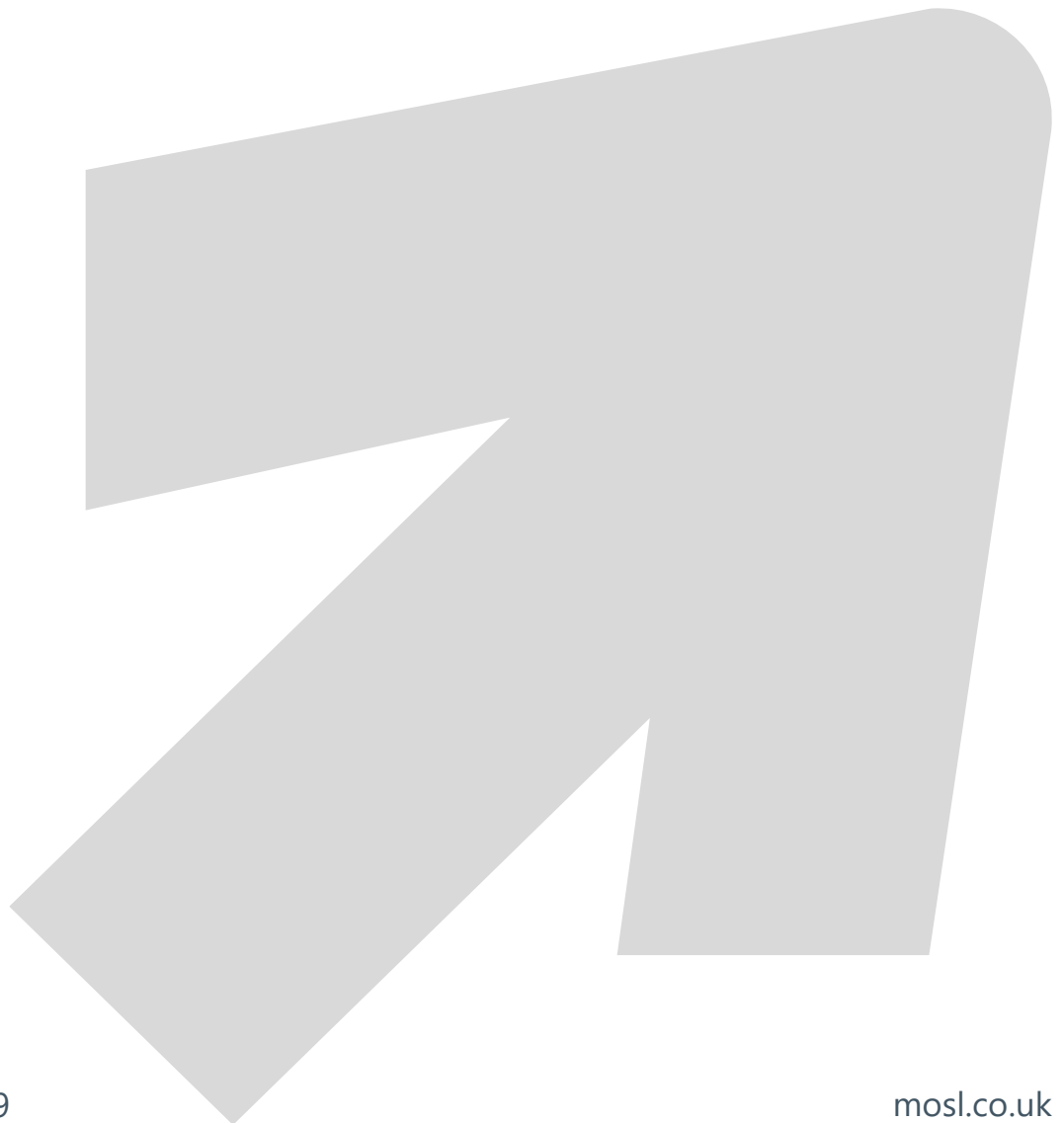


Operational Advisory Group (OAG)

Date and time: 5 December 2023, 1100 - 1200

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Anna Muskett	AM	Wessex	Mehul Brahmhatt	MB	Waterplus
Bryony Cameron	BC	Thames	Michael Floyd	MF	UU
David Buchan	DB	Castle	Nick Butt	NB	Conservaqua
David Moss	DM	Castle	Noel Bradley	NBr	Yorkshire
Helen Bennett	HB	Southern	Paul Baker	PB	Business Stream
Jacob Head	JH	Water2Business	Rosie Milsom-Dyer	RM	Wessex
Jeremy Lunn	JL	Thames	Rosemary English	RE	Southern
Josh Leonard	JLe	Pennon	Ryan Simmons	RS	South West
Karina Soulynha	KS	Southern	Sian Forward	SF	Northumbrian
Lauren Walsh	LW	Northumbrian			
Mary Porter-Chorley	MP	South Staffs			

MOSL

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

1.	Welcome
	CD ran through the agenda noting one AOB regarding Accredited Entities.
2.	Templates
	<p>CD ran through the details of the templates beginning with the Wholesaler Action Notification template which has been produced as part of the miscellaneous release.</p> <p>CD confirmed templates will be circulated following the meeting for review and comment.</p> <p>JG noted the subtypes had all been taken from the RWG good practice guide.</p> <p>CD noted E3 and E4 will require completion regardless of tier and the tier ones and twos will also be raised in the Hub.</p> <p>JG provided details of what is being included in the unplanned route which is going as a service request in the Hub. JG noted the miscellaneous route will capture the daily submission template.</p> <p>CD confirmed all part of submission process in F7 noting an additional valid set will be added to support.</p> <p>CD highlighted D1, D2 & D3 and E5 all to be input via F7. Despite not having their own process within the Hub they will be codified processes.</p> <p>JG confirmed E3 & E4 tier threes will not be added to the Hub only tier 1 and 2s which will use the unplanned service request route.</p> <p>JG requested clarification on E6 and E7 as to whether these will use the unplanned service request route or be included in the miscellaneous wholesaler action daily submission. JG noted all items to be included on the daily submission with additional separate service requests for E3 and E4 tier one and two unless members would prefer where a separate service request raised not to be duplicated on the daily submission.</p> <p>SF noted preference for all on one submission however may be difficult to include all on one ORID due to internal systems.</p> <p>JG clarified E1 and E2 to be excluded from daily submissions as exceptions as they are not events and have their own unplanned route service request.</p> <p>DM highlighted for E1 and E2 may need to request update to sensitive customer flag in CMOS or update public health related site-specific arrangements and these would normally require two-way communication with a contract manager</p>

	<p>CD noted E1 and E2 are more traditional bilateral requests where something is being asked of the other trading party whereas the wholesaler notification template is designed for notifications on a daily basis. Therefore, with the exception to tier one and tier twos which will be raised within the Hub there will be no actions required of the retailer.</p> <p>CD further explained where the codes require action of a trading party then it will be processed via the Hub where no action is required this will be a notification and be entered onto the wholesaler action template.</p> <p>JG enquired if there will be duplication for those which require there own service request and do they need to be included on the daily template.</p> <p>DM noted would prefer no duplication however would prefer mass notifications e.g., 200 SPIDs requiring a sensitive site flag that these are not actioned individually.</p> <p>JG noted the unplanned process allows for mass with attached SPIDs thus enabling the bulk submission rather than one-by-one.</p> <p>DM enquired if this will be called out in the code. CD noted the wholesaler action notification will have one line item per event whereas for E3 and E4 tier ones and twos each line item is each SPID impacted and this difference will be called out in the code.</p> <p>DM noted E1 and E2 are bulk bilaterals which can be handed over in one go when identified.</p> <p>JG highlighted may be occasions where a site visit has noted a sensitive customer which requires updating and these may be entered singularly.</p> <p>CD noted E1 and E2 can be entered as a bulk as SPID is not mandatory and an attachment can be added.</p> <p>CD ran through the wholesaler unplanned noting similar data required as the other templated however will be listing multiple SPIDs per event.</p> <p>JG noted rules as to whether data items have a valid set, free text field, date/time format etc will be detailed. Details of the miscellaneous F7 process and which process is using what in the Hub and which template MOSL to send out to members for review and comment.</p>
<p>3.</p>	<p>Phase 14 update</p>
	<p>JG confirmed phase 14 prioritisation will be shared with members for review and comment.</p>

JG ran through a small number of the requested updates which the development team had identified as potential quick wins.

21813 – Remove mandatory effective to date in H1

JG noted currently mandatory effective to date regardless of the kind of volumetric adjustment category however request received to make it non mandatory on two options; non-return to sewer and change to surface area drainage to the sewerage system.

JG enquired if only these two options or should it be non-mandatory for others?

CD enquired if any of the other three categories would not have a fixed timeframe?

Members generally agreed only the two categories should be non-mandatory the other three should remain.

21608 – Cancel a request for more information

JG noted this relates to two options within the Hub, where the wholesaler has submitted an info request or a customer info request. At present, until such time as the request is answered it remains outstanding or is closed down via the timeout function. However, in the meantime the wholesaler may be in receipt of the information via another source and therefore wants to cancel the request.

JG highlighted the proposal is to add one more function which is for the wholesaler to cancel the request and return the control to them with the current options then being available again within each process.

JG noted if no objections intention to add this functionality to the June release.

Members generally agreed to the addition of this functionality.

24133 – Retention period for closed/cancelled ORID

JG advised currently pending code approval.

JG noted the retention period begins on date closed and will be extended from the current 1 year to 6 years however all data already wiped prior to implementation cannot be restored except the ORID references.

CD noted planned implementation June 2024.

CD highlighted all items within Bilateral Hub currently built at risk as will still require approval by the code change committee.

NBr enquired if attachments will be retained against the ORIDs.

JG to review and revert on retaining attachments.

6330 – Further site visit failure codes to Data item D8228

JG noted only small number of failure code options at present and advised on proposed list: -

- Customer unavailable/no access
- Customer action required
- Retailer unavailable
- Third party involvement/cancelled
- Third party or agency consent
- Other regulatory consents
- Extreme weather
- Force majeure
- Further information required from retailer to process
- Wholesaler cancelled.

JG noted mandatory to fill out further information as to why it has been cancelled along with selecting the reason code.

DM queried 'wholesaler cancelled', CD confirmed wholesaler cancelled is for operational reasons and prevents deferral.

SF highlighted on occasion more than one site visit required to fully complete the ORID however current setup does not allow for this.

Members generally agreed would be useful to add 'Additional site visit required'

NBr noted other processes have process delay for the above and therefore would be useful addition.

JG noted will circulate for review and comment

8056 – Increase the character limit on (D8213)

JG noted on the complete transaction the additional information field is limited to 1024 characters and the request is to extend the character limit.

	<p>JG enquired if this should be updated for all processes. Members generally agreed for all processes.</p> <p>JG further enquired what the ideal character limit would be? Members generally agreed no character limit, if possible, in rtf format if feasible to allow for screenshots/images.</p> <p>JG enquired if other additional information fields with character limits should also be unlimited? Members generally agreed this would be useful.</p>
<p>4.</p>	<p>AOB</p>
	<p>DM enquired if the charge to retailer flag will be added. JG noted will be added for all complete transactions however will not be added part way through a transaction.</p> <p>JG noted best to retain as only for complete to prevent any risk of double charging.</p> <p>JG confirmed this request has been included in the phase 14 list and will be brought back to the OAG for review.</p> <p>DB noted on occasion charges are made twice e.g., if customer missed appointment and then another charge on completion for the site visit and would therefore be useful to see as early as feasible.</p> <p>BC suggested mandatory field for what charges and how many when process reviewed. JG confirmed mandatory additional information field already in place for retailer charging.</p> <p><i>Accredited entity – new data item</i></p> <p>JG noted request from DM/DB for new data item to record when the Accredited entity had been notified of the work to enable AE performance to be compared and monitored from notification to completion against wholesalers undertaking the same work.</p> <p>JG confirmed request had been actioned and additional data item added.</p>

	Actions	Action by	Action date