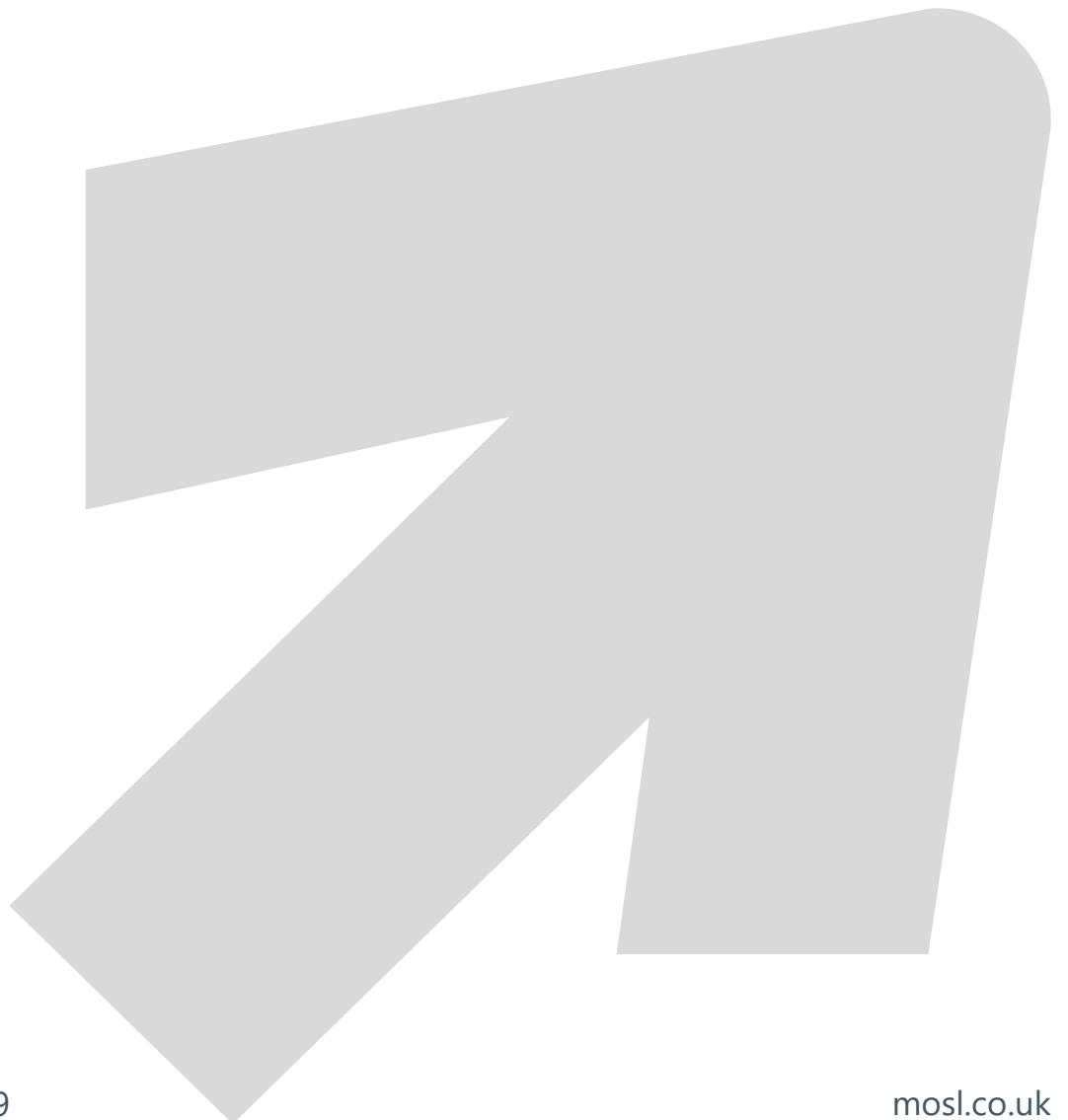


Operational Advisory Group (OAG)

Date and time: 21 November 2023, 1100 - 1300

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC		Melanie Sugden	MS	Water2Business
Chris Williams	CW	Thames	Nick Butt	NB	Conservaqua
Daniel Proctor	DP	Waterplus	Paul Baker	PB	Business Stream
David Buchan	DB	Castle	Pam Nash	PN	C&C
David Moss	DM	Castle	Rosie Milsom-Dyer	RM	Wessex
Emily Jerrome	EJ	Water2Business	Sian Forward	SF	Northumbrian
Heather Lamb	HL	UU	Charlotte Miles	CM	Thames (part of mtg)
Helen Bennett	HB	Southern	Syndiso Bango-Dube	SB	Waterscan
Jacob Head	JH	Water2Business			
Jeremy Lunn	JL	Thames			
Karen Hardaker	KH	Loop			
Lauren Walsh	LW	Northumbrian			
Mary Porter-Chorley	MP	South Staffs			

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Huw Comerford	HW	Observer
Jacquelyn Gibson	JG	Presenter	Monica Falasca	MF	Observer
Lisa-Ann Lott	LAL	Notes			

1.	<p>Welcome</p>
	<p>CD ran through the agenda confirming two main agenda items; accredited entities and phase 14 updates followed by the templates for unplanned and the upcoming cadence of meetings.</p>
2.	<p>Accredited entities update</p>
	<p>CD ran through an update on accredited entities confirming the sub-group had already seen the suggestions and agreed them.</p> <p>CD noted currently eight processes within accredited entities which will be turned into two processes within the operational terms; J1 advanced notice of activities and J2 notification of activities completed.</p> <p>CD highlighted the intention to futureproof accredited entities despite the low number of transactions and the intention to simplify the codes by creating only two processes.</p> <p>DM suggested using the wording ‘activities planned’ as opposed to ‘activities performed’, CD to update wording.</p> <p>CW suggested also updating second process to ‘activities completed’, CD to also update.</p> <p>JG noted the processes were in different sections of the codes as some were B processes and some were I processes and these will all now be under the J processes and brings all accredited entity related processes together in one place.</p> <p>CD highlighted some wholesalers do not require prenotification of work by accredited entities and few transactions are processed each year therefore the J1 process was not intended to be added to the Bilateral Hub separately but be added to the F7 process instead. CD enquired if OAG members wanted MOSL to continue and add it to F7.</p> <p>CD ran through the consequences of adding J1 to F7:</p> <p>F7 cannot be amended to accommodate prenotification however it can be added to the code as to how to use the prenotification within F7 with the wholesaler accepting or rejecting the request.</p> <p>JG noted considerations in respect of accredited entities including prenotifications included whether wholesalers wanted to provide permission to proceed or simply receive notifications highlighting discussions had indicated few wholesalers engaged in those conversations.</p> <p>JG highlighted for those processes where the retailer is seeking assistance or financial contribution the F7 process will contain a category called accredited entities and accredited entity enquiries.</p>

CD noted the benefit of processes being actioned via the Hub.

DM enquired if the accredited entity process has an action where the wholesaler can accept or decline. CD confirmed two processes, where retailer prenotification is required, retailer must use J and J2 processes where the wholesaler does not require prenotification the retailer only needs to use J2.

DM further enquired if there is a high use case where wholesalers were likely to decline. JG confirmed none have been noted thus far.

CD/JG ran through the two options for J1; either add to F7 within the Hub or be actioned outside of the Hub and detailed in the code only.

CD ran through the process flow should J1 be added to F7 noting the accredited entity enquiry. CD also ran through the J2 process flow.

JG confirmed the only specific data items for this process are the activity date or the date the work was carried out and completed all other information is to be captured on the accompanying form. Should the process increase in number consideration can be given to amending the Hub to accommodate capturing that data.

CD confirmed the current process requires submission of the form twice should a prenotification be required by the wholesaler.

DM enquired as to which dates are being captured in the Hub and whether an accredited entity would do survey work prior to actioning a meter exchange and should this also be captured.

JG confirmed currently requesting minimal information in the Hub due to low transaction volumes. **DM suggested recording the different dates to enable comparison between how long an accredited entity takes to action a process versus how long it takes a wholesaler.**

JG noted the suggestion by DM however will need to be added to backlog for future review should number of transactions increase. MOSL to review and revert with implications in respect of cost and delivery date by adding to build immediately.

CD reminded members of the state transitions relating to J2 noting no deferral option and only retailer raised.

CD ran through the changes to J1 SLAs relating to J1 highlighting meter change pre-notification reduced from current 10BD to 5BD in line with other processes (J1-1a).

	<p>CD confirmed 10BD response from wholesaler for meter change has also been reduced to 5BD (J1-2a).</p> <p>CD updated members on SLAs for J2 highlighting CMOS SLAs aligned to 3 BDs.</p> <p>CD ran through details of the AE applications forms; Metering application form, Disconnection Application form and Reconnection Application form noting which process they will be required to be submitted alongside. CD to forward copy forms for review to members.</p> <p>DM enquired if the forms would differ from those currently utilised. CD confirmed data items relating to processes which had been incorporated into the Hub such as B1 & B2 have been removed otherwise forms are very similar to those already used.</p> <p>DM queried the available format for the forms within the Hub noting an editable pdf would be most useful. CD confirmed editable pdf will be an available format.</p> <p>CD requested a decision from members on whether J1 processes should be entered via the Hub or remain outside the Hub.</p> <p>OAG members generally agreed J1 should be updated through the Hub.</p>
<p>3.</p>	<p>Phase 14 update</p>
	<p>JG provided an update on Phase 14 prioritisation.</p> <p>JG noted approx. 100 items and every item had at least one vote and this did not change with the latest additions.</p> <p>JG confirmed reviewed against retailer v wholesaler and LVI v HVI, scores have been normalised and a slight change had been made to the prioritisation. JG detailed the revised order and confirmed it will be provided to members following the meeting.</p> <p>JG noted overall score will be used to determine the ranking for moving forward however sizing will still be required to establish which items can be delivered within remaining timeframe and budget. JG highlighted will also be compared with requirements of other improvement programmes such as the need from the Market Performance Framework to have Bilateral Hub reporting.</p> <p>JG noted despite only 10 items shown at the meeting should there be capacity to include more than 10 requests from the backlog this will be the case.</p>

JG further confirmed scoping of each will include discussions with OAG to ensure understanding of market requirements.

JG confirmed complete list including scoring will be provided to members.

JG displayed a selection of the top ranked items and walked members through four items in more detail.

JG noted two requests come in line with each other; wholesaler to wholesaler and retailer to retailer functionality and the use of the Bilateral Hub for challenges between retailers on transfer reads which is interdependent.

JG queried if wholesaler to wholesaler and retailer to retailer is exclusive to challenges on transfer reads or would benefit other communications.

JG suggested could be used where one retailer has the water SPID and another retailer has the sewerage enabling information to be passed across when one is notified the customer has moved in or out.

EJ noted useful for transfer reads and allowances and whether allowances had been granted prior to the customer transferring. Additionally, prior history when a customer has transferred to prevent new complaints on the same topic being raised when a previous complaint has been closed.

DM noted the above would fit within the requirements of an escalations process.

CD noted including an escalations process would present 2 opportunities at once.

JG confirmed escalation process would require retailer to retailer, wholesaler to wholesaler and retailer to wholesaler communications.

PB noted there are no contracts between retailers nor between wholesalers the contract relates to the Wholesale Retail Code and thus would need to have legal review. MOSL to review and revert.

CW highlighted from a wholesaler perspective when a water SPID was a temporary building supply and now is a premises another wholesaler may contact them to create the sewerage SPID and this communication could be added to the F7 process to prevent generic emails being sent outside the Hub and ensure the details are sent in a prescribed manner across the industry.

CW recommended including escalations within F7 also as an additional option which creates a ticket.

CD noted this could also incorporate vacancy pairing SPIDs.

JG confirmed will be reviewed further given the broad nature of the communications which could be included and the escalations process as well. JG noted intention was to create as a standalone process rather than incorporate across the entire Hub as an option. CD noted this would enable the process to be reviewed from a legal context.

JG moved on to the implementation of data logging/smart meter request process and asked members if this should be a standalone process and is it a retailer to wholesaler only process?

DM noted ad hoc requests from customers re data logging/smart meter information are received as well as standing requests agreed between wholesalers and retailers thus the facility would need to accommodate both.

JG enquired if the request should only be a logger/smart meter request or include the sharing of data.

DM confirmed it would be useful to include both options within the process.

CW noted currently providing data via SWIM however would be useful to have within the Hub to streamline across the market.

JG enquired for auto deferrals if those should be restricted to a specific process or processes.

BC noted this would be useful on info request as currently manually adding the business days and adding the deferral.

CD enquired when should a deferral be removed.

BC confirmed once either info provided or customer info provided is selected it would be helpful if the deferral automatically cancelled.

SF noted customer info requested and request plan proposed along with proposed quote could also be included with the cancellation being actioned when the next step is taken in the Hub.

JG confirmed this refers to certain state transitions as opposed to certain processes. SF confirmed this.

DB highlighted auto deferral must be excluded from the G2 process.

DM noted not certain auto deferrals should be included as may effect high impact requests and create bottlenecks. However, could be used for further information and bulk requests.

	<p>CD noted DM's suggestion and recommended a functionality that allows a bulk submission with the ability to select the list of SPIDs and the start/end times and submit.</p>
4.	<p>Unplanned template/s</p> <p>JG confirmed offline review of the templates will be requested of members.</p> <p>CD noted for members benefit the planned will be delivered through the F7 process whereas the unplanned will be delivered as a separate process following the previous discussions with OAG.</p> <p>JG confirmed summary of previous discussions had been issued to members</p> <p>JG ran through the subcategorizations for E4 and enquired if members thought there were any more. JG requested members advise by email before COB Friday 24 November.</p>
5.	<p>AOB</p> <p>CD provided a forward view of the upcoming meetings and the likely agenda items noting frequency of meetings to increase however with shorter meetings.</p> <p>Members generally agreed to the revised cadence.</p> <p>There being no other AOB CD closed the meeting.</p>

6.	Actions	Action by	Action date