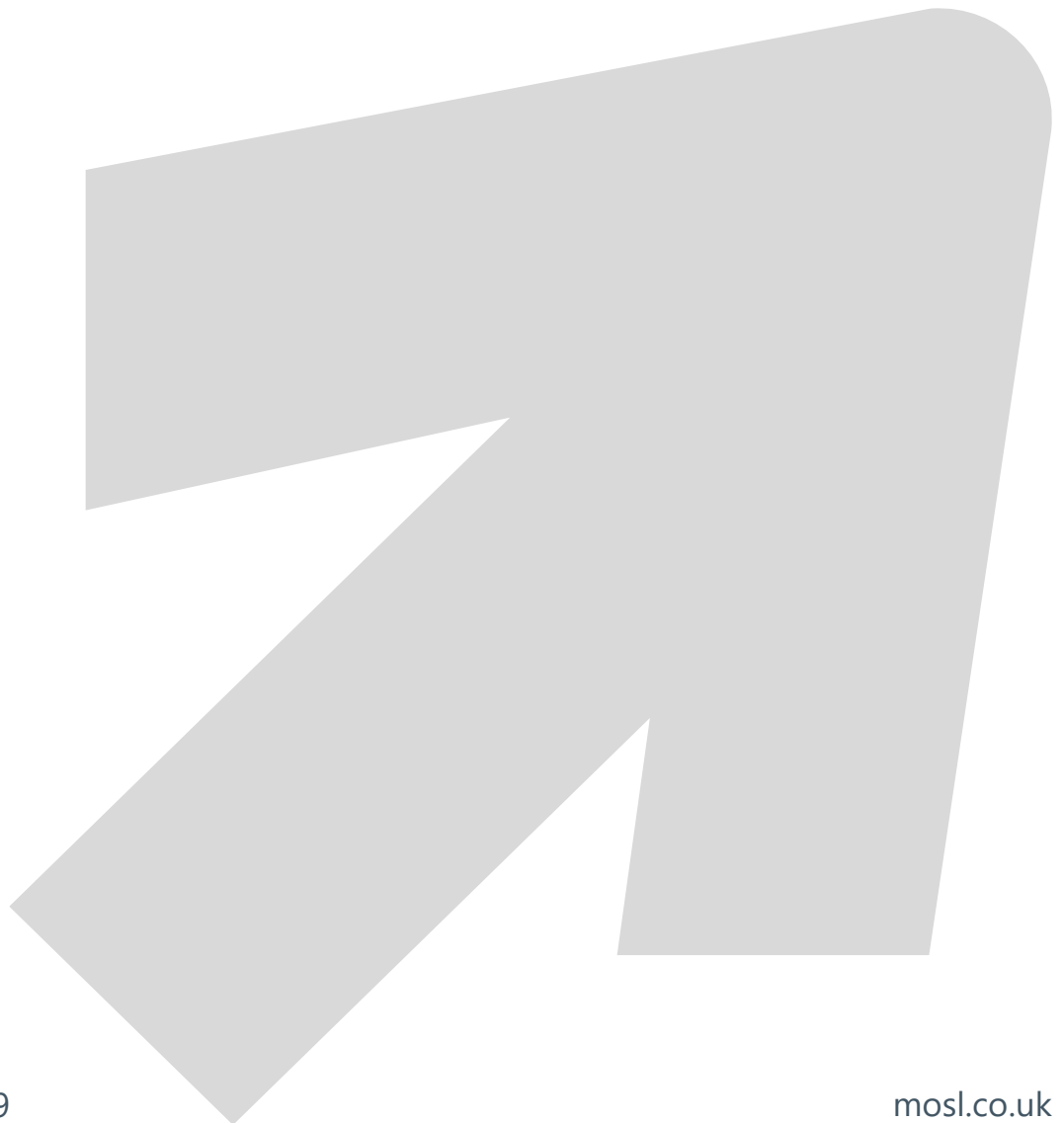


# Operational Advisory Group (OAG)

**Date and time:** 23 April 2024, 1100 - 1230

**Status of minutes:** FINAL



# Meeting Minutes

## OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Williams	CW	Thames	Karen Hardaker	KH	Loop
Daniel Proctor	DP	Waterplus	Lauren Walsh	LW	Wave
Danielle Jervis	DJ	Waterplus	Lee Mcfetridge	LM	Severn Trent
David Moss	DM	Castle	Lisa Jewkes	LJ	Severn Trent
David Buchan	DB	Castle	Mary Porter-Chorley	MPC	South Staffs
Durga Gurung	DG	Thames	Onkar Singh	OS	Thames
Emona Pepaj	EP	Thames	Pam Nash	PN	C&C
Helen Bennett	HB	Southern	Paul Baker	PB	Business Stream
Heather Lamb	HL	UU	Rosemary English	RE	Southern
Jacob Head	JH	Water2Business	Sian Forward	SF	Northumbrian
Jamie Johnson Mitchell	JJM	Thames			

## MOSL

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

<p><b>1.</b></p>	<p><b>Welcome</b></p>
	<p>CD welcomed members and confirmed the content of the meeting.</p> <p>CD enquired if members had any further feedback on D2 discussions held on 18 April meeting and clarified only seeking to update market codes and the template not functionality in the Hub.</p> <p>CD noted change to functionality requested by Southern and endorsed by other members to be reviewed in similar manner to review of F7 process as requested by Code Change Committee.</p> <p>SF highlighted trading parties are in build phase with systems to support functionality within the Hub.</p> <p>CW enquired if there is an update to the preproduction environment due to include J1 and J2.</p> <p>JD noted J2 should be in the environment and J1 is incorporated into the miscellaneous process, accredited entity option.</p> <p>SF confirmed not currently in preproduction and enquired if unplanned will be a standalone process.</p> <p>JD confirmed unplanned will be E1.</p> <p><b>MOSL to review and confirm when processes will enter preproduction.</b></p>
<p><b>2.</b></p>	<p><b>Phase 14</b></p>
	<p><b><i>24338 Auto deferrals</i></b></p> <p>JD enquired of attendees what is required; what can auto-defer, when can it auto-defer, how long should the auto-deferral be for, should it be added to all stages of requests and reasons why auto deferrals would be used as opposed to trading parties updating manually.</p> <p>JD noted original request for auto-deferral indicated would be useful when service request is handed to another trading party and should stop the SLA clock as not fair to have an SLA continuing when the service request is outside of a party's control.</p> <p>SF noted C1 process not applicable as SLAs update however all other processes have end-to-end SLAs, thus would want auto deferral on info requested, customer info requested, plan proposed and quote proposed and it would be useful with removal as soon as info provided or plan or quote confirmed.</p>

JD enquired what timeframes should apply. SF confirmed 30 days as this would be entered manually or the deferral to match the auto timeout for the process where applicable.

JD enquired if auto deferral applied for 30 days would there be any review during that period. SF noted would not review at present until a response is received and thus no change.

JD noted for customer journey this means no review in 30 days

CW concurred with feedback from SF highlighting if auto deferring should auto cancel the deferral as well when responded to.

CW observed recent processes added to the Hub do not permit deferrals and therefore can exceed SLAs.

CD explained not having a tracked SLA in the Hub was due to time and cost to deliver and those processes which were prioritised for trackable SLAs relate to Operational Performance Standards (OPS) measures or significant enough for the customer journey.

CW noted example of disconnection/reconnection and an MPS related SLA which is not consistent in tracking with the code wording.

CD noted MPS is CMOS related and the measures may change due to the Market Performance Framework (MPF) reform programme.

JD summarised for the auto deferral it should be removed when sent back, when it comes to the auto close timeout period and can still be removed manually.

JD added due to new transaction where a trading party can take a request back e.g. against info requested this should also remove any auto deferral.

CW to update JD with details regarding difficulties tracking SLAs without deferrals.

DM noted no incentive for retailers to wait 30BD to respond to an info request and highlighted the need for commentary feature to be enhanced.

DM recommended auto deferral of 15BD as per the code for items such as info requested and provide a secondary option of extend alongside cancel which would add an additional 15 BD.

CD noted request for retailer deferral and the above to enable this.

DM noted when retailer requested to provide info they are sometimes reliant on the customer who may not provide it in a timely manner hence the ability to request to extend the time period.

JD clarified to avoid retailer indicating info provided when it has not been, provide the ability for retailer to request extension by further 15BD to establish the info and this enables the wholesaler SLA to remain stopped.

HL noted would not want 30BD auto deferral and recommended a short timeframe of either 10 or 15BD. HL further noted would prefer to have all SLAs within the Hub.

JD noted SLAs are on the Phase 14 prioritisation list however not reached those as yet. JD further noted trading parties noticing lack of SLAs as more processes being delivered and used.

OS agreed with other members' feedback and recommended for consistency 15BD.

OS highlighted auto acceptances are creating issues where work has gone ahead on the basis of auto acceptance and retailers have advised not seen upfront and requesting roll back.

JD noted OS' feedback for future discussion.

SF noted experiencing similar issues with auto acceptances and highlighted issue had been discussed at meeting with CCW as can lead to complaints and further extending the customer journey when trading parties are not reviewing plans proposed within the specified timescales.

### **MOSL to review auto acceptances and revert**

#### ***4346 Complex landing page search engines***

JD provided an overview of a screenshot of the landing page and enquired of attendees what other search options are required e.g. business name, who raised the request.

JD enquired with the reporting enhancements being provided is the landing page still required.

CW noted more useful for the LVI users, HVI users not likely to use on day-to-day basis.

SF noted would not want complex page 'muddying' the current landing page as looking to work through requests as they come in and would use current filters to drill down if required or the detailed reports. SF highlighted using Hub as an LVI user.

MPC agreed with SF and noted also LVI user and would prefer further development of the reports instead.

DM recommended if secondary landing page required for drill down could be added as a separate option. DM noted using Hub through HVI.

	<p>DM recommended a comments box to indicate if ORID has comments attached.</p> <p>JD noted if comments box added need to understand how/when this is marked as clear/read.</p> <p>RE enquired if can include ORIDs which are soon to reach SLAs could be flagged on landing page. SF noted may be included within reporting enhancements.</p> <p><b>6420 C1 accordions default to Open</b></p> <p>JD noted C1 accordions default to Open can be delivered in June if still required as low on priority list however simple LVI change to action.</p> <p>RE noted anywhere a mandatory field exists should be open and noted same for H3 as C1.</p> <p>SF noted if not costly worth adding for convenience.</p>
<p><b>3.</b></p>	<p><b>AOB</b></p>
	<p>JD ran through Bilaterals benefits as provided by Miles during review.</p> <p>JD noted number of processes being completed within the Hub appears to be decreasing.</p> <p>JD highlighted the data for sum of completed tasks relates to FY19/20 and the new completed tasks relates to a year's worth of data once in the Hub.</p> <p>JD enquired why C6, C2 and B3 have dropped in number.</p> <p>OS noted through retailer agreement wholesaler responsibility taken for C6 thus a reduction in C6 and an increase in C5 approx. 7,000.</p> <p>OS highlighted the high volume of F4s and noted not seeing those volumes.</p> <p>SF enquired if retailers/wholesalers agreeing processes offline are these being tracked/reported on.</p> <p>SF noted C6, C2 and B3s may have lessened due to trading parties waiting to see results of data assurance work before processing.</p> <p>SF further noted for B3s meter accuracy tests, retailers more aware of when meters are broken and thus different processes being correctly used instead of processing via B3 incorrectly. DB agreed with SF on B3 processes and more education across the market as to which processes to utilise in set situations such as meter accuracy tests.</p>

DB further noted meter accuracy tests are costly and thus persuading customers not to proceed with them.

HL agreed with other comments on B3s and noted for C5/C6 were accepting bulk cases but now processing individually thus figures may increase again. C2 has significant work being undertaken prior to being added thus lower numbers.

OS noted whilst not processing outside of the Hub some retailers have requested processes outside of the Hub.

RE noted only adding C2s at the end of a gap site investigation rather than raising forms at the beginning of the process.

DB noted G2 is now a combined process and enquired if this is pre or post that update. DB further noted G1s cannot be processed within the Hub if no SPID.

MF noted further feedback received on the wholesaler action template relating to sub categories for D2 and D3 to add an additional category for other water shut offs other than flushing.

Attendees generally agreed to the addition of the other water shut offs sub category.

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