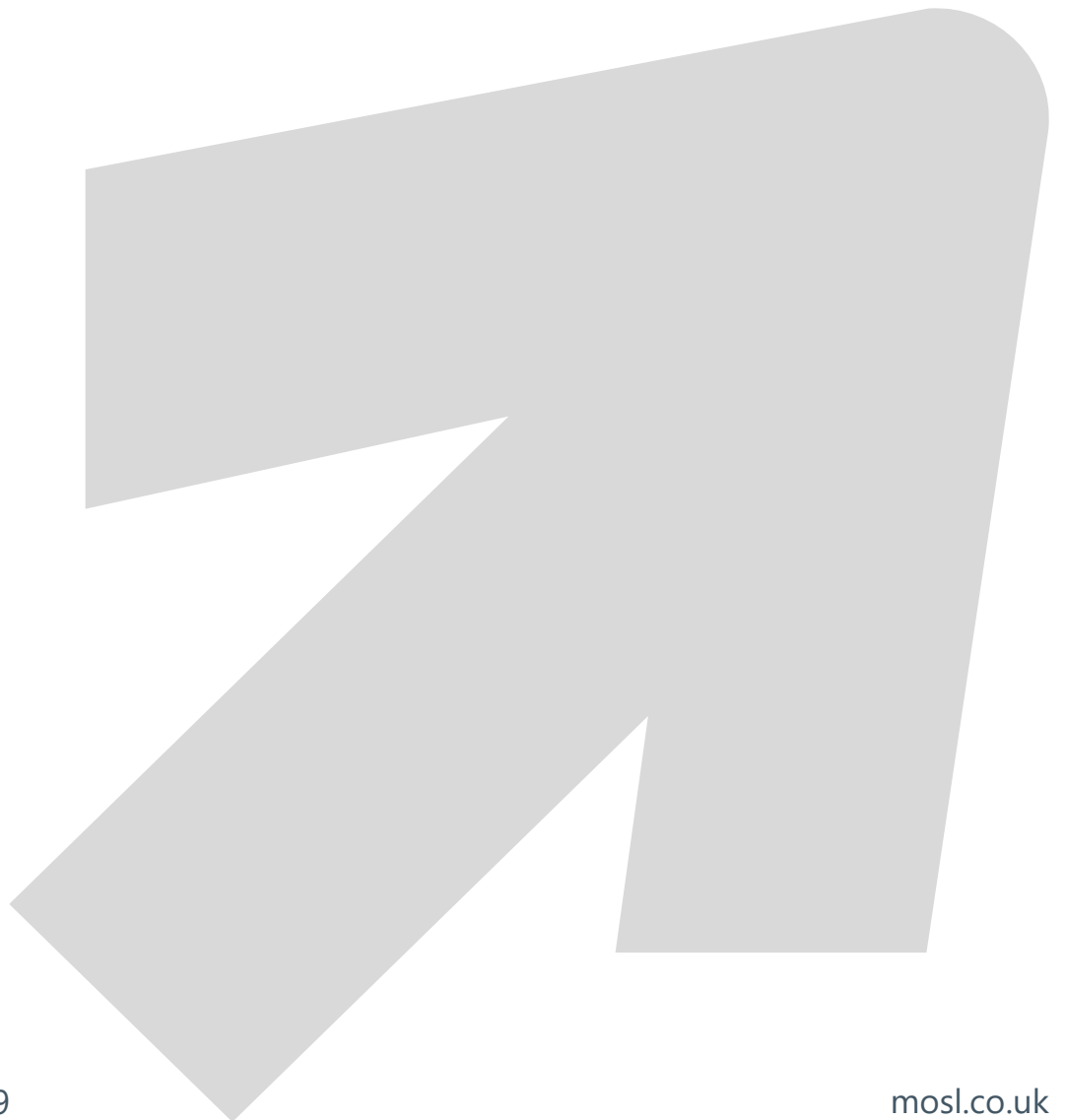


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Operational Advisory Group (OAG)

Date and time: 6 June 2024, 0900 - 1030

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

| Name | (Initial) | Organisation | Name | (Initial) | Organisation |
|--------------------|-----------|----------------|-------------------|-----------|-----------------|
| Bryony Cameron | BC | Thames | Michael Floyd | MF | UU |
| Charlotte Miles | CM | Thames | Paul Baker | PB | Business Stream |
| Daniel Proctor | DP | Waterplus | Pam Nash | PN | C&C |
| David Buchan | DB | Castle | Rosemary English | RE | Southern |
| Emma Pratt | EP | Waterplus | Rosie Milsom-Dyer | RMD | Wessex |
| Jacob Head | JH | Water2Business | Sian Forward | SF | Northumbrian |
| Julie-Ann Anderson | JAA | SES | Tracy Ware | TW | Portsmouth |
| Lauren Walsh | LW | Wave | Tom Wells | TWe | Southern |
| Lisa Jewkes | LJ | Severn Trent | | | |

MOSL

| Name | (Initial) | Organisation | Name | (Initial) | Organisation |
|----------------|-----------|--------------|---------------|-----------|--------------|
| Chris Dawson | CD | Chair | Jac Davidson | JD | Presenter |
| Monica Falasca | MFo | Observer | Lisa-Ann Lott | LAL | Notes |
| Amy English | AE | Observer | | | |

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| 1. | <p>Welcome</p> |
| | <p>CD welcomed all members and provided an overview of the agenda noting focus of the meeting on reporting.</p> <p>CD highlighted meetings likely to be rescheduled permanently to Thursday mornings.</p> |
| 2. | <p>Phase 14</p> |
| | <p>Reporting</p> <p>JD provided an overview of the top 10 of reports requested during the voting noting 38 individual reports and/or enhancements originally requested.</p> <p>JD to circulate full list along with slide pack for OAG review.</p> <p>JD noted scored from top to bottom and reviewed for the HVI/LVI split along with review by wholesaler/retailer split to provide an overall priority score.</p> <p>JD further noted the priority list only differed slightly when reviewed from different perspectives.</p> <p>JD highlighted a number of key questions which will be applicable for each report; what the required frequency is, how long should the report be available for, where should the report be store, what data columns are required, is the latest life cycle required or all life cycles of a request.</p> <p>SLA detailed report - deferrals</p> <p>JD highlighted additional columns had been requested lower in the priority list however these may be included as part of updating the report.</p> <p>JD noted SLA detailed report already available in the Hub and enquired should it remain in the Hub, what frequency it is required, the output type, the reporting period, delivery method and data to be captured to inform the report design.</p> <p>TWe enquired how often the current report is run. MOSL to review and revert. MFo confirmed during meeting, frequency is daily.</p> <p>JD enquired if data from the previous day is suitable or would more or less frequent be preferred.</p> <p>Attendees generally agreed current frequency of daily is suitable.</p> <p>JD confirmed output type is for example, standard excel, CSV.</p> |

Attendees generally agreed current format is suitable as it can be downloaded and filtered.

PB noted however may not use the report in the same manner in future if additional data items are added and therefore may want to automatically transfer into data warehouse.

JD enquired if and API data can be pulled from as opposed to download would be preferable.

PB agreed and noted SharePoint could be used.

CD enquired if reporting period not definable in the report at present.

JD confirmed reporting period is definable however enquired if trading parties required all data that has existed in the Hub up to the retention period or to prevent data downloads slowing Hub performance would a defined period be sufficient.

Attendees generally agreed the reporting period should be on a case-by-case basis however for the SLA report all data with the current and additional filters as displayed in the Hub which would enable snippets to be taken.

JD noted if the report is removed from the Hub it may not contain all the filtering options.

JD further noted need to ensure general working of the Hub is not slowed due to parties downloading large volumes of data.

JD confirmed request includes latest deferral start date, the latest deferral end date and the reason for that deferral noting a request may be deferred numerous times and this requests only the latest version.

CD noted a deferral count would be useful.

JD enquired if this would simply reflect the number of times something had been deferred or would it include number of days something had been deferred too.

Attendees generally agreed total period as well as number of deferrals would be useful.

JD noted this would enable an average deferral time to be calculated.

JD enquired how the deferral report would be utilised.

MF noted used for comparison between own system and the Hub to ensure consistency as some processes managed through HVI and some LVI.

LW noted wanting to use to track where deferrals are being used correctly or incorrectly and the timeframes for how long and how often deferrals occur. This assists in indicating when and identifying trends, as a retailer, if they may be causing deferrals.

JD enquired noting it will not be tracking all the history of deferrals will that provide sufficient information.

LW noted if deferral count and total number of days are added this would enable appropriate tracking.

TWe agreed with LW and added when at inforrequested stage able to identify if there is a deferral, is it appropriate or are any deferrals missing.

SF noted ability to track trading party behaviour patterns, also ability to see when deferral ends but activity is still with retailers, and deferral needs to be re-added to avoid ops failures.

CD enquired if wanting to monitor if the deferral has been backdated.

Members generally agreed this would be useful.

DM recommended adding a multiple-choice column for reasons for deferral instead of simply latest reason for deferral.

JD clarified requirement; being able to see history of all reasons for deferral.

DM confirmed could be added as one line with a semicolon after each reason for deferral.

JD enquired if this should be another report as opposed to being added to the SLA report or would it be useful to remain on SLA report to establish those that are applicable, those that are deferred, those that are not.

DM noted ideally would have one at high level and one at lower level and it would be helpful to see more than one reason for deferrals.

JD summarised SLA data report to include a list of each reason why a deferral had occurred with the latest being at the end of the list and potentially a different report which goes into more detail e.g. journey tracking.

DM noted could create an events report to include the detail and add resubmissions.

PB noted a separate deferrals report with the high-level data in the main report with the SLA report being the main report.

JD ran through other data items to be shown on the report, wholesaler reference.

SF noted wholesaler reference is not mandated thus could contain anything in that field.

JD noted can be added to the report as another column along with the charge to retailer flag, payment due to retailer.

JD to review and revert with headings

DM enquired if the detailed report currently has the initiators reference in addition to the wholesalers reference and recommended simplifying to initiators reference and receivers reference given retailers can also receive items.

CD noted the above would work with the F8 and F9 processes.

JD to review current Hub filters to establish if can be added to report outside of the Hub.

Rejections report

JD noted the second report requested relates to rejections – analysis on volume of rejections by process type, rejection reason and to include trading party details.

JD enquired what level of detailed is required on the report and what it would be used for.

TWe noted rejection reason would be useful to identify trends and enquired when the Hub times out does this count as a rejection and enquired if this could be added noting up to 10% of requests for information time out.

JD confirmed not included as a rejection noting included as a separate request in the list of reports however is covered under auto close not rejections however noted TWe's request for it to be included with rejections.

TWe enquired what the OPS standard is for this. MOSL to review and revert.

JD noted auto close voted as number 32 of 38 so may not be included unless other parties request it as part of rejections also.

PB noted high level view of trends for rejection reasons would be useful however would need background data to be available to drill down e.g. When a request has been rejected multiple times with differing reason codes.

PB noted in similar manner to deferrals would be useful to have high-level summary and with the detailed data provided elsewhere if required.

JD noted placing latest rejection reason on the SLA report may be misinterpreted if the service request is at a different state.

JD further noted content to include how many times rejected in the past and then providing a separate report with more detail.

PB noted one report to provide the trend of the journey and another on resubmissions.

JD enquired if retailers and wholesalers review their own acceptance and rejections to understand the scale of rejections.

TWe recommended including the rejection reason only when no further resubmissions.

JD clarified would only require rejection reason if at final closure stage.

TWe confirmed this would be sufficient from a reporting perspective as once closed it is finalised.

JD further clarified this would be for the high-level report and the lower-level report would contain everything.

SF noted as a wholesaler rejections are high and would review as rejections may be high as wrong information submitted or filled out wrong on the submission.

PB noted report would likely establish different behaviours at different trading parties and would be useful to identify this to liaise with the other party.

SF noted would be useful information and prevent manually reviewing which would enable right discussions with the right retailers where rejection levels are high.

JD noted would help support the discussions on numbers of rejections and the reasons.

CD highlighted OAG has a finite time remaining as a group and noted the RWG will be creating a Bilaterals sub-group which would seek to create good practice guides to support the use of the Hub and its outputs.

JD noted need to consider how the reports are presented given the new wholesaler to wholesaler and retailer to retailer processes as the reports may need to state initiator and receiver instead.

JD summarised not simply a rejection report and will add a high-level report that is SLA detailed report and a lower-level report to details resubmissions and reasons for every rejection.

Trend reporting

JD noted may not want each report individually e.g. rejection report on its own, deferrals report on its own, detailed report on its own, resubmitted report on its own may decide to turn into one report however this would be complex as service requests go through a number of life cycles and a number of variations.

JD further noted the rejection report was ventured as a way of reducing them through discussing with other trading parties identified.

JD enquired if the trend reporting was to show how complicated a service request journey is and what an average life cycle of a service request is.

LW noted useful to see whole customer journey to establish where customer is receiving good customer service or bad customer service and to identify if retailers are providing poor information or wholesalers are deferring several times etc.

JD noted high-level details e.g. how many times has a process been deferred, rejected etc and then requires more detailed level of report to establish lessons learned against individual service requests.

CD enquired if the lower-level report would be useful to drill-down into a particular service request.

PB noted not simple to decide however report needs to show a summary and then where exceptions appear another more detailed or individual report is required.

CD suggested a severity flag on the report to indicate if a request reaches a certain number of rejections or deferrals etc to highlight how far from good customer journey it is.

PB agreed with the above.

JD noted severity would be visible by adding the count of rejections/resubmissions/deferral etc and the volume of deferral days.

CD enquired if this would be visible per trading party.

JD noted if the initiator and receiver were detailed this would enable visibility.

SF agreed with discussions noting the high-level report would enable identification of problems and to select items for further investigation.

JD noted this would require a self-serve system however at present build will be a defined set of reports with the data located to enable parties to pull it through into an appropriate format for them e.g. MS Excel.

TWe noted for the more granular report it would be useful to view the time spent under specific status i.e. info requested, site visit scheduled etc. to highlight which stages of the process have issues.

JD summarised for the trend reporting want to see the journey of a service request and within that journey identify the 'happy path' and the 'sad path' to access more granular data where requests are on the 'sad path'.

JD noted will require review to establish if delivered as individual reports.

JD further noted need to consider end states of the requests e.g. has something been cancelled/rejected/resubmitted/deferred.

JD enquired if report requesting – LVI notification of comments added to case would still be required given the new "add comment" functionality being delivered prior to the reporting suite.

SF noted until the add comment functionality is seen it is not possible to comment on the reporting requirement.

JD to provide visuals of how the add comment functionality will work at next OAG to enable need for report to be determined.

DM noted already have comparison reporting for OPS and MPS which generally carry a percentage and recommended dashboard reporting to show performance against other parties.

DM noted would be useful to see benchmarks on transactions.

DB noted would be useful to view transactions against various wholesalers to establish if they are using the same information in different manners.

CD noted this would indicate if providing sufficient information or if there is an imbalance.

DM noted this enables open discussions and comparisons and would feed into the R-MeX surveys.

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| | <p>JD noted concern of benchmarking for rejections as may be skewed by the pairings involved.</p> <p>DB noted if receiving large volume of rejections from one wholesaler would be able to compare with rejection rates for others and enable closer working.</p> <p>JD noted it would report on retailer/wholesaler pairings to understand the differing relationships.</p> <p>DM noted should be able to understand the average performance across all trading parties to establish normal levels of rejections, deferrals etc</p> <p>JD noted can offer picture of average however this may not be 'good'.</p> <p>JD noted not an operational report more similar to a dashboard.</p> <p>CD enquired if this would be an MPF report.</p> <p>JD to review and confirm.</p> <p>DM noted not an MPF report, may already know failing at MPF and would use to drill down into information to establish why and would therefore be a Bilaterals report.</p> <p>CD noted would facilitate more metrics or KPIs in the future.</p> <p>JD enquired if these reports would be shared with other stakeholders e.g. customers not simply trading parties.</p> <p>DM enquired if current reporting available to other stakeholders.</p> <p>JD noted under new MPF holistic reporting will be made available to other stakeholders.</p> <p>PB noted in the first instance should not be publicly available and will require good practice guides prior to wider sharing.</p> <p>DB agreed as not showing performance it is guiding how to perform better and thus should not be public facing.</p> |
| <p>3.</p> | <p>AOB</p> |
| | <p>CD noted OAG may close later in 2024.</p> <p>CD highlighted JD is leaving MOSL in August.</p> |

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| | <p>CD highlighted RWG Bilaterals group to be reinstated to take over from OAG and create good practice guides.</p> <p>CD reminded members of the PAG meetings noting OAG members may wish to attend.</p> |
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| | Actions | Action by | Action date |
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