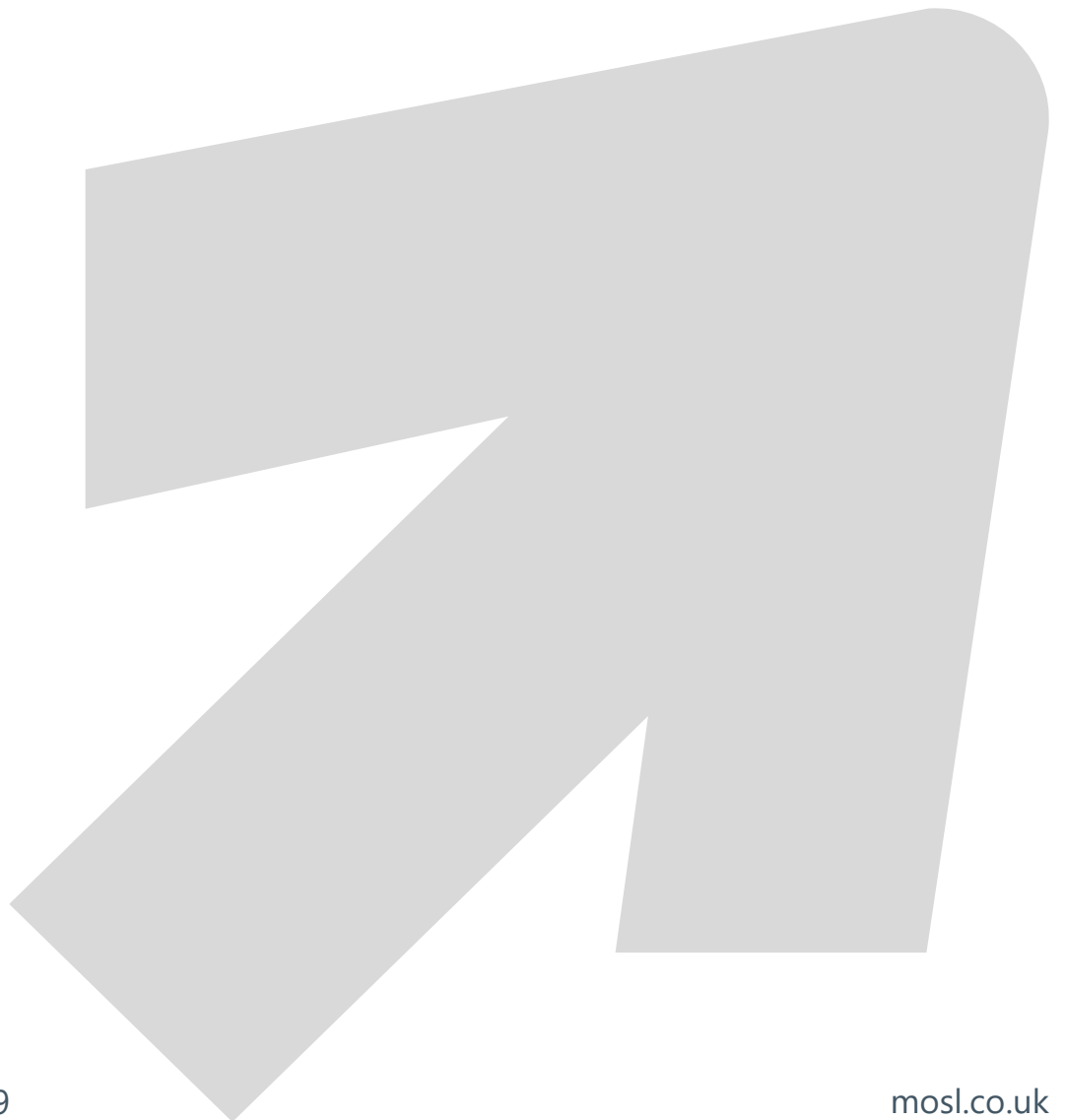


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Operational Advisory Group (OAG)

Date and time: 13 February 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Nicola Spiller	NS	Thames
Charlotte Miles	CM	Thames	Paul Baker	PB	Business Stream
Chris Williams	CW	Thames	Rebecca Watson	RW	Portsmouth
David Moss	DM	Castle	Rosemary English	RE	Southern
David Buchan	DB	Castle	Rosie Milsom-Dyer	RMD	Wessex
Heather Lamb	HL	UU	Sian Forward	SF	Northumbrian
Karina Soulynha	KS	Southern	Syndiso Bango-Dube	SBD	Waterscan
Karen Hardaker	KH	Loop	Wendy Gracie	WG	
Jacob Head	JH	Water2Business			
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
Nikita Bridle	NiB	Observer			

1.	Welcome
	CD welcomed members and confirmed the agenda.
3.	Phase 14 update
	<p>JG noted seeking opinion from OAG on the requirements for the additional data items and the escalation process in order to create a proposed solution for review.</p> <p>24332 (b) – B7 additional data item</p> <p>JG highlighted the request received from trading parties for B3, B5 and B7 to each have two additional data items; initial meter read and final meter read.</p> <p>JG noted B5 had already been agreed and displayed the data items for B7 highlighting these are available for each of the top three, meter work completion codes selected; existing meter change, existing meter installed at changed location and new meter installed at changed location.</p> <p>JG enquired if the naming convention proposed works and whether the data items are required for each scenario.</p> <p>Members generally agreed for existing meter change, final meter read and date and initial meter read and date would be appropriate.</p> <p>JG enquired for existing meter installed at changed location should this only require final meter read and initial meter read.</p> <p>CW noted it is unlikely to be the same meter that is removed and put back in it is likely to be replaced when being moved.</p> <p>NS and KS both confirmed a new meter would be installed if changing location.</p> <p>SF noted should not be removing a meter and reinstalling elsewhere due to water regulations and would prefer not to have the system capability to use that option.</p> <p>CD highlighted the scenario of a large meter which are costly and therefore may be more beneficial to move when renovating a property or having works completed and the customer would prefer to retain the same meter.</p> <p>SF agreed in retaining the ability to action for these rare instances.</p> <p>JG enquired which data items members would want captured against existing meter installed at change location.</p>

Members generally agreed a W read is required in the scenario of meter work infeasible and impractical.

JG noted meter read could be added as an optional data item thus enabling the read to be provided if possible.

JG further noted final and initial read to be included on option two.

CD noted an estimated meter read would still be requested should a meter have been removed.

DM noted however should a meter read not be available assessment could be utilised for billing purposes.

JG noted for option one final and initial reads to be mandatory for option two as above and not changing option three for which final and initial are mandatory.

JG further noted the additional data item to indicate what type of read has been submitted e.g., actual or estimate.

CW clarified for a meter exchange when placing the meter in the same location process B5 to be used. Process B7 to be used when completing a meter exchange and relocating at the same time and process B1 for installing a completely new meter. CW noted therefore when removing an old meter and installing a new one in a different location the final read and the initial read would be required.

JG to create screen designs based on the above feedback and circulate for member review.

24332 (a) – B3 additional data item

JG ran through B3 noting there are two times meter reads are requested, 'complete request' and 'waiting test result'

JG displayed a B3 raised in the test environment highlighting if 'advise waiting test results' is chosen which options are presented to users.

JG enquired if members required changes to the page.

DM enquired if the name of the data item can be updated from meter reads to something more specific to the scenario. JG confirmed can be updated for LVI however if HVI users have used the data item this will not be able to be changed.

Wholesaler members noted a new meter would be installed on the same day when one removed for testing and thus would have a final read for the meter being removed and an initial read for the new meter.

CD confirmed this process as it prevents customers being left with no meter.

JG noted need to add final and initial dates and make these items mandatory.

SF requested clarification where wholesalers may test a meter in situ. JG noted at complete request there are three options including for 'meter tested in situ' available.

SF noted each option will differ in its requirements.

DM requested clarification on the three options. CD confirmed 'meter tested after exchange', 'meter tested within last three months' and 'meter tested in situ'.

SF highlighted if customer had switched to retailer in last three months the 'meter tested within last three months' may be used to notify new retailer if already reviewed.

JG confirmed details will be made clear in the Hub as to which information should be entered into each data item to ensure correct meter details are recorded.

SF highlighted the process regarding meter test would indicate a final read would need to be entered into the Hub a number of weeks after CMOS had been updated.

CD noted this is the complete once the results have been received of the testing of the removed meter for which the final read and new meter initial read will already have been processed.

KS noted therefore a final read would be required along with the serial number of the meter which had been tested along with the test results despite the physical exchange of the meter having already been processed in CMOS.

JG highlighted this is simply the test result and does not require the final or initial needs only the test results.

Following discussion members agreed the requirement for one check read to enable allowance awarded to function to match the code requirements noting the initial check read is the initial meter installation read.

JG enquired what the requirements are for 'Meter tested within last 3 months', members noted would reject request as already completed however should the SPID have been transferred in

the intervening period it would still be required and would simply reaffirm results to new retailer.

CD noted had already been discussed at OAG with feedback received indicating should be complete request not a rejection to enable more detail to be provided.

DB highlighted may not be the same meter which requires testing it may be another tested at the same site or removed when tested.

HL highlighted if second request received, retailer and/or customer were insisting on additional test this would occur however if nothing found a charge would be levied.

DM enquired if module required given the general enquiry process is available for these scenarios.

JG to review codes and number of transactions processed to establish if worth retaining. JG to revert once reviewed. SF noted no transactions of this type since inception of Hub, members generally agreed not required.

JG clarified for 'Meter tested in situ' what is required; does the meter remain in the ground, is it tested and put back or tested whilst there and is it exchanged at that point.

DM noted if outside tolerance the meter would be replaced if within tolerance a read would be provided.

JG clarified if within tolerance it can remain as is and if outside tolerance and if the meter is being replaced a final read would be required along with full details of the replacement meter.

CW enquired if the wholesaler has the ability to test for accuracy in situ. Wholesaler members generally agreed would not test in situ.

CD noted more likely to occur on large bespoke meters and should meter be outside tolerance unlikely to be exchanged on the same day and thus a B5 would then be required.

JG clarified therefore the meter details would not be required as would be entered on a B5 and thus does not require updating.

Members generally agreed to the form remaining as presented.

24140 – Escalation process

JG ran through an update on the proposed escalation process which had been shared with members outside of the meeting.

JG enquired what is the purpose of an escalation process; to escalate a process once an SLA is overdue, or for an importance/high profile customer, to flag when a customer has complained or a combination of these and if so do these need to be handled differently dependent on the reason something is being escalated.

PB noted escalation is when the codes are not being complied with or the outcome is not providing the answer/requires challenge noting over SLA is the most common scenario or a repeat request.

SF confirmed escalations for overdue SLAs normally when comments against the ORID have not been seen. Additionally, when ORID resubmitted and not desired outcome or response does not make sense. SF noted should not skip the Bilaterals processes already in place e.g. F5 complaint.

DM highlighted the escalation process is for a second set of eyes to review processes and bring to a resolution. DM noted can also be used for feedback purposes to the original case handler.

DM recommended a flag to indicate the purpose of the escalation as opposed to entering into code what an escalation should or should not be.

PB highlighted not always customer initiated may be to gain high priority resolution from other trading party.

PB recommended inclusion in the WRC to detail the obligations and SLA associated with escalation.

CD noted would outline escalation process within OSD0701.

CW confirmed need for escalation process within the Hub to have all communication going through one route. CW noted normally escalated when a service request has not been actioned promptly for the customer or a job has not been correctly completed and therefore had an impact on the customer.

CW noted escalation should not be solely based on being outside SLA as otherwise may as well have an automated escalation process.

Members generally agreed an SLA is required to prevent a complaint as the escalation process should aim to prevent complaints.

CD noted should SLAs be used these will require the ability to track.

JG enquired if an SLA on the acceptance date of the escalation to provide a planned date for resolution would be reasonable.

PB agreed Hub processes should be allowed to run their course however if deferrals being misused should be able to escalate. Additionally, for operational or unplanned incidents to escalate on behalf of a customer.

CD noted should be using F7 for the above purpose. PB noted its SLA may not be prompt enough at 25 BD.

CD highlighted the escalation process would be added to current processes within the Hub as opposed to a process in itself.

JG confirmed complicated to create as a separate process given the level of specific information that could be required in individual cases. Thus, would be raised against a process already in the Hub and maybe a transaction which could be sent at any time.

CD noted would require related ORID to be able to be escalated.

JG further enquired if all service processes need to be able to be escalated. Members generally agreed all processes should be able to be escalated.

JG noted need to ensure visibility and will review and revert.

JG asked members if an escalation should be able to be rejected by the receiving party.

KS noted on occasion escalations are rejected as the required action may have been taken or the process is still within SLA and these are rejected.

JG to review to establish if rejections could be included.

HL noted have rejected escalations when not prepared to take any further action and have closed case.

JG noted therefore need for rejection and rejection reason.

DM highlighted would want in cases of rejection the name of the receiver and assurance the case had been vertically escalated to ensure not picked up by the original case handler.

CD noted could be included within code.

DM noted need to establish the different tiers of escalation and the pipeline to escalation and have the ability to move through the tiers.

	<p>CW noted trading parties should have their own escalation processes and the market code should not dictate whom within a trading party should deal with any escalations. CW further noted it may be the role of the initial receiver to action the escalation also.</p> <p>DM agreed need to handle escalation correctly however there remains a need to record who has taken the action and what action was taken.</p> <p>CW countered that each trading party should have their own records of whom actioned the escalation and therefore this is not required within the Hub.</p> <p>HL noted trading parties should be able to specify their own escalation processes and the name of the individual is not relevant as long as the process is being followed.</p> <p>PB enquired where the information provided leaves the processes to be delivered as part of Phase 14.</p> <p>JG raised no concerns however noted overlaps with resubmit process and escalation and the need to revisit parts which could work differently to be delivered.</p> <p>PB further enquired if sufficient time remains to incorporate this.</p> <p>JG confirmed programme running until March next year however if large development required it may impact other items on the list and would therefore be brought back to OAG to reestablish priority.</p>
<p>4.</p>	<p>AOB</p>
	<p>CD noted feedback from the CAG on an extract from the code – OSD0706 Section 1.5.5. which was previously in the Operational terms.</p> <p>CD confirmed in the case of emergency the wholesaler must engage directly with any non-household customer, which contacts it in relation to unplanned change in water services or sewerage service and provide that non-household customer has given it sufficient information to correctly identify its retailer, inform the retailer of any such contact it has had with the retailers non-household customer within two business days.</p> <p>CD enquired if this should be incorporated into the Hub or remain outside of the Hub. Members to consider and advise.</p>

	Actions	Action by	Action date