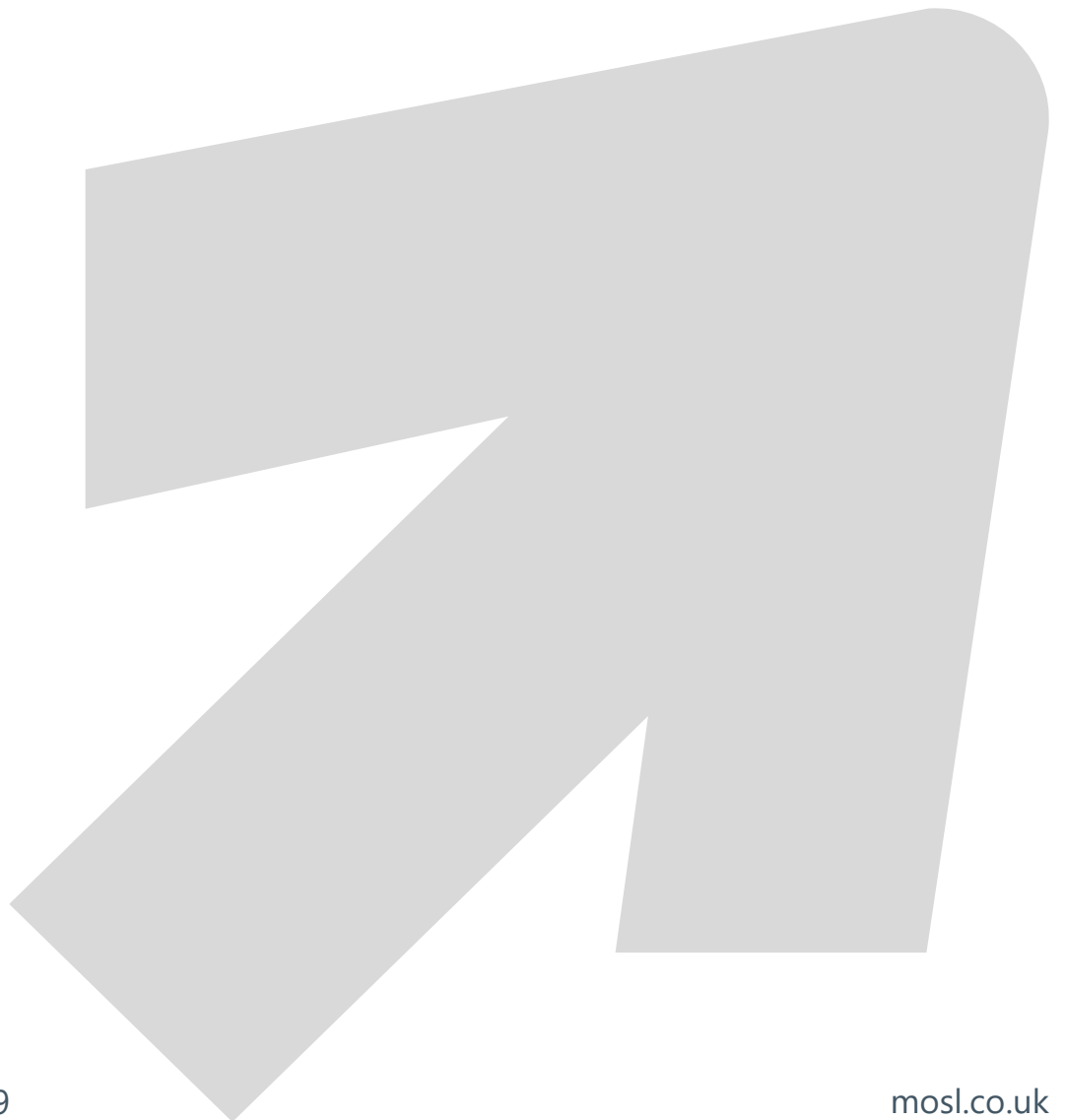


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Operational Advisory Group (OAG)

Date and time: 31 October 2023, 1100 - 1230

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	Charlotte Miles	CM	Thames
Helen Bennett	HB	Southern	Deborah Bennett	DBe	Thames
Jeremy Lunn	JL	Thames	Emona Pepaj	EP	Thames
Lauren Walsh	LW	Northumbrian	Mike Gray	MG	Castle
Mehul Brahmhatt	MB	Waterplus	Onkar Singh	OS	Thames
Rebecca Watson	RW	Portsmouth	Pam Nash	PN	C&C
Paul Baker	PB	Business Stream			

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.	Welcome
	CD ran through the agenda confirming two main agenda items; unplanned events and phase 14 updates.
2.	Unplanned events
	<p>JG provided a recap on current position noting feedback received since last meeting.</p> <p>JG ran through an update noting process now named unplanned events as D1, D2 and D3 (planned events) to be included on daily template instead of single Hub processes.</p> <p>JG noted E5 had also been included on the daily template and template will be submitted using general enquiry M1/F7. Template to include D1,2 & 3 and E3,4 and E5.</p> <p>JG further noted template yet to be created.</p> <p>JG noted E1 and E2 included in the unplanned process as they relate to site specific arrangements/sensitive customers.</p> <p>JG explained E3 & E4 unplanned events always to be included on daily template regardless of tier and for tier 1 and tier 2 ALL to be unplanned hub route.</p> <p>E6 & E7 to use the unplanned route as very small numbers and will not be included in the F7 (M1) process.</p> <p>JG enquired if notifications from the retailer to the wholesaler in such circumstances as water quality complaint or notification of a burst should be entered through the Hub or will retailers notify wholesalers via their contact centres.</p> <p>Wholesaler members indicated preference for notification through call centres directly by the affected customer as likely to require an urgent response and need information the retailer will not have.</p> <p>PB enquired what route should be used for enquiries about an ongoing incident.</p> <p>JG confirmed comment function on live request can be used or general enquiry if the incident has been closed. CD further confirmed if the enquiry relates to one specific property an F4 or F5 process can be utilised.</p> <p>NBr enquired if all E6 and E7 processes must be actioned through the Hub including those with sensitive information. CD confirmed process should be actioned through the Hub for audit purposes however the comments can indicate information will be provided separately to allow for sensitive situations.</p>

	<p>JG provided a recap on tier 1 & tier 2 noting it mirrors the good practice guide and includes wording to specify the wholesalers responsibility to determine the trigger for the tier 2 depending on the customer impact. A template will be required to support the lower-level data for E3 & E4 Tier 1 & 2.</p> <p>JG ran through the process flow as provided to members prior to the meeting noting consideration needs to be given to every process included.</p> <p>JG highlighted the message prompt which will show on E1 & E2 noting all processes are no SPID processes and a list of the impacted SPIDs will be required.</p> <p>MOSL to provide pdf version of process flow to members.</p> <p>JG & CD confirmed E5 had been descoped and would be added to the daily template.</p> <p>JG enquired if multiple subtypes are required to be selected for E3. Members generally agreed the need for multiple options in a similar manner to 'faulty meter'. SF noted incidents can change from a burst to water quality and thus multiple options would be useful.</p> <p>JG noted the options provided had been taken from the good practice guide.</p> <p>DM recommended free text fields in order to build up a market wide database of information on systems, networks and performance.</p> <p>Wholesaler members noted sub-categories exist for drinking water quality e.g., discolouration, diesel, taste, smell, boil notices etc</p> <p>JG to establish final list of proposed sub-categories and send to members for review.</p> <p>DM enquired if start date of incident is mandatory. Wholesaler members agreed to have estimated start date as a mandatory field.</p> <p>JG noted estimated duration would be included in the update. Wholesaler members noted this may not be available at the outset of the incident and should therefore not be mandatory or have an option to enter 'unknown' and then provide an update.</p> <p>JG to circulate screen designs incorporating changes as discussed with a review date by members of Friday 10 November.</p>
<p>3.</p>	<p>Phase 14 update</p>
	<p>JG provided an update on Phase 14 noting it contains the backlog items which have accumulated over the programme.</p>

	<p>JG noted 10 responses received to the scoring to enable prioritisation and benefit realisation.</p> <p>JG highlighted some new additions provided which had yet to be voted upon and as such an additional list will be provided for review.</p> <p>JG confirmed basic priority order now created however it could change in particular given new additions yet to be scored. Additionally, wholesaler versus retailer votes and HVI versus LVI votes to be reviewed alongside benefits realisation and size of scope.</p> <p>JG noted Miles Robinson from MOSL will contact members to refine the scope of each item.</p> <p>JG further noted no item on the backlog received zero votes all items received scores however in some cases these are very minor scores.</p> <p>JG confirmed not all items had a backlog ID</p> <p>NBr noted some items on the backlog could be combined and suggested 24127 & TBC.</p> <p>CD confirmed some items could be combined or delivered in tandem.</p> <p>JG confirmed the next steps; circulate new additions (providing a week for responses), analyse results, size and cost, gather requirements and deliver.</p> <p>CW enquired about the process to include any potential changes/enhancements and when these become part of the market codes.</p> <p>CD confirmed able to deliver enhancements as part of CPW139 however will be reviewed by Steering Group and the Code Change Committee noting from the top ten unlikely to contain too many code impacts.</p> <p>NBr enquired when size and costing will be completed and whether options maybe presented to members in future.</p> <p>JG confirmed options will be presented to members however not wanting to provide at this stage to prevent bias created on basis of cost and complexity. Scoring to be based upon need/market and customer benefits.</p>
<p>4.</p>	<p>AOB</p>
<p>4.1</p>	<p>Retention period</p> <p>CD noted the retention period had been voted high within the phase 14 scoring.</p>

4.2	<p>CD confirmed 6-year retention period had been decided upon and this will raise the running cost of the Hub.</p> <p>DM requested details of increased costs. CD to forward.</p> <p>NBr enquired if additional processes had been factored into costs of increased retention period. CD confirmed not included at present and will need to be updated.</p> <p>DM enquired if the retention period applies when transfers take place i.e., will retailers be able to view requests from previous six years after transfers. CD to review and revert.</p> <p>SLAs</p> <p>JG noted for disconnections two SLAs could run concurrently within the Hub highlighting when a permanent disconnection is running SLA I1-4 starts, if during the process site visit is chosen and repropose a quote that triggers SLA I1-3 but does not close SLA I1-4.</p> <p>NBr noted permanent disconnections are not charged for and therefore would not be quoted in line with the WIA.</p> <p>JG further noted for permanent disconnection if site visit chosen it does not produce an end trigger and another transaction could be started triggering another SLA I1-4.</p> <p>Members generally agreed the above scenario was unlikely to occur as permanent disconnection unlikely to be repeated only closed.</p> <p>SF noted a number of SLAs completed with the status rejected which did not appear to be at the correct stage for rejection. MOSL to review and revert.</p> <p>DB enquired what the process should be if trading parties notice others are not processing through the Bilateral Hub as per the codes.</p> <p>CD confirmed parties should notify MOSL's operations team or they are able to raise a dispute.</p> <p>CD noted instances may be occurring where there is a lack of understanding of the code documents and therefore it would be useful for parties to raise these occurrences.</p>
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5.	Actions	Action by	Action date

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