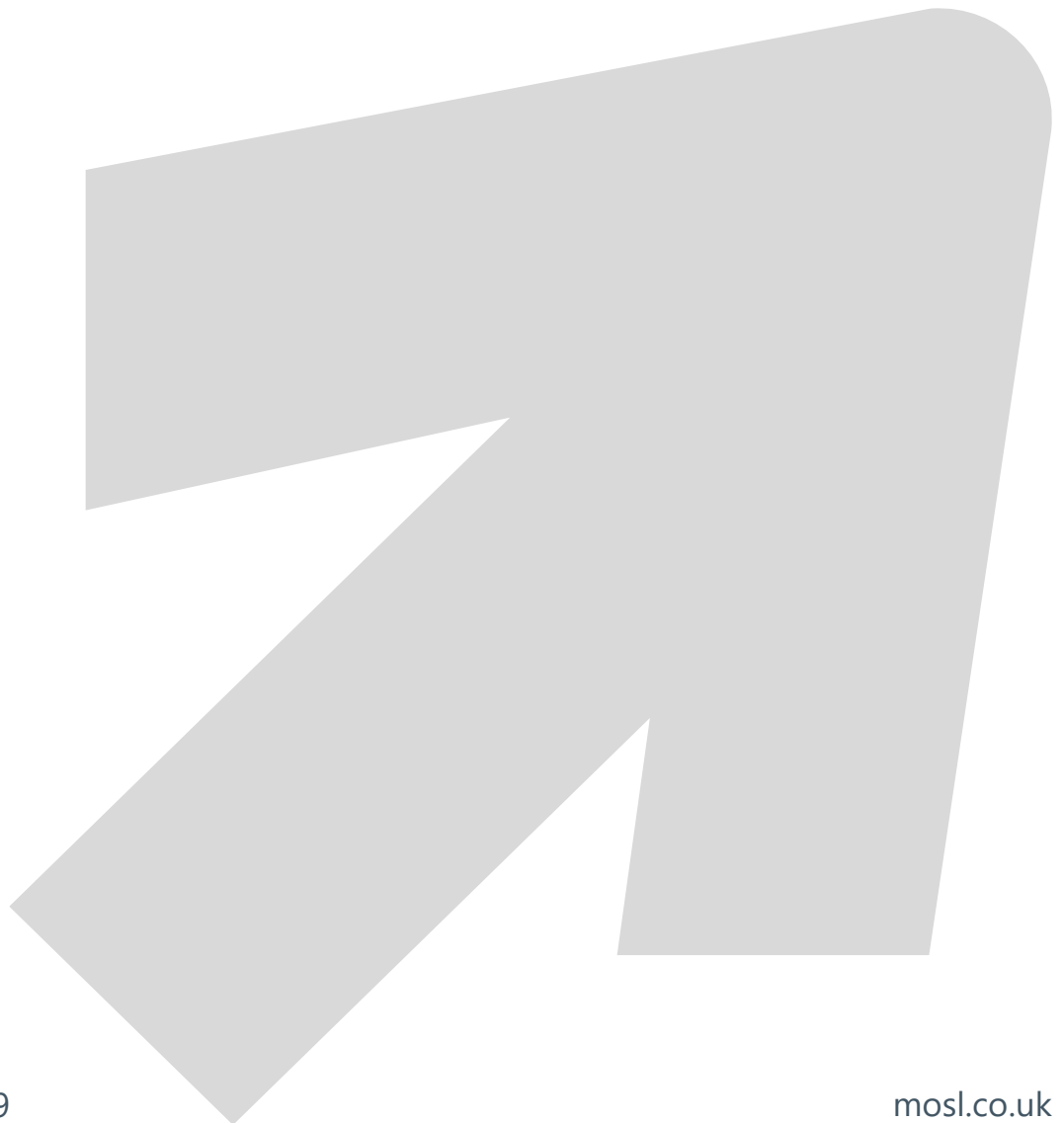


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## Operational Advisory Group (OAG)

**Date and time:** 12 March 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	Jacob Head	JH	Water2Business
Bryony Cameron	BC	Thames	Karina Soulynha	KS	Southern
Charlotte Miles	CM	Thames	Karen Hardaker	KH	Loop
Chris Williams	CW	Thames	Lauren Walsh	LW	Wave
David Moss	DM	Castle	Mary Porter-Chorley	MP	South Staffs
David Buchan	DB	Castle	Nick Butt	NB	Conservaqua
Durga Gurang	DG	Thames	Rosemary English	RE	Southern
Emma Pratt	EP	Waterplus	Rosie Milson-Dyer	RM	Wessex
Emona Pepaj	EmP	Thames	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	Presenter
Sam Webb	SW	Observer	Lisa-Ann Lott	LAL	Notes

1.	<b>Welcome</b>
	CD welcomed members and confirmed the agenda.
2.	<b>Emergency contact</b>
	<p>CD thanked trading parties for their responses to the email regarding the hidden requirement within the Operational Terms for wholesalers to notify retailers of any contact in relation to unplanned services.</p> <p>CD noted at present wholesalers update retailers manually of those contacts.</p> <p>CD confirmed the relevant code extract:-</p> <p><i>Wholesalers must engage directly with any non-household customer which contacts it in relation to an unplanned change in water services or sewerage services and provided that the non-household customer has given it sufficient information to correctly identify it's retailer, inform the retailer of any such contact it has had with the retailers not have had customer within two business days.</i></p> <p>CD noted options provided to trading parties to establish preferred solution.</p> <p>Option 1 – the clause to call out the use of process F7 with the details added to the Wholesaler Action Notification Template.</p> <p>Option 2 – the clause would state this to be actioned outside the Hub.</p> <p>Option 3 – to remain as is with no changes.</p> <p>Option 4 – the clause to change the requirement for wholesalers to hold the information and provide it if requested via the F4 process.</p> <p>CD noted only one retailer responded and requested feedback during the meeting.</p> <p>MF confirmed details of calculation of preferred option following trading party voting prior to the meeting which indicated Option 4 to be the preference.</p> <p>DM to provide feedback following meeting but noted option four also considered to be preference.</p> <p>DM recommended review of the usefulness of the data, as it relates to reactive activities and almost exclusively leaks.</p> <p>DM noted leaks are complex and involve multiple steps including site visits and thus this relates more to D3 scenarios.</p>

**DM further noted whilst option 4 is the preference possibly needs to be adopted for process D3 as well.**

**CD noted too late to update D3 however can be reviewed for a later delivery as part of the additional enhancements.**

DM noted few wholesalers actioning proactively however it is needed to enable retailers to understand customer journey.

MF noted could utilise the Wholesaler Action Notification template to trigger the request for information from the retailer.

DM noted may require a paper trail and thus may need to be more comprehensive.

DM recommended the need for a data share between retailers and wholesalers as it may need to go to affected trading parties not simply singular pairings.

SF noted not certain if wholesalers meeting obligations currently and enquired whether retailers are utilising the information highlighting additional workload involved to process.

SF further noted only one retailer responded to information request suggesting no strong view.

CD noted low level of response indicates not required.

SF noted value in the leakage element in particular where dumb meters still in place to indicate continuous flow which would be valuable to retailers, in advance of smart metering.

Attendees generally agreed with the above.

CD noted Metering Committee proposing good practice guide relating to continuous flow.

CD enquired if attendees content with Option four to be progressed i.e. wholesalers to retain data and must be able to provide if requested. CD noted this does not prevent wholesalers providing the data if they see fit.

Attendees generally agreed with the above.

CW enquired if wholesalers could send information via a method of their choosing i.e. not via the Hub.

CD confirmed this will be the case and CW endorsed the option.

	<p><b>NB noted not all wholesalers are communicative and option four allows wholesalers not to inform and noted would want information supplied in one form or another.</b></p> <p><b>CD noted could facilitate in code 'where if an agreement is in place between wholesalers and retailers information to be provided'.</b></p> <p><b>NB requested clause added to WRC. CD noted could be added to code however unlikely to be added to WRC.</b></p> <p><b>NB content to be proactive with wholesalers to come to an agreement separately.</b></p> <p>CD noted documents will be published for review w/c 18 March 2024</p>
3.	<b>AOB</b>
	<p><b>Wholesaler Action Notification Template</b></p> <p>MF provided an update noting CPW139E, Miscellaneous processes and the Wholesaler Action Notification template for F1, F2, F3 and F6 will be live on Wednesday 13 March as planned.</p> <p><b>Meeting update</b></p> <p>CD reminded attendees all minutes and slides are added to the MOSL website for review.</p> <p>Next meeting Thursday 21 March</p> <p>DM enquired if new process changes preloaded to code website.</p> <p>MF confirmed documents published before implementation date with date confirmed within.</p> <p>CD noted documents will be released on Friday prior to any implementation date.</p> <p>DM noted preference for documents to be preloaded.</p>

	<b>Actions</b>	<b>Action by</b>	<b>Action date</b>