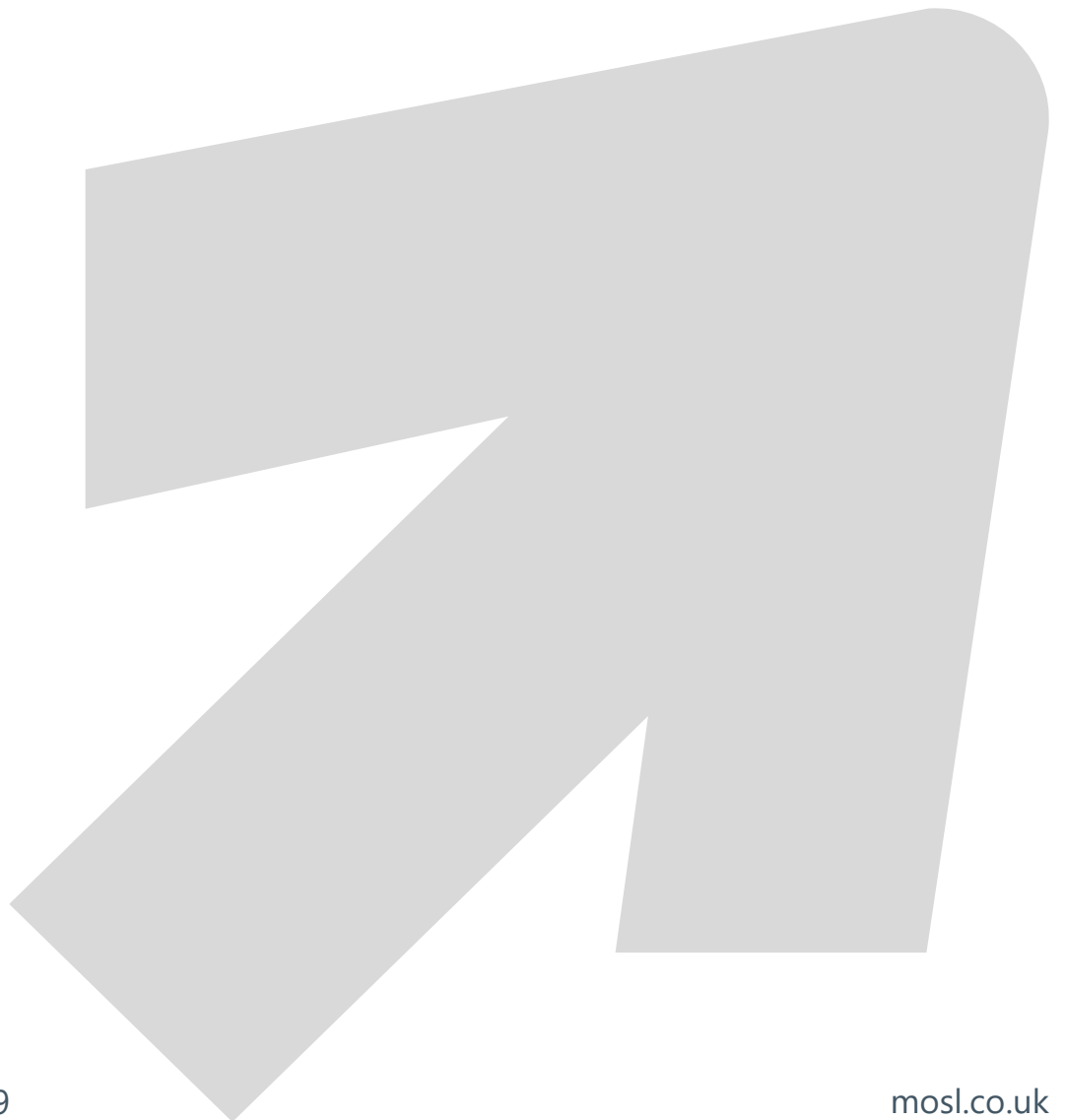


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# Operational Advisory Group (OAG)

**Date and time:** 17 October 2023, 1100 - 1300

**Status of minutes:** Draft



# Meeting Minutes

## OAG members and guests

| Name            | (Initial) | Organisation   | Name              | (Initial) | Organisation |
|-----------------|-----------|----------------|-------------------|-----------|--------------|
| Bryony Cameron  | BC        |                | Nick Butt         | NB        | Conservaqua  |
| Chris Williams  | CW        | Thames         | Noel Bradley      | NBr       | Yorkshire    |
| Daniel Proctor  | DP        | Waterplus      | Rosie Milsom-Dyer | RM        | Wessex       |
| David Buchan    | DB        | Castle         | Sian Forward      | SF        | Northumbrian |
| David Moss      | DM        | Castle         | Tom Wells         | TW        | Southern     |
| Helen Bennett   | HB        | Southern       |                   |           |              |
| Heather Lamb    | HL        | UU             |                   |           |              |
| Jeremy Lunn     | JL        | Thames         |                   |           |              |
| Lauren Walsh    | LW        | Northumbrian   |                   |           |              |
| Matthew Glover  | MG        | Northumbrian   |                   |           |              |
| Melanie Sugden  | MS        | Water2Business |                   |           |              |
| Mehul Brahmhatt | MB        | Waterplus      |                   |           |              |

## 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><b>Welcome</b></p>  |
|    | <p>CD ran through the agenda, confirming two items; accredited entities and planned/unplanned.</p>   |
| 2. | <p><b>Accredited entities</b></p>  |
|    | <p>JG ran through minor amendments made to process and provided screenshots noting the first selection has been renamed from 'request type' to 'activity completed' to reflect this is a notification of work already done.</p> <p>JG highlighted for the complete transaction this mirrors the miscellaneous process and offer only 'action completed' or 'action not completed' and where an action has not been completed there is an optional free text box to complete to explain why.</p> <p>CD confirmed accredited entities and planned/unplanned to be in same drop in June 2024.</p>   |
| 3. | <p><b>Planned/unplanned</b></p>  |
|    | <p>JG provided an update following the additional OAG/CAG meeting which included discussion on the approach to the planned/unplanned.</p> <p>JG noted during discussions on the F processes regarding volume and type of notifications it was recommended a solution of where no action was required (no retailer intervention) notification would be provided in one daily template. Where retailer intervention is required, these would be actioned via the Hub in the formal process. This triggered further discussions on the potential to take the same approach to the D &amp; E processes.</p> <p>JG further noted the recommendation is the process is raised under planned/unplanned where it is specific or can be grouped together for SPIDs which relate to a specific process. All other items will be covered under the once-a-day templated notifications as retailers had expressed the desire to continue to receive all notifications but in a templated format for ease of use.</p> <p>JG confirmed misc. process help text and the codes have been updated to reflect the above.</p> <p>JG noted two templates required one for the general notifications (F7) and one for the specific and need to detail what information should go into the fields.</p> <p>CD reiterated detail has been added to the codes detailing which process to use and which accompanying template.</p> <p>JG enquired from members what they considered the trigger would be for a process to use the specific route and which would be included on the daily template noting the detail currently within the RWG good practice guide for the D processes.</p> |

JG ran through the relevant wording from the RWG good practice guide to establish which levels would instigate a specific process and which would be included on the daily template.

DM enquired 'what is required from a retailer in terms of taking action?' – does this relate to providing contact details as wholesalers normally source these from publicly available information.

MG highlighted RWG good practice guide been in place for 5 years and created with industry support. MG confirmed not asked for much support as a retailer and thus unlikely to change the actions prescribed in the guide. MG noted D1s & D2s could be included in a daily update as most likely notifications and prevent overwhelming retailers with large volume however D3 may require the specific process and are generally low volume. MG further noted tiers had been developed for the E processes and consideration was given to limiting overwhelming retailers e.g., tier one and tier two requiring prompt notification but tier 3 being included in daily template.

CD raised NBr's point, noting currently the only action requested of a retailer would be for contact details and is rare. NBr noted content with template multiple notification daily template.

JG enquired where no action is required but relating to a sensitive customer would retailers be content to accept these on the daily notification template. MG responded would prefer for sensitive customer notifications to be individual regardless and is considered to be good practice at present.

NBr recommended sensitive customers could be highlighted on the daily template and only those processes that require retailer action passed through as single process.

DM noted separating the needing action/sensitive customers from the daily template would enable opportunities for retailers to treat those interactions differently if needs be.

MG noted this relates to planned events and therefore even sensitive customers could be included on the daily template as likely no action required.

JG summarised for the D processes it relates to action required for specified process route and daily notification can be used for no action required. In respect of sensitive customers could be on daily notification route provided the sensitive customers can be marked.

SF enquired what the turnaround time expectations for the retailers to respond on the specific processes will be noting assistance is normally only requested on unplanned and direct contact is normally made thus concerned when in incident assistance is required in a very timely manner.

JG noted the above highlighted the need for only specific processes to be entered into the Hub.

SF noted planned are BAU however unplanned are likely incidents which require prompt assistance from retailers.

MG noted the processes in the Hub should not supersede the ability to contact the retailer through the 24-hour contact number for support when an unplanned event occurs which requires prompt/urgent support.

JG ran through the tiers detailed in the good practice guide which relate to the D and E processes noting intention not to group in this way for the Hub process requests but to simply group as either action required (separate process) or no action required (daily template).

MG noted good practice guide indicates tier 1 and tier 2 would result in a direct SPID specific communication with the SPIDs listed. Tier 3 was added as a response to the volume of notifications and as it is indicated as within 2 business days could be handled by the suggested daily template.

MG further noted a template was developed with the good practice guide for a daily notification style information to retailers.

NBr noted useful to have all events on one template regardless of their tier as events may move between tiers.

CD noted wholesalers could utilise F7 or F3 for the D processes moving forward should details be required from the retailers and go into the daily report.

SF enquired if daily report would detail which process each items relates to and further enquired in regard to the tiers.

Members noted delays may occur whilst waiting for process coming through and the need to differentiate between tier 2 and 3 as tier 1 would be handled within an incident room and often the incidents impact a sensitive customer.

SF noted each event different and can move from tier 2 to tier 1 and would involve an FTE monitoring the planned/unplanned if being sent through individually and when sent by daily notification to establish what is required.

Members noted the current ways of working, as per the good practice guide, should be incorporated not replaced by the Hub and need to ensure does not complicate the ways of working leading to an increased workload and FTE requirement.

NBr noted both LVI and HVI users will need to enter manually also raised concerns on codifying current good practice when not already detailed within the codes.

CD noted plan to adopt as code the good practice however may not be feasible.

Members noted difficult to specify numbers for size of incident in order to establish which are tier 2 events. Each wholesaler is accustomed to determining which are tier 2 from the current good practice and this should remain.

CD noted to allow for variances between wholesaler and retailers a range could be entered into the codes to indicate what is a tier 2 event.

JG further summarised; D processes are all daily upload, E processes will all be sent on daily upload also regardless of tier. Unplanned/planned specific processes will apply to tier 1 events and tier 2s once established as such.

NBr confirmed tier 1s to go through the Hub as well as the retailer 24-hour hotline number.

MG noted further updates for tier 1s will also be dealt with via the Hub which allows further monitoring of the event allowing emails used at present to cease.

DM noted need for 1-1 copies of comms and whether this could be templated. JG noted for F processes the daily update will note when comms sent, and retailers can request individual ones from wholesalers if required.

Following further discussion, it was generally agreed; D process notifications daily, E3 and E4 only tier 1 and tier 2 through separate processes, tier 3 daily, templates need to dictate if sensitive customers impacted and if a message is required this needs to be indicated. Forbidden to inform customer at that time should not go through the Hub as for internal use only.

JG to circulate agreed position for review and data items to be included in a future meeting as well as the templates for both daily and events.

JG noted E1s and E2s not discussed however intention is for these to always be submitted as always require action. Members generally agreed to this approach.

JG highlighted process expected to be a no SPID process and enquired if a SPID process as well should be included as an option. Members generally agreed desirable to have a SPID process as well. CD noted the additional cost of implementing a single SPID process and may cause an inconsistency in approach whereas the no SPID templated process would be consistent.

|                  |   |
|------------------|---|
|                  | <p>Members generally agreed clear guidance will be required for wholesalers in particular where they want to single out a specific SPID for action e.g., when a sensitive customer involved.</p>  |
| <p><b>4.</b></p> | <p><b>AOB</b></p>   |
|                  | <p>CD confirmed day zero update relating to Hub SLAs noting time out trigger transactions are most likely not to have a day zero however this is being rectified. SF noted timeout timings in internal systems built to match the Hub. CD confirmed noted as a defect and will be formally notified.</p> <p>CD noted for TE experts a MOSL TE dashboard to be created and requested members provide suggestions of what should be included. CD noted will be followed up via email.</p> <p>CD updated members on upcoming meetings and planned content: -</p> <p>31 October Phase 14<br/>21 November Wholesaler action notification and planned/unplanned template</p> <p>CD thanked members for their input.</p> |

| 5. | Actions | Action by | Action date |
|----|---------|-----------|-------------|
|    |         |           |             |
|    |         |           |             |