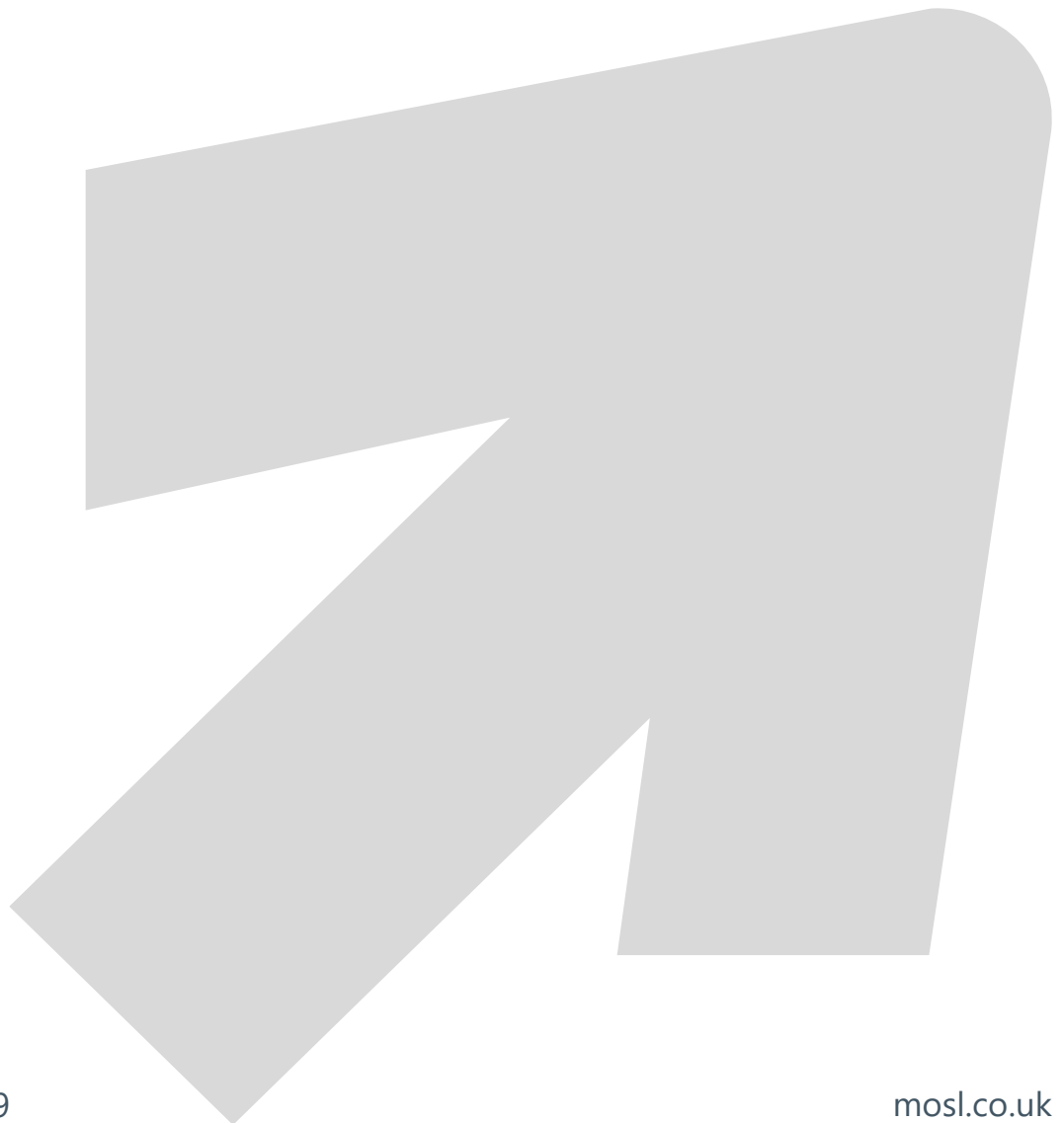


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Operational Advisory Group (OAG)

Date and time: 27 February 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Ally Logan	AL	Business Stream	Helen Bennett	HB	Southern
Anna Muskett	AM	Wessex	Karina Soulynha	KS	Southern
Bryony Cameron	BC	Thames	Karen Hardaker	KH	Loop
Charlotte Miles	CM	Thames	Lauren Walsh	LW	Wave
Chris Williams	CW	Thames	Nick Butt	NB	Conservaqua
Daniel Proctor	DP	Waterplus	Nicola Spiller	NS	Thames
Daniel Wilkinson	DW	Yorkshire	Paul Grinham	PG	Water2Business
David Moss	DM	Castle	Rebecca Watson	RW	Portsmouth
David Buchan	DB	Castle	Rosemary English	RE	Southern
Emily Jerrome	EJ	Water2Business	Sian Forward	SF	Northumbrian
Heather Lamb	HL	UU	Tracy Ware	TW	Portsmouth

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Monica Falasca	MF	Observer
Jac Gibson	JG	Presenter	Lisa-Ann Lott	LAL	Notes
Nikita Bridle	NiB	Observer	Sam Webb	SW	Observer

1.	Welcome
	CD welcomed members and confirmed the agenda.
2.	Phase 14 update
	<p>JG provided an overview on the current position for Phase 14 noting the top 16 ranked items some of which appear multiple times.</p> <p>JG confirmed five items are in development or in test with June delivery planned and a number of items will be discussed in the separate reporting subgroup.</p> <p>JG highlighted requirements have been captured for a further eight items and these are being created into processes for review.</p> <p>JG noted a number of items on meeting agenda for further clarity or new discussion.</p> <p>JG further noted the remainder are in internal MOSL discussions at present on possible solutions.</p> <p>JG highlighted the request which had been made for the add comment functionality to be made more visible for LVI users is under review by the MOSL development team.</p> <p>JG to share ranked list with attendees alongside slide pack.</p> <p><i>13875 – Data logging/smart attachment request process</i></p> <p>JG provided an overview of the options for change as presented to the Metering Committee, noting the committee had been advised of OAG’s recommendation of a new process for data logging.</p> <p>JG provided members an opportunity to feedback on the requirements for a possible process to enable production of a process flow and screen designs to reflect the suggestions.</p> <p>SF noted application form required to request permission to log, request data sharing if data logger already present, request permission to install other devices e.g., limpets, options for those that do not request pre notification for a notification to be provided once device installed which needs to include which meter and what type of device. Normally actioned through retailer to wholesaler with third parties actioned separately, on occasion wholesaler will request details from retailer of data logger already present or assistance with leakage investigation etc.</p> <p>JG noted would require a different wholesaler to retailer version of the form when simply sharing information versus retailer to wholesaler request for permission to install a logger or limpet etc</p>

CD enquired if similar approach as for process J1 and J2 could be used dependent on whether advanced notice needs to be given.

PG noted wholesalers have separate policies in regard to loggers etc, some require process B7, some require an email and some do not require notification and therefore recommended a standardised form, separate from B7 to capture all the requirements would be useful.

CD noted B7 is the route to use should a meter need to be changed to make it loggable and enquired if wholesalers were requesting a B7 for temporary logger application too.

PG confirmed wholesalers are requesting B7 for permission to install a logger and on occasion will follow up post installation.

CD suggested expanding B7 to incorporate a logger application.

SF and DM noted RWG data logging good practice guide.

PG noted SF had summarised all requirements.

SF noted B7 requested or initiated if an exchange is required as a result of an application in particular if there is a cost element.

RW noted a separate process would be best as when request received a form is completed and notification of completion of addition of logger is sent also.

AL agreed separate process would be most suitable. Highlighting may require retailer requesting of wholesaler to flag in CMOS the addition of a logger and where wholesaler has completed planned meter exchange retailer's logger has been removed and therefore requires option to inform wholesaler logger is now missing and need to recoup costs of device.

CD noted not simply request of installing a logger or notification of a logger it also requires notification of flag which requires updating.

DM noted need for investigation process in relation to missing/damaged loggers.

DM highlighted forms laid out in RWG good practice guide and 28BD SLA detailed in guide with average response 22BD.

DM noted good practice guide can be shared with third parties where necessary.

LW noted loggers are a commercial offering for retailers and can be offered on any SPID regardless of ownership therefore would not be able to be submitted via a B7 and would require a different third-party route to process in the Hub.

DM noted third parties go direct to wholesalers not via retailers. Thus, may require being a no SPID process or SPID optional.

CD noted should a third party interact directly with a wholesaler this would be actioned outside the Hub including other retailers.

JG clarified where a retailer is offering a commercial service to a customer on a SPID that is not theirs they would be a third party and those would be processed directly with the wholesaler outside of the Hub if the process is built as SPID only.

JG enquired if the scenario exists where the retailer asks the wholesaler to add the device.

NB noted only one circumstance where this applies when a specific tariff exists that requires a data logger to monitor and that logger is not in place.

CW noted not all wholesalers offer data logger/plus cable fitting and would expect retailers to offer this through an accredited entity. CW highlighted wholesalers are required to update CMOS thus would be useful if separate process allowed retailers to update and could streamline overall process for the market by eliminating need for retailers to request wholesalers action update.

CD noted would change responsibility for updates to CMOS which would fall outside the Bilaterals scope and would require all wholesalers to agree to that change.

JG noted metering committee discussing the ability for retailers to update as suggested.

CD noted change had been rejected due to cost and impact as currently no shared data items and would be looking to continue through change to the Hub instead.

JG highlighted high degree of support from OAG for the change.

CD further noted change would also have to be added to the change log/process and would likely result in 2026 delivery as opposed to Bilateral Hub change which could be available in FY 24/25.

JG to review the good practice guide to establish SLAs and what could be included in the process.

JG enquired if deferrals required in the process.

SF noted the ability to defer would depend on the process itself however maybe required as fitting a data logger may not be feasible on first site visit or more information may be required and thus would need to be deferred.

AM noted as similar to B processes where third-party aspects and environmental issues may occur and thus deferrals would be appropriate.

JG further enquired which state transitions would be required e.g. info requested, customer info requested, site visit etc.

CD noted where a meter exchange is required this would be a B7 process.

Members generally agreed site visit would be useful and possibly quote proposed.

JG noted preference for this to be a separate process.

JG enquired the volume of requests received.

DM noted not many requests as most loggers owned by third parties.

DM enquired if the process would incorporate data sharing requests. CD noted future proofing question.

LW & RW noted large and medium level of requests respectively.

SF noted data sharing from a wholesaler logger, data sharing from a retailer logger and the wholesaler wanting a one-off snip of data and data sharing on an ongoing basis therefore future proofing to allow smart data.

SF highlighted 32 requests during 2024 therefore greater numbers than some other process already incorporated into the Hub.

CW requested consideration given to whether smart data should be included or as a separate process given some wholesalers offer separate digital data service.

NB suggested confirmation is required of the data logger installation when completed. Members generally agreed to this recommendation.

SF noted 'logger has been removed' may also be required.

AL noted high volume process and offered on any SPID not solely those owned.

DM noted if retailers made able to update CMOS this would prevent the requirement to process a request or notification for each time an action was taken on a logger.

CD highlighted no dual ownership of data within CMOS.

DM noted not a single use business case for enabling shared ownership of CMOS data.

SF enquired if the same costs would apply if data item split. CD confirmed similar costs.

MOSL to review and revert with metering committee as to opportunity to increase efficiency.

24329 – Export ORID data when filtered

JG noted discussions held with development team regarding the process and providing a draft screenshot of possible filters.

JG highlighted when filtered, data can be exported however, development team raised concerns regarding impact on Hub performance to provide every user the option to use an export function given it would be difficult to predict how often it would be used.

JG provided an overview of solution that can be offered; bespoke report which provides data and status at a set time which would enable the performance of the Hub to be controlled.

JG noted this could be provided via myfiles and contain ALL information which can then be filtered by trading parties.

SF noted preference for provision at the beginning of each day.

JG enquired how long data should be retained for.

SF noted weekly would be sufficient as should have worked through process. SF noted rolling 7-day provision would be ideal.

DM enquired if this is the only solution offered or is just the best option and further enquired if the commentary features are to be expanded will those be included in the export as well.

JG confirmed only solution provided by the development team however can request other options e.g., original process with restrictions.

8056 – Increase the character limit on the additional information field in the corrections page

JG reminded members the original request focused on the additional information field in the corrections page however if the field is updated it may update across the Hub.

JG noted unlimited characters could cause storage issues and would be risky to implement creating display errors.

JG enquired what would be an acceptable character limit.

Members generally agreed 3000 characters sufficient as beyond this can be added as an attachment.

DM enquired if rich text format would be included to enable images and tables to be added.

JG to review and revert.

24344 – GSS payment notification

JG reminded members would be included within M1 and F7 processes as a weekly template to notify retailer from a wholesaler of the GSS payments that are required.

JG noted will be included as part of Market Data Collaboration and enquired if this is suitable or requires its own drop down.

JG highlighted need for consideration of timescales and SLA and M1 process does not contain any SLAs and thus would not be tracked in the Hub.

JG further enquired if a template is required to standardise data requested and what should be the frequency of notification.

SF noted requirement within codes to inform retailers within set timeframe, SF highlighted M1 works for this process and requested specific drop down for GSS payment notification.

Members generally agreed specific drop down and ability to send as a single item and should not be included as part of complete transaction.

CW clarified difference between being able to send singularly and having to send singularly and would prefer the ability to also send in bulk.

Members generally agreed a template for multiples would be useful.

	<p>AL noted notifications can affect multiple properties and affected SPIDs and SLAs involved for retailers to provide monies to customers and therefore a credit note from wholesalers would be useful in this respect.</p> <p>JG enquired if credit note required or a data item within the Hub.</p> <p>AL confirmed credit note from an audit perspective would be required to mitigate risk of non-payment to customers against which they can claim late payment.</p> <p>JG noted will review with MOSL legal team as to the types of attachments which can be included.</p> <p>CW highlighted GSS is an Ofwat mandated process and therefore need to link to regulations to ensure compliance. JG to review and revert</p>
<p>6.</p>	<p>Ops Terms – additional requirement</p>
	<p>CD highlighted hidden requirement within Ops Terms which requires the wholesaler to update the retailer when they have contact with the customer which most wholesalers action via a daily spreadsheet upload to retailers.</p> <p>CD enquired if the clause requires the method to be called out e.g., use F7 process or the Wholesaler Action Notification Template or should this remain outside the Hub.</p> <p>SF noted shared on daily basis and queried if its utilised by retailers or is there an option to remove the obligation from the codes.</p> <p>Wholesaler members generally agreed shared on a daily basis however not required and thus could be removed from code requirements.</p> <p>Retailer members to review and revert as to the usage.</p> <p>CW enquired when a decision will be taken as to whether the notification will be required in the Hub.</p> <p>CD noted decision required ASAP as Code Advisory Group sign off required at end of March.</p> <p>CD highlighted three options available; include in F7 process, include in Wholesaler Action Notification template or exclude from the Hub or remove from the codes entirely.</p> <p>LW highlighted used when customer indicates contact previously made with wholesaler prior to retailer contact. And would prefer inclusion within the Hub for ease of use and in standard format.</p>

	<p>DM recommend retailers should be able to request data via the miscellaneous processes and wholesalers should be able to provide the information proactively.</p> <p>CW enquired if all parties need to vote on the solution to reach a definitive position.</p> <p>CD noted should consensus not be reached the codes will remain as at present and will require indication from OAG members for preference.</p> <p>SF noted obligation to retain the information and thus F4 can be used when required.</p> <p>CD noted members preference for on request however if notification required a templated version would be preferred.</p> <p>DM noted customers claims of lack of contact and would be useful to record in the Hub to ensure details can be provided e.g., via F7 as a template.</p> <p>SF highlighted the reference is in the codes relating to planned and unplanned events.</p> <p>CD to follow up via email to establish OAG position.</p>
<p>7.</p>	<p>AOB</p>
	<p>JG noted request for attachments to be included within the submit transaction as opposed to after the submit.</p> <p>JG enquired if request is to enable attachments to be attached outside or within the submit transaction and would 10 attachments be sufficient.</p> <p>AL noted for complaints may require an attachment of a zip file to enable greater than 10 to be sent.</p> <p>RE noted would be useful to have attachment as part of the form and for C1s to enable photos to be attached as prevents being forgotten once completed. RE also noted 10 may not be sufficient.</p> <p>RE further noted would be useful for C1s and H1s however may be useful on other processes.</p> <p>DM noted risk issue with regard to attaching zip files however where multiple files need to be sent could be included in a word document and thus file size limitations could be changed.</p> <p>JG requested members confirm who should be included in the reporting sub-group meetings.</p>

	Actions	Action by	Action date