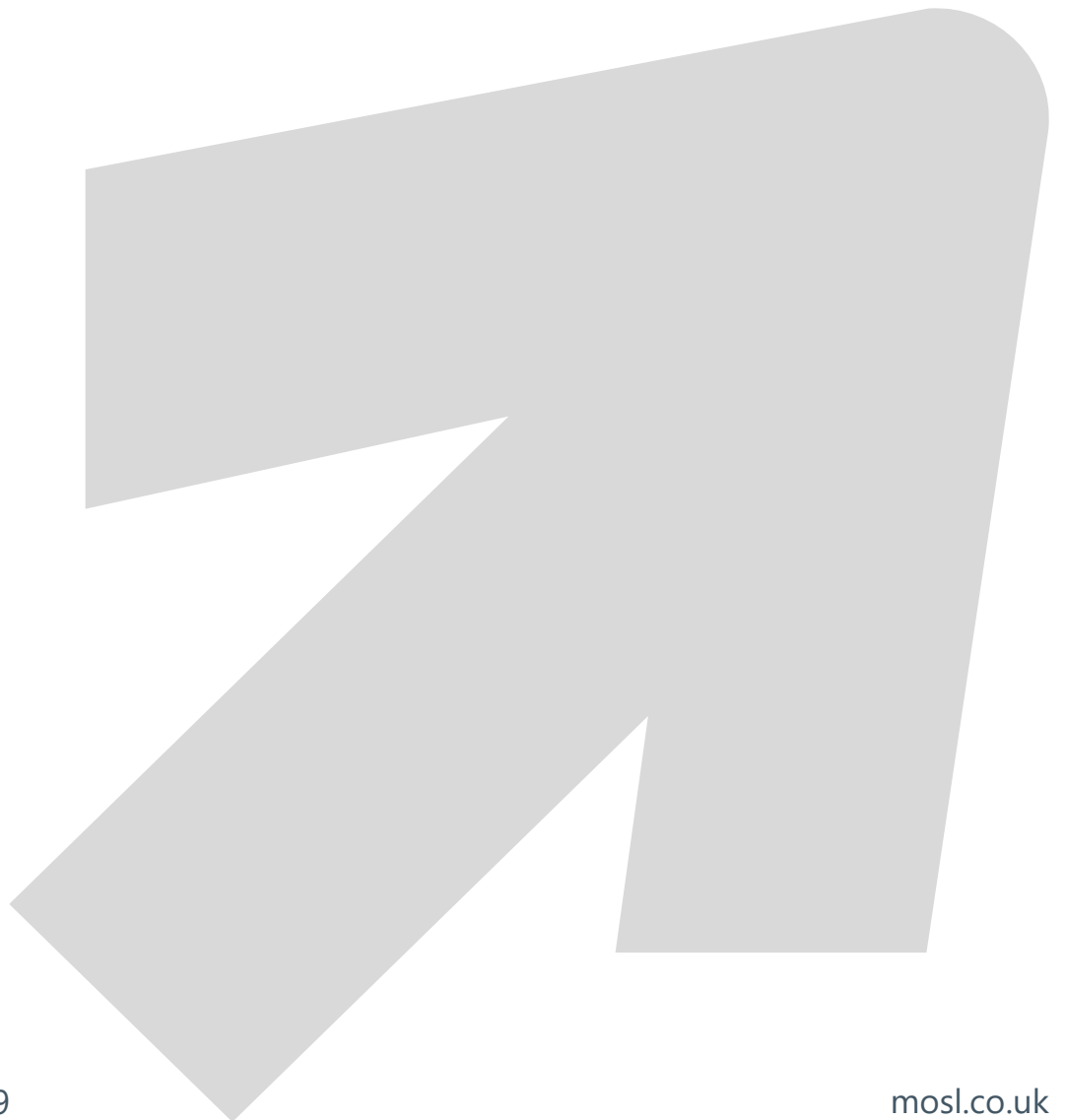


Operational Advisory Group (OAG)

Date and time: 18 April 2024, 0900 - 1000

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Ben Day	BD	Southern	Lauren Walsh	LW	Wave
Charlotte Miles	CM	Thames	Louise Durbin	LD	
Chris Williams	CW	Thames	Karina Soulynha	KS	Southern
Claire Stephens	CS	Southern	Mary Porter-Chorley	MPC	South Staffs
Daniel Proctor	DP	Waterplus	Martin Pope	MP	Southern
David Moss	DM	Castle	Nick Butt	NB	ConservAqua
David Buchan	DB	Castle	Nichola Spiller	NS	Thames
Ellen Reardon	ER	WaterPlus	Onkar Singh	OS	Thames
Emma Elmes	EE	South East	Paul Baker	PB	Business Stream
Helen Bennett	HB	Southern	Rosemary English	RE	Southern
Iain MacAndrew	IM	Castle	Rebecca Hutton	RH	UU
James Sands	JS	Southern	Rebecca Watson	RW	Portsmouth
Jamie Johnson Mitchell	JJM	Thames	Rosie Milsom-Dyer	RMD	Wessex
Julie-Ann Anderson	JAA	SES	Sian Forward	SF	Northumbrian
Kristofer Turner	KT	Castle	Tom Wells	TWe	Southern

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Jac Davidson	JD	Observer
Monica Falasca	MF	Presenter	Lisa-Ann Lott	LAL	Notes

1.	<p>Welcome</p>
	<p>CD welcomed members and confirmed the content of the meeting as relating to potential updates to the code and template for process D2.</p> <p>CD highlighted changes to Bilateral Hub functionality relating to this process are not in scope for this meeting.</p>
2.	<p>D2 process and templates</p>
	<p><i>D2 changes to planned date (OSD 0705)</i></p> <p>MF ran through the proposed change to OSD 0705 noting at present process D2 requires that at least 22BD advance notice are given to the retailer and non-household customer.</p> <p>MF enquired if the wholesaler should be providing the start and completion date of works to the retailer.</p> <p>MF further enquired if OSD0705 requires a code change to clarify the 22BD are in advance of commencing the work noting this will depend on whether this is a mandatory date and whether a completion date is also required.</p> <p>SF noted would have interpreted current code as is advance notice however if not clear to all trading parties additional wording should be added.</p> <p>CW noted if similar wording used for other processes need to be consistent.</p> <p>CD noted should code change be proposed will require review by CAG.</p> <p>There being no further comments taken as worthwhile action.</p> <p>MF proposed changes to OSD 0705 section 3.1.8 regarding the wholesaler being unable to commence the work due to reasons outside of their control and being required to provide advanced notice within 48 hours of rescheduled date.</p> <p>MF noted two options either with agreement of the non-household customer or where customer does not agree the OSD currently states the wholesaler will still advise an alternative date through the next submission of the Wholesaler Action Notification template thus there is no difference whether the customer agrees or not.</p> <p>CD summarised the current code noting whether the customer agrees or not the wholesaler only has 48 hours to provide notice of the change of dates. MOSL’s proposal is if the customer does not agree the wholesaler should resubmit the D2 for that request and the 22BD will begin again.</p>

DM noted useful to include the clause as the only situations where the customer would not agree is when a breakdown in communication has occurred or there is a time restriction on the customer side. Restarting the 22BD therefore would be reasonable to prevent the wholesaler having failed site visits/attempts.

CD noted need to consider non-response as to whether this would be considered no agreement.

DM observed no response means no agreement therefore could update code to include non-responsive to modified proposed start date.

SF enquired what happens when the works must go ahead from an operational perspective and the customer is refusing.

DM noted in those rare circumstances wholesalers can use powers of entry.

SF noted may not be power of entry however still required to turn off customers' supply for essential work to the network and thus wholesaler has to plan to interrupt the customer supply.

CD noted argument for best endeavours in those cases and would be considered on a case-by-case basis.

DB noted the only time the wholesaler requires customer agreement is when they are working on a specific date and it is only when the wholesaler does not go ahead with the work and has to reschedule they need to seek agreement.

NS noted would be using for proactive programme therefore would not be making dates with customers would be cold calling. However, on occasions where customers require prior agreement and the wholesaler cannot attend on the agreed date would need to rearrange and this would be subject to the 22BD notification.

NS noted for proactive work will be submitting thousands of cases across six months and enquired would resubmission be required for any date unable to attend.

CD noted this would be for any committed date.

There being no further comment MF noted without customer agreement the process will restart with the full 22BD notice.

Wholesaler Action Notification Template – event start date (D2)

MF confirmed there is a discrepancy between the current Wholesaler Action Notification template and the current code drafting noting OSD 0705 requires any changes to the planned date the wholesaler may reschedule the proposed start date of completion date as applicable however within the template the start date is optional and there is no field for the event completion date.

MF noted either a field for completion date is added to the wholesaler action notification template or section 3.1.8 is updated to not require notification to rescheduling the completion date as this was not provided.

MF highlighted there is an SLA linked to the event start date.

MF noted these notifications are given a long time in advance and therefore a degree of uncertainty exists and enquired if a date range could be supplied instead of a specific date to mitigate this uncertainty.

CD confirmed code mandates 22BD SLA however the template is optional and there is a risk it can be submitted without the dates and thus unable to determine if the SLA has been completed.

CD noted MOSL proposing to change the optional to mandatory for D2 on the template.

NS enquired if 22BD notice provided the event start date would be the scheduled start date as opposed to all works to be undertaken on that specific date.

CD noted this is where the date range question is applicable as for D2 it is being submitted by SPID and thus likely to be more precise in particular when only 22BD from actioning works.

NS noted submitting works planned for next six months and providing 22BD notice e.g. planning to exchange these meters by September starting in 23BD.

DB enquired if D2 form should be utilised as providing notice to the customer that work will be undertaken which will stop water supply and therefore six months' notice may not be suitable, needs to be more specific to enable customers to plan for disruption.

CD noted discussions being undertaken regarding smart metering programmes where notification of changes will be required for planned works and should this be under process D1.

NS noted need for clarification as to whether smart metering programmes should be notified under D2 or D1.

CD highlighted D2 notifications only required where customer supply will be disrupted.

NS noted customer supply will be disrupted when installing replacement meter as will need to stop supply during works.

DM noted need to receive event start date updates where not able to be actioned or high impact however actual start date not required.

SF noted distinction of sharing high level plans with retailers under D1 as far in advance as feasible however not a SPID specific level then when moving to a defined area moving to D2 to notify the timescale for a specific area. This would only supply the event start date at present but 22BD in advance.

Attendees generally agreed for event start date to become mandatory on template.

DM noted possible to build to not permit a date that is less than 22BD.

CD noted only supplying an excel template and should trading parties copy the template this would not necessarily work.

CD enquired if the template needs to include a completion date.

DM noted completion dates are contextual and may be required in circumstances such as a leak repair.

CD enquired if the completion date could be optional.

DM noted can be optional on the template but needs to be contextualised in the codes as to when it should be conditionally mandatory e.g. high impact situations or deviation from BAU work.

SF noted preference for optional completion date to enable where a smart metering programme is being implemented

Attendees generally agreed a need for completion date on the template however should be optional.

CD enquired if the template should allow for providing date ranges, noting discussions indicate not for D2 but useful for D1.

There being no further comments CD noted useful for D1.

MF summarised mandatory event start date, optional completion date and no date range for planned work.

	<p>CD noted need to contextualise when completion date should be utilised within the codes.</p> <p><i>D1 & D2 in National Metering Strategy</i></p> <p>MF noted feedback received on National Metering Strategy general principle, D1 is allowed if smart meter rollout is classified as 'capital works' by the wholesaler and/or for long term planning (more than 22 BD notice). In those cases, it should be followed up with a D2 in due course.</p> <p>MF enquired if general principle should be codified in OSD 0705 to link D1 and D2.</p> <p>MF provided an example noting when submitting a D1 postcode area with an optional start and completion date could be provided and once plans are confirmed and the SPIDs are known a D2 can be submitted.</p> <p>Attendees to review with metering teams and revert by email.</p> <p>DM enquired if the code should stipulate a 'must' or a 'should' be followed up with a D2 in due course.</p> <p>MF noted for consistency if added to the codes will be detailed as a 'shall' as 'must' not normally used in code with the D1 process being optional dependent on the wholesalers' classification of the programme of works.</p> <p>CD noted capital works varied content and thus difficult to use 'shall' for D1 however would be appropriate for D2.</p>
<p>3.</p>	<p>AOB</p>
	<p><i>Potential improvements (ops terms overarching principle)</i></p> <p>MF noted feedback from DM regarding metering works programmes where retailers do not have visibility of how volumetric adjustments are calculated in cases where there is a gap in consumption and there is no standard approach from wholesalers.</p> <p>MF proposed an amendment to the Ops Terms to include an overarching principle for the wholesaler to advise the retailer of any consumption gaps following a meter exchange or operational process and also provide any calculation evidence when informing the retailer of such gaps.</p> <p>DM noted in certain scenarios there are follow up bilateral process which should be provided including these details.</p>

There being no further comments CD noted will take proposal to CAG for review.

D1 submission of form

MP enquired if wholesalers had concerns around the number of forms which are required to be submitted into the Hub for D processes when completing programme of works given each retailer requires a separate case.

CD noted this would be to explore a future improvement in the Hub for the division to retailers to be completed within the Hub post submission by the wholesaler.

SF noted experiencing similar difficulties and as an LVI user are working with a third party to create an RPA (robotic process automation) for this and the F processes to create the files with the templates per retailer.

CW noted also experiencing similar challenges in operating the notifications effectively.

JD noted the concerns raised and the work being undertaken by trading parties to accommodate the process.

JD further noted MOSL reviewing if Hub can be modified to accommodate these processes highlighting need ability to read the attachments submitted in order to divide by relevant retailer and send out.

CD noted post implementation review requested by Code Change Committee and Ofwat of process F7 and can be actioned for other processes as well.

CW noted learnt about the processes now they have been implemented and used on a daily basis and would welcome review to focus on delivering for customers rather than simply remaining compliant with market codes.

Reporting function

JD noted trading parties should be in receipt of email detailing the list of reports for voting.

JD requested voting received by Friday 24 April and will return to OAG post voting.

There being no further AOB Chair closed the meeting.

	Actions	Action by	Action date