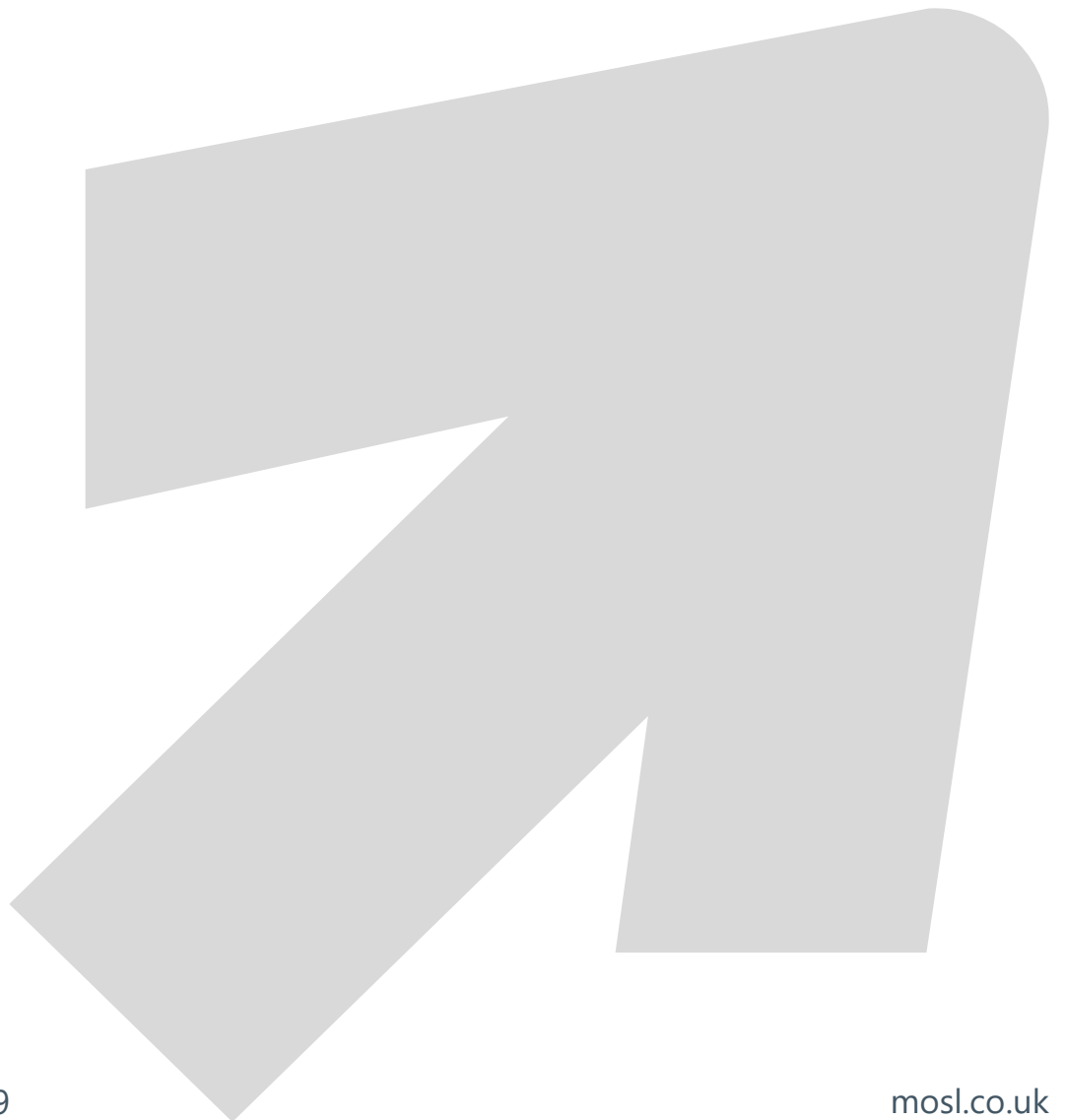


Operational Advisory Group (OAG)

Date and time: 9 May 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Lee Mcfetridge	LM	Severn Trent
Charlotte Miles	CM	Thames	Michael Floyd	MF	UU
Chris Williams	CW	Thames	Mary Porter-Chorley	MPC	South Staffs
Daniel Proctor	DP	Waterplus	Nick Butt	NB	ConservAqua
Deborah Bennet	DB	Thames	Noel Bradley	NBr	Yorkshire
Durga Gurung	DG	Thames	Paul Baker	PB	Business Stream
Emona Pepaj	EP	Thames	Rosemary English	RE	Southern
Helen Bennett	HB	Southern	Sian Forward	SF	Northumbrian
Jacob Head	JH	Water2Business	Syndiso Bango-Dube	SBD	Waterscan
Karina Soulyinha	KS	Southern	Tracy Ware	TW	Portsmouth
Lauren Walsh	LW	Wave			

MOSL

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

1.	Welcome
	CD welcomed all members and provided an overview of the agenda.
2.	Phase 14
	<p><i>24127C – Add comment functionality</i></p> <p>JD provided a recap on previous discussions noting it was raised as part of phase 14 and voted highly to provide help with workflow management in particular from an LVI perspective.</p> <p>JD noted at present no notification when a comment is added can only see by filtering on last action date and clicking into the ORID.</p> <p>JD highlighted discussions had included the need for new transactions on the retailer to retailer and wholesaler to wholesaler processes and mid-way through other processes however should the add comment functionality be enhanced these would not be required.</p> <p>JD ran through an overview of the proposed functionality and enquired if attendees believed it to be suitable.</p> <p>JD highlighted it would be difficult to leave any flag on a comment should the state transition change.</p> <p>JD noted not complicated build and would be more LVI functionality.</p> <p>DG enquired if flagged comments will be visible in SWIM.</p> <p>JD confirmed DG will need to liaise with SWIM to understand if they could pull through the flags. However, if logging into the Bilaterals Hub LVI system the functionality would be available regardless of SWIM.</p> <p>CD enquired if only LVI impacting.</p> <p>JD confirmed will be visible to HVI users also.</p> <p>CD further enquired if it is only the recipient of the comment who will see the flag.</p> <p>JD confirmed that’s correct however the sender and any other linked wholesaler or retailer will still be able to see the message but not the flag.</p> <p>JD noted flag would not be removed until actively removed or the process moves to a different state transition.</p> <p>JD confirmed within the comment will be a button to remove or reinstate the flag.</p>

Attendees generally agreed the proposed functionality is useful.

SF enquired which release the functionality would be added to.

JD noted due to statutory consultation from Ofwat on code changes may be delayed.

CD noted no code change required for this addition and thus could be added outside of a code related release.

JD to confirm delivery timescale following review with development team.

24140 – Escalation process

JD ran through a recap on the requirements captured in previous OAG meetings noting design authority querying the problem statement.

JD noted it is a large and complex change as all processes at all stages requiring new transactions to be added.

JD enquired given there is no SLA for the process how should any SLAs already running be handled.

Attendees generally agreed there should be no effect on current SLAs and these should remain running.

JD enquired if current SLAs are therefore insufficient to drive the right behaviours thus meaning desire to escalate in certain situations.

CW noted reality is not all SLAs being met and retailers may need to respond to their customer urgently and therefore would want to escalate. Escalation process would enable failed cases to be prioritised.

CW further noted expectation for process to function in a similar manner to F7.

JD clarified the escalation process would therefore enable ORIDs to show as high importance.

CW confirmed likely most trading parties would have different teams working on escalations than the original team working the process to prevent a customer complaint which is the likely next step.

JD noted design authority concerns that all transactions would be escalated and thus take away focus for priorities.

NB noted would expect to have criteria written in code to define when a process can be escalated to prevent all transactions being escalated.

NB further noted escalations received at present via email can be missed and have no real tracking thus would be useful to have within the Hub.

CW noted preference for the process to be within the Hub however need to rely on the right behaviours to make it effective.

CD noted can be included in code and will revert to PAG to discuss further once written.

JD noted two possible solutions, one to escalate the service request itself and two to raise a separate service request with a link field to the original.

JD to review options with dev team and revert.

Attendees generally agreed should design simplest approach.

CD noted would not want to add to the F7 process however separate process could be designed which mirrors F7.

JD noted inclusion in F7 would lose visibility and need to prevent dilution of escalations.

24348 – Wholesaler to proceed transaction (when with Retailer)

JD noted this relates to transactions which are with Retailers which prevent the Wholesaler proceeding without a response or it timing out.

JD noted already delivered cancellation for information request transactions and could be expanded or would a review of the auto close dates/SLAs be preferable.

JD enquired if a scenario exists where a quote proposed should be cancelled and wholesaler cannot move forward as waiting response from the retailer.

CD enquired if there are any state transitions at which cannot move forward.

NBr enquired if custinforeq included. CD confirmed this is the case.

BC noted would be useful on quote proposed as may need to recall and repropose the quote before a response is received.

JD enquired if this would be required on any other transaction.

BC noted would be useful on all transactions.

CD recommended adding a recall action wherever there is a time out function.

JD to review with development team and revert.

SF enquired if it is an issue at present and noted it is a complex change for limited instances.

DG noted for info request and quote proposed sometimes returned on time and others time out and enquired if difficult for retailer to resubmit and recommended ability to manually extend the time out date range would be useful.

CD noted could be useful to add timeout functionality to F5 to match other processes and then have the ability to extend it.

JD noted problem statements of would be useful to be able to recall transactions and would be useful to extend grace period to respond.

H7 (current code process)

JD highlighted two forms which have not been incorporated into the Bilaterals for the vacancy incentive scheme and the gap site incentive scheme.

JD noted a query has been received as to whether the forms will be added to the Hub however this was not requested in the phase 14 prioritisation.

JD enquired if OAG would like the two forms added to the Hub which would be consistent with other processes.

JD noted both are offered as opt-in schemes and not aware of how many trading parties are opted in.

CD noted the gap site incentive scheme has been incorporated into the gap site process but not the form.

CD further noted H7 process not incorporated due to an anticipated review of the vacancy challenge process.

JD noted from a phase 14 perspective vacancy challenge and the vacancy incentive scheme are two separate items.

PB noted should not be prioritised over anything already identified in the phase 14 prioritisation.

	<p>PB highlighted the escalations process is a higher priority than the other changes discussed and the forms are a nice to have so should not be added at the expense of other priorities.</p> <p>JD noted useful to return to OAG with current position on phase 14 to reprioritise remaining items.</p> <p>SF agreed vacancy processes are completely different however may not need to be two processes in the Hub, could be created as an overall vacancy process with a drop down to determine whether it is a challenge or an incentive request.</p> <p>JD noted would need to be built as a SPID/no SPID process or no SPID only as may not be responsible for SPID relating to an incentive request.</p> <p>MOSL to review and revert</p>
<p>3.</p>	<p>AOB</p>
	<p>PB enquired when the outputs from the reporting prioritisation will return to the OAG.</p> <p>JD to review and revert and confirmed responses received from members.</p> <p>There being no further AOB Chair closed the meeting</p>

	Actions	Action by	Action date