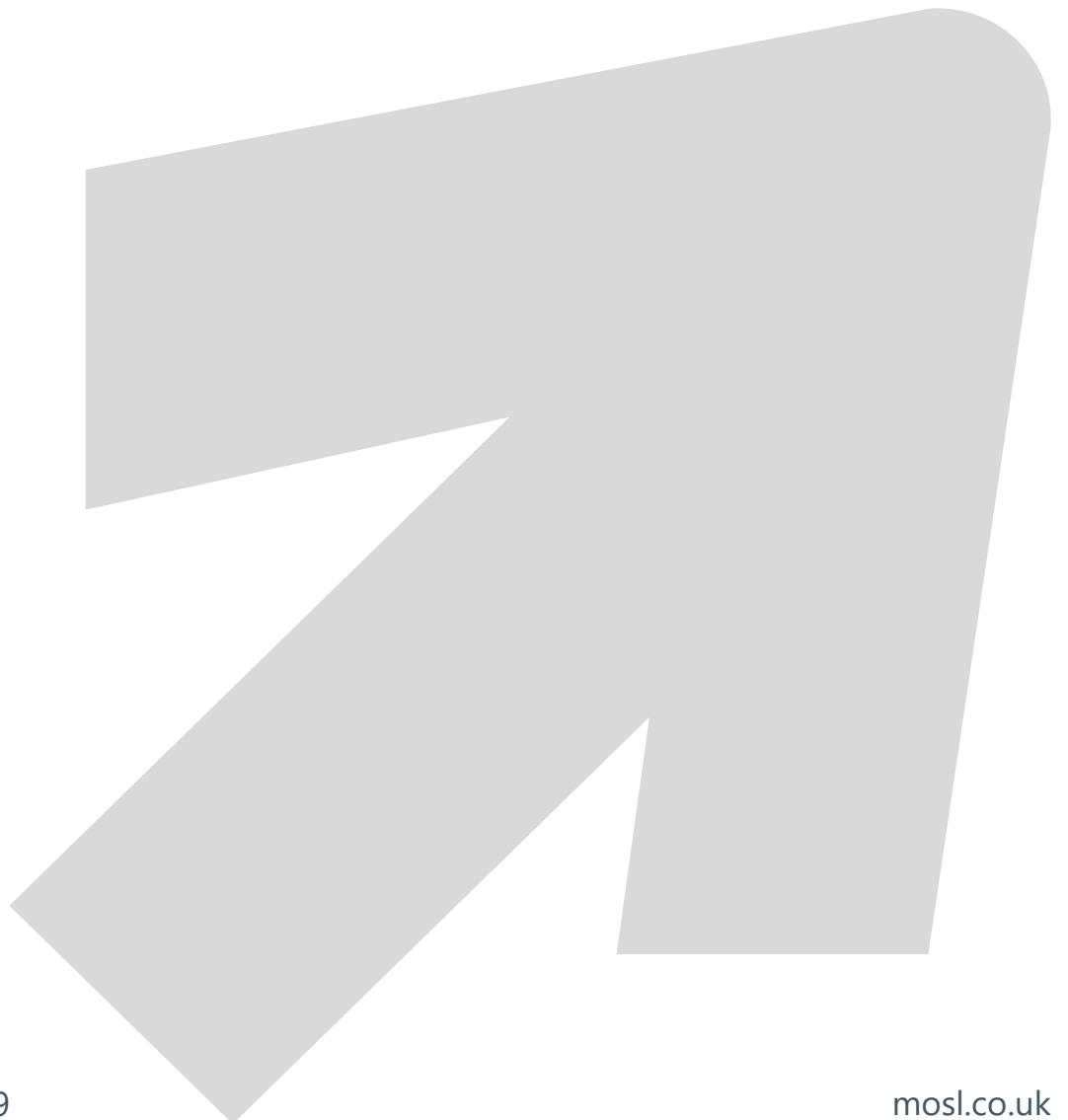


Operational Advisory Group (OAG)

Date and time: 30 January 2024, 1100 - 1200

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	Noel Bradley	NBr	Yorkshire
Chris Williams	CW	Thames	Pam Nash	PN	C&C
Daniel Proctor	DP	Waterplus	Paul Baker	PB	Business Stream
David Moss	DM	Castle	Rebecca Watson	RW	Portsmouth
David Buchan	DB	Castle	Rosemary English	RE	Southern
Karina Soulyinha	KS	Southern	Rosie Milsom-Dyer	RMD	Wessex
Lauren Walsh	LW	Northumbrian	Sian Forward	SF	Northumbrian
Mary Porter-Chorley	MP	South Staffs	Syndiso Bango-Dube	SBD	Waterscan
Nick Butt	NB	Conservaqua			

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Huw Comerford	HC	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 introduced Nikita MOSL's new Business Analyst whose focus will be on MPF reform.</p> <p>24134 – Enhanced reporting update</p> <p>JG provided members with an update on the enhanced reporting request noting it is the top item in the Phase 14 prioritisation.</p> <p>JG highlighted MOSL's design authority has included delivery in the strategic plan to deliver a fully self-serve reporting function however this will not be delivered as part of Phase 14 of the Bilateral programme it is included on the technology roadmap.</p> <p>JG noted as part of Phase 14 a bespoke reporting suite can be delivered and the requirements for this will need to be discussed with a subgroup of OAG members and requested members email should they wish to be included.</p> <p>MOSL to arrange subgroup meetings to discuss the requirements of the bespoke reporting suite and defined set of reports.</p> <p>24127 – W2W & R2R (Wholesaler to Wholesaler & Retailer to Retailer)</p> <p>JG highlighted this request represents a large architectural change as the current communication flows are all between wholesalers and retailers and this process enables retailer to retailer and wholesaler to wholesaler communication.</p> <p>JG noted the desire to deliver the process and to keep a consistent format and approach for communications between trading parties.</p> <p>JG recapped that the request is for the process to be very similar to the general enquiry process delivered as part of the F7/M1 form and to mimic email communications.</p> <p>JG noted the complexity of creating a SPID process given for other processes this selects to whom the communication should go and this would not necessarily be appropriate for this process e.g., where a customer has a separate water and sewerage retailer. Additionally, not all communications will be directly SPID related.</p> <p>JG further noted the intention to build the process therefore as a no SPID process with the ability to indicate how many SPIDs the comms relates to and a free text field for those details.</p>

JG highlighted as no contracts exist between wholesalers or between retailers there will be no SLA associated with the process and no deferrals are required.

JG noted feedback received indicated auto close should be included and applicable after 15 business days. JG explained M1 process auto close was extended to 30 business days along with F7 and enquired if members felt it would be appropriate to mirror this.

DM noted not concerned about length of time before auto close but recommended ability to reopen would be useful in particular as can be submitted for multiple SPIDs.

JG noted the resubmit option is included for the initiator prior to closure. DM further noted need for functionality as per escalations for the ORID to be reopened if required.

JG highlighted A7 includes the option for the reason it is being raised as related to a closed or cancelled ORID and this could be mirrored and further enquired if DM wanted to be able to reopen a previous ORID instead. DM confirmed the second option (to reopen an ORID) would be preferable.

CD noted should the functionality to reopen an ORID be added to this process it would not be inline with other processes and therefore not in line with the principle to make it simpler for people to understand how the process works.

DM noted the rationale in regard to escalations was that the escalation was simply a response and may take longer to remedy and this could apply in particular to a communication regarding a number of SPIDs.

CD noted an escalation process is being considered as part of the enhanced delivery and will be discussed at OAG in future.

JG noted concern as to why this is required for the communications between retailers to retailers and wholesalers to wholesalers and not for other processes.

DM noted may also be relevant to F7 general enquiry process.

SF noted need to align processes as much as possible to prevent confusion and to ensure ease of training from a user perspective. SF further noted should not be different to F7.

JG noted 30 business days for auto close would retain consistency with the F7 process and would enable a request to be 'reignited' before being closed.

JG further noted the need to review the escalation process with OAG and include discussion of the ability to reopen ORIDs once they have been closed/completed.

CD noted the high-level principle to ensure all processes align.

DM noted the majority of escalations occur when a service was not completed entirely before being closed and additional information needs to be added.

JG confirmed the ability for both the initiator and receiver of any request to update at any point has been reviewed and the recommendation is for the ability for both parties to be able to add comments at any time which is current functionality within the Hub. This would enable any comments to be viewed in the home screen as last updated.

SF highlighted for LVI users this does not provide the ability to track and filtering on last updated could list those comments which had been added by themselves.

SF recommended the ability to filter comments via a date added range or last updated along with a flag to distinguish the type of update.

MOSL to review and revert

CD suggested a new LVI page could be added to use for comments.

RE noted the functionality would be useful for all forms to provide visibility of the comment field across all LVI users.

JG agreed may be simpler to update the LVI commentary function instead of creating a new transaction or any architectural change to the form.

JG confirmed having reviewed the codes retrospective amendments should be followed outside of this communication flow as the process will not be tailored to capture the specific data items which would need to be shared as part of the retrospective amendment process.

CD noted retrospective amendments are not called out within the codes relating to other process e.g., C1 and proposed this process is a simple channel/method of communicating any potential issues or queries which relate to data items in a similar manner to F7.

PB noted the RWG settlement group are investigating issues with regard to settlement on retrospective amendments and the process which is not being followed to establish why and any potential solutions.

PB noted Candice Baker and Alex Piper from MOSL are involved in the RWG settlement group.

DM noted this process can be used as an initiator of the retrospective amendment process.

CD confirmed this can be the case however not called out for that purpose.

JG ran through the process flow noting initiator and receiver as opposed to wholesaler or retailer.

JG highlighted the process includes the new transaction of cancel info request to enable the initiator to return the ORID to themselves.

JG noted the simplicity of the process.

JG displayed the request types for both retailer and wholesaler requests covering the most common scenarios. JG requested members advise should other items be included in either list.

RE noted useful for allowance enquiries and should be retained in the list of request options.

JG clarified customer information should not be shared simply any calculation due to GDPR.

DM enquired if common lists are also included for R2W and W2R in the F7 process. JG confirmed this has been created and will be shared with members for review.

JG noted where only one SPID is included proposal to include a SPID reference data item capture. Members generally agreed to this proposal.

JG provided an overview of screenshots noting it is more complicated for retailers to ensure no sensitive customer data is shared without consent.

B5 (smart metering options)

JG confirmed smart metering options had been raised as a request from trading parties for inclusion within B5.

JG noted smart metering options can currently be included within 'Other' and fault details included in free text field however fault details list can be expanded to include possible smart metering related options. JG requested members advise of possible options.

CD noted the need to enhance the code to accommodate communication errors from smart metering and to ensure not raised too soon to enable the error to rectify itself e.g., should a vehicle be parked over the smart meter thus preventing it from transmitting.

DM recommended two separate lists one for physical and one for digital to prevent the list becoming too long.

NS noted concerns raised against B5 mainly relate to the short SLAs imposed. CD noted requires code alignment with the market requirements.

	<p>JG noted the complete transaction for B5 is included within phase 14 combined with B3 and B7 for the inclusion of two meter read values (initial and final) and enquired if this is required against all complete transaction options or only for a replacement meter. Members generally agreed only required for replacement meter.</p> <p><i>11, 13 and J2 MSN and read capturing</i></p> <p>To be sent out to members and reviewed at next meeting.</p>
<p>4.</p>	<p>AOB</p>
	<p><i>F5 (smart meter)</i></p> <p>To be included in future meeting.</p>

	Actions	Action by	Action date