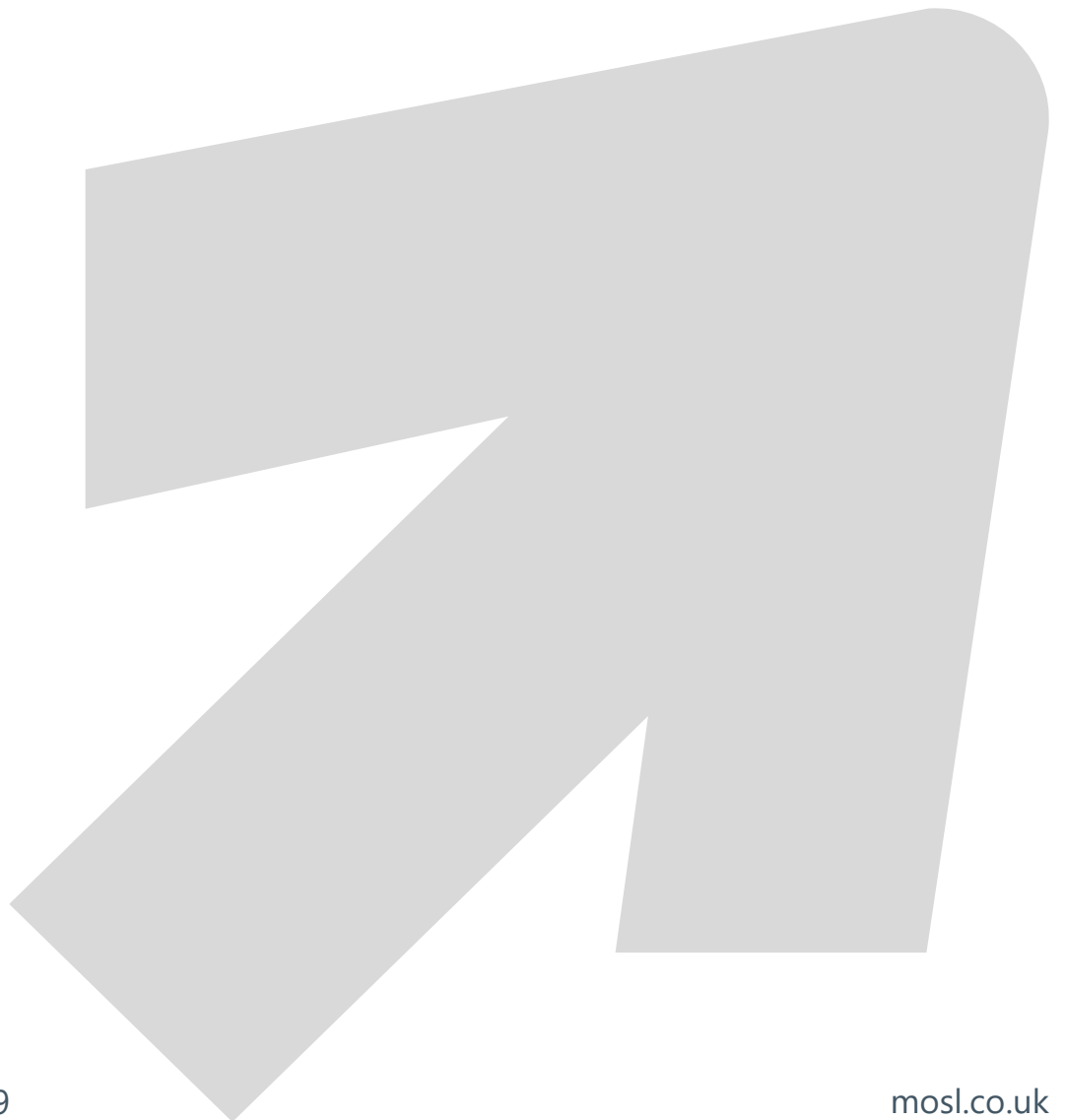


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Operational Advisory Group (OAG)

Date and time: 9 January 2024, 1100 - 1200

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

| Name | (Initial) | Organisation | Name | (Initial) | Organisation |
|-----------------|-----------|--------------|---------------------|-----------|-----------------|
| Bryony Cameron | BC | Thames | Jacob Head | JH | Water2Business |
| Charlotte Miles | CM | Thames | Karina Soulynha | KS | Southern |
| Daniel Proctor | DP | Waterplus | Lauren Walsh | LW | Northumbrian |
| David Moss | DM | Castle | Mary Porter-Chorley | MP | South Staffs |
| David Buchan | DB | Castle | Nick Butt | NB | Conservaqua |
| Durga Gurung | DG | Thames | Pam Nash | PN | C&C |
| Emona Pepaj | EP | Thames | Paul Baker | PB | Business Stream |
| Heather Lamb | HL | UU | Rebecca Watson | RW | Portsmouth |
| Helen Bennett | HB | 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 |
| Monica Falasca | MF | Observer | | | |

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| 1. | Welcome |
| | CD welcomed members and confirmed the agenda. |
| 3. | Phase 14 update |
| | <p>JG confirmed revised version of Phase 14 prioritisation to be circulated following the meeting.</p> <p><i>June deliverables</i></p> <p>JG noted, following revised version, work has progressed to establish when processes can be delivered highlighting original intention to deliver in September 2024 and confirming some processes can be delivered earlier in June 2024 with five of the six deliverable within the top 15 ranking.</p> <p>JG highlighted as the enhanced reporting update is a larger piece of work it will be delivered later despite it's number one ranking as more input will be needed from members on the requirements.</p> <p>CD confirmed the June deliverables will be part of CPW 139f and form part of phases 12 and 13.</p> <p>JG highlighted a potential duplicate – implementation of the functionality to cancel a request for information, this can be resolved with an additional transaction by the person who sent the initial request to bring it back under their control. This may be a duplicate of wholesaler action to proceed when an ORID is still with a retailer.</p> <p>MOSL to review and revert on the above at a future meeting.</p> <p><i>24134 – Enhanced reporting update</i></p> <p>JG noted the request for enhanced reporting was ranked as the most important item for the market. Solution is under consideration by MOSL to ensure when requesting requirements from OAG it is understood what can be achieved.</p> <p>JG noted a number of specific reporting requirements which were raised within the prioritisation and confirmed these are being considered as part of the potential reporting suite.</p> <p><i>24127 – W2W & R2R (Wholesaler to Wholesaler & Retailer to Retailer)</i></p> <p>JG highlighted considering including within W2W and R2R, challenges on transfer reads which was ranked eighth in the prioritisation.</p> |

JG ran through update on previous discussions noting the request for this process to be simple, mimic "email traffic" where possible but be auditable, using the Hub to communicate instead of the comment function, no SLAs/no deferrals as no contracts in place between W2W or R2R however SLA may be introduced purely for the Hub to enable tracking.

JG noted list of common scenarios to be created alongside an 'other' option with reason for request with these differing between R2R and W2W scenarios. JG ran through the potential common scenarios in each case.

JG requested members advise if any other scenarios should be included and recommendations for the help text to accompany the scenarios.

CD queried if 'other' could be split between a data amendment request and a general enquiry.

Members generally agreed to split the items.

DM noted a number of the scenarios are covered within the codes within CSD 0105 e.g., error rectification which attracts a five-business day SLA where a change is required. Additionally, two business days for completion of an assessment.

CD noted no intention to disrupt the process but to provide a method for communication to aid the process.

JG noted could include an additional data item to identify where an error rectification is required.

DM noted the need for clarification to ensure the importance of any request is known.

PB agreed with concerns relating to the error rectification process and whilst it indicates it is an error rectification it may not indicate what is required.

CD noted currently no formal process for communicating error rectification and this is creating a method for consistent communication as opposed to creating the process in a similar manner to F7.

DM noted may require further consideration on formalising the error rectification process and a wider process within the Hub to accommodate CSD0105.

CD noted CAG will state it is not part of the process to update CSD0105 within CPW 139 and a separate change will need to be raised if parties do not feel CSD 0105 is working.

CD recommended calling out the use of the communication method for the process.

MOSL to review and revert regarding the error rectification process.

JG ran through proposed screen designs for the process confirming only available for W2W or R2R as wholesaler to retailer and vice versa available through the F7 miscellaneous process.

JG noted currently built as a no SPID functionality therefore ORIDs would not be listed under specific SPIDs and enquired if members preferred this to be a SPID process and would this process be raised on multiple SPIDs at any time.

JG confirmed if a SPID process introduced this would add difficulties regarding retailers as the communication may be required with the sewerage SPID holder or a previous retailer which may not be available.

Members generally agreed a no SPID function is sufficient with this process.

JG ran through the proposed submit transaction noting the free text box to discuss the information, raise the request and submit.

JG highlighted number of SPIDs impacted has been included and enquired if members thought this would be useful.

Members generally agreed the ability to record multiple SPIDs/premises is useful.

JG ran through the complete transaction noting not reviewing interim transactions at this stage.

JG highlighted the free text box for details of resolution.

JG enquired if auto close should apply to this process.

Members generally agreed auto close function should be included on the complete transaction.

Members confirmed no charges applicable in the W2W or R2R scenarios as no contract exists no charges can be applied.

JG highlighted in previous discussions a new transaction for request details or request updates had been asked for, having reviewed the potential content of a free text box there may be data protection issues should customer information be shared in this manner.

JG recommended the use of transactions which already exist e.g., customer info requested and this be amended to accommodate W2W and R2R requests.

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| | <p>JG ran through the transactions where the above would be applicable and noted site visit is included but this may not be required in these scenarios and would complicate the process.</p> <p>Members generally agreed no requirement to include site visit and the repurposing of other transactions.</p> <p>MOSL to update process flows and send to members for review.</p> <p>24140 – Escalation process</p> <p>JG confirmed current process for raising tickets within MyMOSL to escalate to MOSL being reviewed to establish potential escalation process within the Hub.</p> <p>To be reviewed at future meeting</p> <p>5989 – D8036 Addition to valid set</p> <p>JG highlighted also considering those items which had been ranked lower in the prioritisation including this addition. Should time and budget allow these may be included.</p> <p>To be reviewed at future meeting</p> |
| <p>4.</p> | <p>AOB</p> |
| | <p>F1, F2, F3 & F6</p> <p>CD provided an update confirming as the code is not entirely clear on when to raise an individual process and when to raise through the F7 process, a small change will be made in regard to the use of the action notification template. This will be included in the June code release. Thus, there will be a few months (Mar-Jun) with the code in its present state.</p> <p>Customer disconnection query</p> <p>CD enquired if the customer signature is required as prior to the Hub process the form required a customer signature.</p> <p>CD noted the code does not call out the requirement for a signature. MOSL currently reviewing if a legal requirement exists via the WIA. CD asked members to review and revert.</p> <p>JG noted request to discuss CMOS live links which will be included at future meeting.</p> <p>There being no further AOB the Chair closed the meeting.</p> |

| | Actions | Action by | Action date |
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