details of charging changes/banding.

DG confirmed receipt of need for changes received either from own team's work on site or from Retailer and further confirmed on occasion additional information required from Retailer e.g., how many seats within a restaurant as opposed to simply number of employees.

JG confirmed the above is available and the query is whether the Wholesaler, on finding the charging situation is incorrect has a requirement to enter this themselves and request further details from the Retailer where needed.

KM noted the form no longer provides for YVE, JG confirmed this is as a result of previous OAG discussions and an additional information box is provided.

CD confirmed the calculations used on the basis of the current required information noting not all hairdressers/restaurants etc are the same.

KM noted small number of transactions each year perhaps 10/15.

DM highlighted very narrow process with low numbers for Wholesalers and generally processed on the back of another process within the hub that requires a site visit.

JG summarised from meeting and emails received prior noting sole Wholesaler initiates themselves normally when having visited site and requiring banding/charging changes e.g., rateable value as opposed to assessed.

HL confirmed 53. Ws initiated in last year when unable to fit meter and confirming moving to rateable value and only seeking confirmation from Retailer not further information.

MG noted very low volume and off the back of another meter installation e.g., C1, B5.

DM enquired if should remain within code. JG confirmed seeking to establish if needs to be incorporated into the Hub.

JG/CD noted the fields are currently mandatory for both Retailer and Wholesaler however Wholesaler may not be in a position to complete.

NB enquired if 'zero' could be placed in the boxes by the Wholesaler in order to submit the transaction. JG confirmed this could be done to enable additional information to be completed requesting the correct numbers from the Retailer.

JG confirmed the process has been built to reflect the feedback received.

### 3 Misc processes update

JG ran through the Misc. process grouping confirming slight changes to the grouping. B processes included will be merged in the code as 'B12' and the form in the Hub will enable the choice of which process within given how low volume each process was.

**F7 process sub-categories being refined by MOSL and will be confirmed via email.**

E processes removed from grouping e.g., drought and now in 'Planned & Unplanned Events' which is being reviewed by sub-group.

Given the above removal of the E processes the 'notification only' option has also been removed as not required.

JG shared high-level process flow confirming no longer simply a no-SPID process can now be raised against a single SPID.

JG confirmed the data field 'impacted SPIDs' is 1024 characters approx. 70 SPIDs.

**DM enquired if 'number of SPIDs' could be added back or instead of 'impacted SPIDs' which could be provided as an attachment, to the process flow as enables work programmes to be scheduled also provides validation of number of SPIDs provided in the attachment.**

**Members generally agreed, noting attachments will be used in preference. MOSL to update.**

JG ran through draft screenshots for both no SPID and SPID process noting on process selection screen Wholesalers and Retailers will only be able to select request types they are enabled to initiate.

JG noted bespoke questions not built for B12 given the very low volumes and will require a form to be attached to support the request.

JG highlighted for breach/non-compliance date field only shows on selecting 'Yes'.

JG further noted for general enquiry options are provided in a drop-down to prevent all being added as 'other'.

**DM enquired if where Water SPIDs are listed will the trading party be asked for the sewerage SPIDs also and will the form be templated in order to ensure the relevant information is all provided in a similar manner to those proposed for planned/unplanned. MOSL to review and revert.**

JG noted above could be provided in future not essential for initial build.

#### 4 Accredited entities

JG ran through details for discussion noting previous discussions had been reviewed with RWG AE sub-group Chair and CAG.

JG reminded members of the processes to be included within the grouping (B2, B4, B6, B8, B9, I2, I6, I9 and I12) noting view of CAG members B8 advance notice only should remain mandatory.

JG highlighted F7 will be used for optional advance notice and financial contribution/wholesaler assistance as opposed to Accredited entities.

JG ran through the high-level process flow reminding members again of the low volume of transactions relating to metering activities.

**JG enquired if the disconnection/reconnection type data field is required in Accredited entities to mirror the current disconnection/reconnection process.**

**Members generally agreed the above should be included.**

**DM noted Accredited Entities on occasion find customer has reconnected themselves and report this back and therefore DM recommended 'customer reconnected' added as reconnection type.**

JG noted above could be included on Accredited Entity however will need to be actioned via reconnection process if directly established by the Wholesaler themselves.

JG ran through complete process noting consistent with other processes.

JG displayed the two SLAs relating to the AE processes noting neither is related to OPS and therefore neither is chargeable.

**DM enquired as to why AE1-2 is not chargeable. CD confirmed currently does not attract OPS however MPS applies. DM further noted potential impact to customer. CD reminded members of current MPF reform programme and would be for the programme to decide.**

JG ran through state transitions noting Retailer raised only as advising Wholesalers. Presently process does not include deferral option.

**Members generally agreed deferral option required relating to 'info request'.**

**Wholesaler members generally agreed need to include additional information required.**

JG noted comments and auto close/timeout included as per other processes.

PB enquired as to why B8 could not be included in general enquiry. JG confirmed only accept or reject within general enquiry however B8 requires 'accept with stipulations'.

**Members generally agreed B8 should remain within the Hub without adapting the current functionality e.g., within AE noting in the code where rejected additional information must be supplied. Members noted other processes e.g., smart metering/loggers may be required in future which could be added also.**

## 5 G4

CD confirmed further sub-group meeting scheduled Tuesday 29 August 1100-1200 and requested feedback on proposed headline changes prior to meeting.

## 6 AOB

### 6.1 Deferrals clarification

MF ran through the transactions allowed whilst request are in a deferred status and the effects on the request activity or deferred status.

MF highlighted the sections from OSD 0701 relating to the above and enquired if the details sufficiently cover the rules in place for deferrals.

NB highlighted the auto close functions needs to be captured within the wording.

**DM recommended including the table of transaction and effect within the code documents. CD advised a table had been provided previously and removed at Trading Party request.**

**MOSL to review table format with a view to including again.**

DB enquired if deferral would automatically happen when a request is submitted to the Retailer. CD confirmed no plans to add to the hub at this stage and had been reviewed by OAG previously.

### 6.2 Transfer scenarios

JG enquired when a volume transfer occurs currently anything on a SPID transfers whereas a no-SPID does not, would members want no-SPID requests to transfer also?

Members generally agreed the no-SPID ORIDs should transfer also.

### 6.3 Data shared on misc. processes.

**JG noted MOSL legal team have requested details of the type of data which will be included int the attachments and free test fields in misc. processes. Feedback to be requested following the meeting.**

### 6.4 Day zero

**JG confirmed Day zero for all processes will be aligned to C5 and therefore will start on day process is initiated and will be included in the September release.**

**JG to confirm if solely moving forward rather than retroactively applied.**

Next meeting scheduled for 12 September.

## 7 ACTIONS

NO	Action required	Action by	Action Date
18.08.20 23/01	Templated excel for process other than B12	15/09/20 23	
18.08.20 23/02	Members generally agreed B8 should remain within the Hub without adapting the current functionality e.g., within AE noting in the code where rejected additional information must be supplied. Members noted other processes e.g., smart metering/loggers may be required in future which could be added also.	15/09/20 23	
18.08.20 23/03	JG noted MOSL legal team have requested details of the type of data which will be included int the attachments and free test fields in misc. processes. Feedback to be requested following the meeting. <b>OAG members</b>	15/09/20 23	