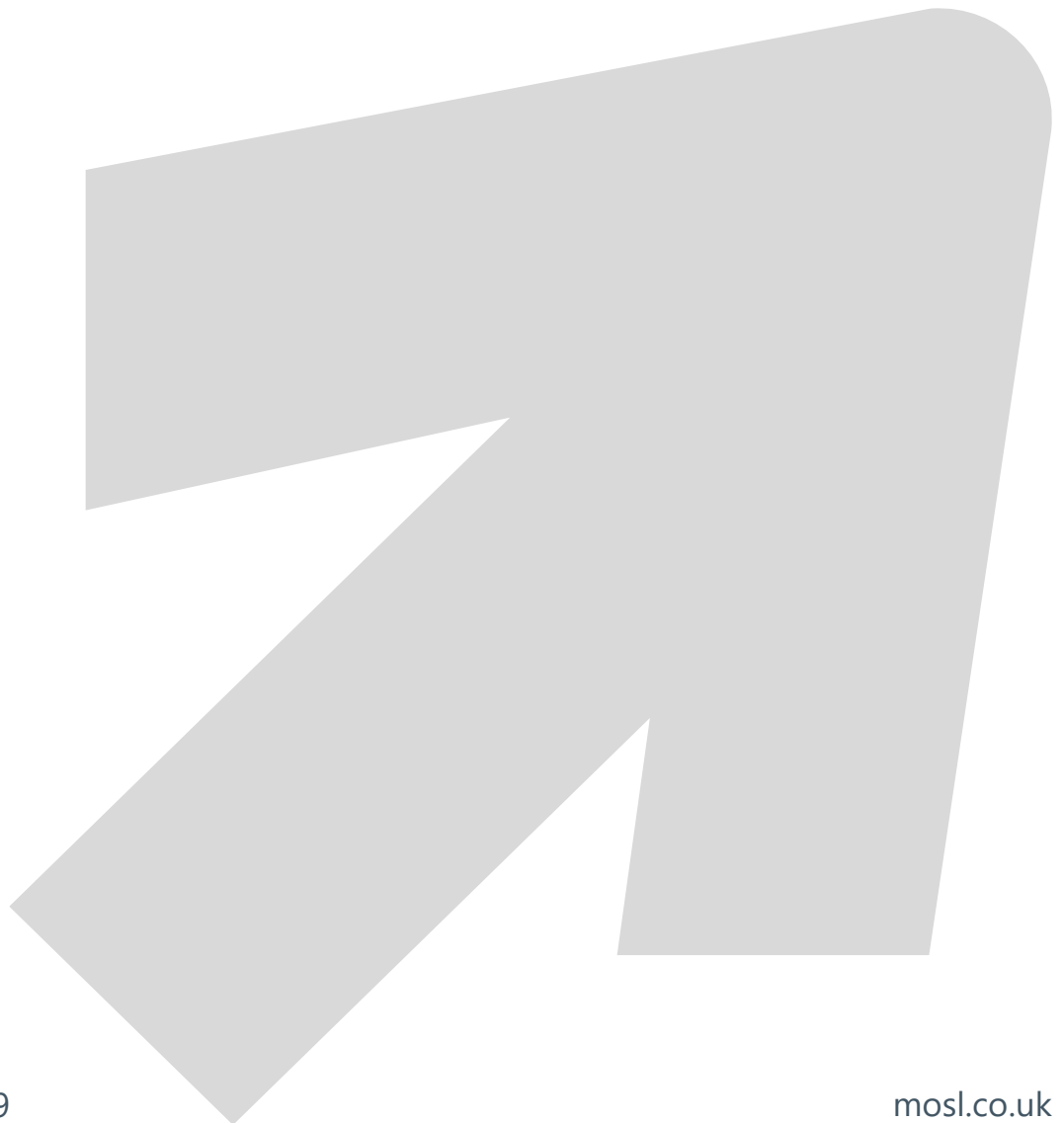


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# Operational Advisory Group (OAG)

**Date and time:** 22 December 2023, 1000 - 1100

**Status of minutes:** FINAL



# Meeting Minutes

## OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Williams	CW	Thames	Michael Floyd	MF	UU
Daniel Proctor	DP		Nick Butt	NB	Conservaqua
David Moss	DM	Castle	Noel Bradley	NBr	Yorkshire
Helen Bennett	HB	Southern	Paul Baker	PB	Business Stream
Mary Porter-Chorley	MP	South Staffs	Rosie Milsom-Dyer	RM	Wessex
Martin Pope	MP		Rosemary English	RE	Southern

## MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Huw Comerford	HC	Observer
Jacquelyn Gibson	JG	Presenter	Lisa-Ann Lott	LAL	Notes (post meeting)

1.	<b>Welcome</b>
	CD welcomed members noted apologies and ran through the agenda.
3.	<b>Phase 14 update</b>
	<p><b><i>6330 Further site visit failure codes to Data item D8228</i></b></p> <p>JG reviewed the current list of failure codes noting additional items suggested at previous meeting also detailed.</p> <p>JG noted simple to add to the current list within the Hub however reviewing the name of the process and what it is being used for to ensure still appropriate if the additional items are all included.</p> <p>JG highlighted additional item requested of 'Further site visit required', which suggests a site visit has been completed however the information acquired is not sufficient, which does not fit the theory of what the process was intended for.</p> <p>JG ran through other options for creating 'Further site visit required' in the Hub noting will be more detailed and therefore require more resource.</p> <p>JG noted 'Further site visit required' can be added to the list as site visit completed but a further site visit is required however this creates a risk when reporting on why site visits have not been completed.</p> <p>JG noted the narrative of the use of the transaction could be updated to provide an update and the list could then be expanded further to perhaps include site visit complete however more information required or additional site visit/s needed.</p> <p>JG enquired why the 'Further site visit required' is needed and how often would it be used.</p> <p>CD noted 'Further site visit required' is not a reason in itself as there would still be a reason why another visit is needed and this is why MOSL are considering changing the name of the process.</p> <p>DM asked how updating the title changes the narrative given the remaining items listed are all outside of the Wholesalers' control whereas 'Further site visits required' simply delays providing an update to the Retailer which attracts an SLA.</p> <p>DM noted the need to capture all reasons why site visits cannot be completed.</p> <p>JG highlighted the scenario where Wholesalers want to advise the site visit has happened but still requires another and the process at present would require it to be closed and then a new site visit raised and this cannot be done straight from this process.</p>

DM asked for clarity on whether this would initiate a deferral.

JG noted yet to decide on deferrals, in first instance need to establish if members want the option included within this process.

DM raised concern will be used to enable an additional deferral.

CD recommended two options; further site visit required, wholesaler action and further site visit required, third party action.

DM recommended reason code of wholesaler issue or third-party issue.

CW agreed 'Further site visit required' is not an outcome/cancellation reason and each of the reason codes are likely to need more information and recommended adding an option when a site visit is completed to ask if a further site visit is required and if yes provide a reason as to why a further site visit is required.

CW noted in certain scenarios e.g., heavy snow site visits will not be attempted and will be cancelled and require rearranging however in the scenario where a customer denies access and it is a chargeable event an abortive charge would apply and an additional site visit would need to be arranged. Also, where operatives arrive onsite with the wrong equipment the site visit would not be completed and an additional one would be required.

CD noted not evident to trading parties at present this process should be used when needing to rebook a site visits when not completed.

JG noted the blocker of not being able at present to schedule another site visit with a site visit already scheduled unless the first one has been completed and therefore Wholesalers have requested additional reason codes.

JG recommended updating to 'Site visit update' and the reasons categorised into wholesaler, cancelled, not attempted or attempted with a data item stating, 'Further site visit required', yes or no which allows the current transaction to complete and another visit to be scheduled. This would provide definitive detail of whether the wholesaler attempted the visit of not and what reason stopped them from completing.

JG noted this would be larger than the original request however and enquired of members how important this update to the functionality is.

CD noted two enquiries received from wholesalers relating to this transaction in last fortnight and therefore is an issue.

**PB enquired where in the prioritisation list does this process fit noting need to consider the additional work in the context of other changes and if it would be at the expense of something else requested. JG to review and revert.**

***24332 B3, B5 & B7 additional data item***

JG noted the request for two meter read value fields; initial and final on the complete transaction for B3, B5 and B7.

JG highlighted the transaction already includes meter read and meter read date and asked for confirmation another meter read and meter read date are required, one being final and the other initial.

JG asked for further confirmation if any other scenario requires the same or only where a meter has been exchanged.

RE noted it would be useful to add the final read for the old meter and then the initial read for the new meter. Currently only entering the new meters' initial read which is normally zero.

DM recommended adding the meter read type e.g., estimated

JG enquired if trading parties would prefer to be able to state if the meter was no longer in situ or simply provide an estimated meter read based upon reading history.

CD noted the wholesaler is responsible for the final meter read and would likely provide an estimated reading which the retailer can challenge afterwards if they wish.

CD agreed with DM's recommendation as an estimated read may flag something wrong with the meter or its absence.

CW agreed assumptions made the new meter is always zero and the layout of the form is confusing as it starts with the old meter then the new meter and then reverts back to the old meter thus not making it clear what should be recorded and thus the final read is recorded as opposed to the install read.

CW recommended adding old meter details and final read, new meter details and install read along with whether the final read was an estimate and of what type of estimate as the market code allows and requires this to be recorded. This would provide trading parties with the complete picture without the need to integrate CMOS.

Members generally agreed currently entering final read in the available field.

CD noted new data item should therefore be labelled as 'new meter read'

JG noted can review layout to ensure meter reads are associated with correct meter.

Members generally agreed should be applied to B3, B5 and B7.

JG confirmed three new data items, an additional meter read field and two meter read date fields which need to distinguish which meter reads should be entered into which.

DM recommended sectioning the form to indicate old data v new data.

DM suggested enhancement could be extended to be included in the C1 process.

***24334 B5 additional data item***

JG noted the request for an additional data item on the submit transaction asking if the B5 had been raised as a result of a skipped read and if yes, what is the skip code.

JG highlighted this had been expanded as skip codes are not consistent. The solution proposed is to add; Has there been a failed attempt to attain a meter read, yes or no; has it been skipped if yes what is the skip code with a mandatory skip code reason/description.

JG noted this would be added to the meter section of the transaction.

DM suggested if this is a free text field it should be called out to use the good practice guide for the list of possible skip codes/descriptions until such time as an aligned definitive list can be created.

JG noted this could be introduced at a later stage once consistent skip codes are being used.

Members present generally agreed to this update.

***24344 GSS payment notification***

JG highlighted this request was for daily updates on all GSS payments to be sent across.

JG noted MOSL's recommendation to further expand the general enquiry to include another option of GSS payment notification and attach a template which is sent to the retailer advising which payments have been issued or are to be issued.

JG enquired if notification is required daily or weekly and what information should be included.

MP noted sent across monthly as part of the settlement charges.

Members noted the requirement where a customer has made a complaint the notification should be enacted within 7 days.

NBr noted also providing monthly data in line with settlement runs.

NBr recommended market data collaboration be used for this process.

JG noted this could be provided with no change only an update to the help text and guidance to advise market data collaboration's use for this purpose.

NB enquired if a daily template is stipulated would this entail blank files being sent/received when no GSS payments were required.

CD confirmed should only be sent when data is available to be sent to prevent trading parties being swamped with blank files.

JG confirmed ranking for update to B3, B5 and B7 was twelfth on the list and the GSS payments data file notifications was higher than fifteenth.

CD confirmed would not require adding to the codes to utilise market data collaboration if not stipulating daily notifications or its own process.

PB noted the stipulations in legislation and Ofwat guidance relating to GSS payments are in regard to timely payments not notifications.

JG clarified the GSS payments are for a wholesaler failure of some kind which the retailer pays the customer and the wholesaler pays the retailer hence the notification to the retailer being required.

PB confirmed the above.

JG enquired if there are guidelines which the wholesalers must adhere to in this respect.

**MOSL to review the current obligations in the market codes and Ofwat guidance with a view to adding to market data collaboration.**

CW confirmed processing daily as part of billing process with credit notes being provided to retailers for further credit to be applied to the end customers' billing.

CW noted this may cause difficulties in processing if included within the Hub moving forward and will have a bigger impact on wholesalers as may require system updates at trading parties.

**CD noted if included in Operational Terms it would enforce changes for retailers and wholesalers to their processes if included as part of market data collaboration within the Hub this would not be the case.**

JG noted the intent to create a consistent approach with the process and have one format and all sending on the same agreed timeframes: monthly, weekly, daily

***21080 Charge to retailer flag and Charge to retailer add info in all complete transactions for all processes***

JG confirmed review undertaken of complete transactions within the Hub to establish which contained the charge to retailer flag noting the following do not contain it; B1, B5, B7, C2, C5, F4, F5, G1, G2A and G2B.

JG enquired if the flag should be added to all the processes.

Wholesaler members noted C2 relates to gap sites and therefore would not want to charge a retailer if they have identified this themselves and are actioning any works required.

Members generally agreed all bar C2 should include a charge to retailer flag.

***24127 Wholesaler to Wholesaler and Retailer to Retailer functionality***

JG provided a brief overview of basic solution noting it is a no SPID process where the service request is sent direct to another trading party and where a SPID would normally be requested the Hub provides the list of all other trading parties to whom the request can be sent.

JG noted at present only certain actions are available on each service request dependent on whether a wholesaler or retailer is making the request and this would need updating.

JG highlighted the Hub would have initiating retailers and initiating wholesalers and a receiving retailer and receiving wholesaler and would start with the submit transaction, no accept or reject option would be offered and once submitted would remain unless either cancelled by the initiating trading party or completed.

JG confirmed the receiving trading party could indicate they are not the correct trading party for the request and update the request to enable a new request to be raised or the information can be supplied and the transaction completed.

**JG to provide process flow detailing the above.**

CD clarified if both the initiating and receiving trading parties can complete and can request an update from either side. JG confirmed this to be the case.

	<p>JG noted the need to update the wording as parties would be posting an update to the request not requesting an update.</p> <p>JG highlighted the reason another transaction can be added as opposed to comments are for LVI users as comments are not user friendly. A new transaction would always provide a notification sent via either HVI or LVI.</p> <p>JG confirmed there will no SLAs and no deferrals as there are no codes or contracts between wholesalers or between retailers. This will enable communication via the Hub to be similar to email.</p> <p>DM noted may require a narrative in the codes to indicate when this process should not be used.</p> <p>CD confirmed this will be actioned in a similar manner to the general enquiries process.</p> <p>DM noted discussions which should take place at contract manager level e.g., in regard to data corrections for which an SLA of two business days is applicable should not be enacted using this process.</p> <p><b>JG ran through the basic proposed screen designs and confirmed will be sent to members for further review and comment.</b></p> <p>CW noted the need to keep as simple as possible and act as a general inbox.</p>
<p><b>4.</b></p>	<p><b>AOB</b></p>
	<p>There being no AOB the Chair closed the meeting.</p>

	Actions	Action by	Action date