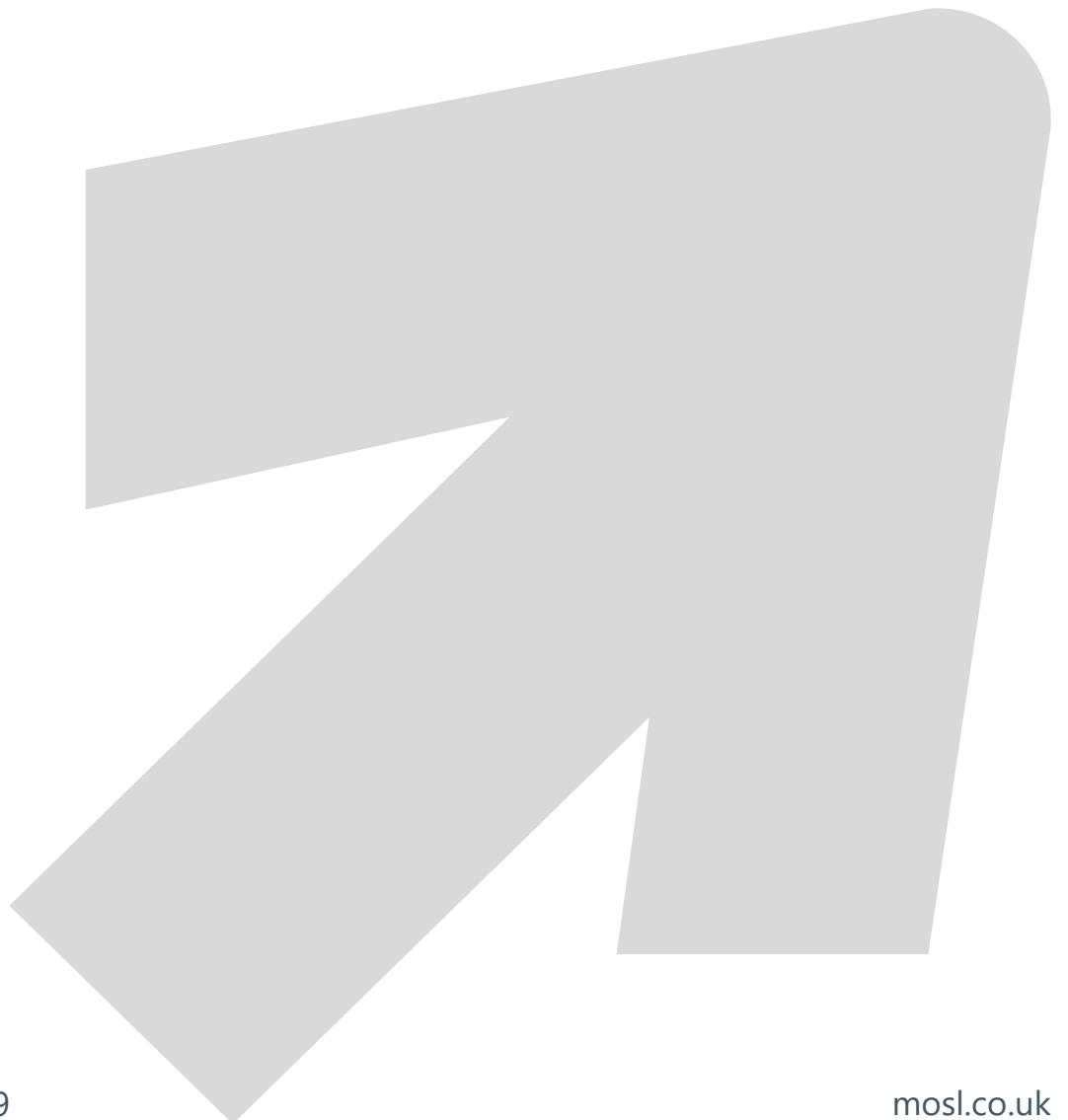


Operational Advisory Group (OAG)

Date and time: 20 June 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Anna Muskett	AM	Wessex	Jamie Johnson-Mitchell	JJM	
Bryony Cameron	BC	Thames	Lee Mcfetridge	LM	Severn Trent
Charlotte Miles	CM	Thames	Mary Porter-Chorley	MPC	South Staffs
Chris Williams	CW	Thames	Michael Floyd	MF	UU
Daniel Proctor	DP	Waterplus	Pam Nash	PN	C&C
David Buchan	DB	Castle	Rosemary English	RE	Southern
Emona Pepaj	EP	Thames	Sian Forward	SF	Northumbrian
Helen Bennett	HB	Southern	Tracy Ware	TW	Portsmouth

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Jac Davidson	JD	Presenter
Emily Lovejoy	EL	Observer	Lisa-Ann Lott	LAL	Notes
Amy English	AE	Observer			

1.	<p>Welcome</p>
	<p>CD welcomed all members and provided an overview of the agenda.</p> <p>CD noted meetings may continue on Thursdays however prior notice will be provided.</p>
2.	<p>Phase 14</p>
	<p><i>13875 – Data logging and Smart Attachments Process</i></p> <p>JD noted high level requirements were discussed at OAG in December 2023 in regard to data logging process.</p> <p>JD summarised previous discussions highlighting it was agreed a new hub process would be most appropriate as opposed to adding to the M1 process given the frequent use currently of data loggers.</p> <p>JD noted discussions had included the reasons why either a retailer or wholesaler would raise the process noting two specific scenarios when a retailer would raise to request/provide information in advance of a planned install and on completion of that install.</p> <p>JD further noted scenarios of sharing the data from the smart logging devices and data logarithm enquiries e.g. when a meter exchange takes place.</p> <p>JD highlighted intention to include the new process within the December release.</p> <p>JD ran through the rules associated with the process noting the SLAs from the RWG good practice guide will be incorporated into the Hub process and this will mean deferrals will be permitted along with the auto close and auto move on functions from the standard set of state transitions.</p> <p>JD enquired if service requests should remain with the SPID when a retailer switch has occurred.</p> <p>DM enquired if the process would include an attachment form as it can be undertaken by a third party.</p> <p>JD noted these will be raised on an individual basis whether enacted by a third party or a retailer as a third party however contractors and genuine third parties will not have access to the Hub.</p> <p>DM noted does not foresee a problem with the transfer of previous requests on retailer switch.</p> <p>JD enquired if a retailer has a data logger installed and the SPID transfers away is it best practice for that data logger to be removed or does it remain on the meter.</p>

DM noted if a specific contract has been set-up related to the logger then it may be removed however there are instances where the retailers retain them with the customer despite the switch.

CW recommended providing the ability to retailers to update CMOS directly with the logger details instead of raising a Bilateral request for the wholesaler to action.

JD highlighted Metering Committee had reviewed the option to update CMOS and due to cost and timeframes involved decided the addition of a process to the Bilaterals Hub is easier to implement and does not require any change to the way data is managed and by whom.

CW noted whilst more expensive for MOSL to update CMOS had it been considered the overall costs to wholesalers to update the market when the retailer entering the details would be saving time.

JD noted there are significant delays in CMOS releases and therefore the Bilateral Hub option may become an interim solution whilst it could be taken again to the Metering Committee for further review.

CW noted if other wholesalers offer the service to fit the loggers then it would not be sufficient to challenge the decision to enter via the Bilaterals Hub.

CD noted when an ORID transfers the outgoing retailer can cancel the request if it will not be progressed.

SF noted process will differ between each wholesaler/retailer pairing as for some retailer data loggers the wholesaler will be required to fit the pulse cables prior to the logger install thus notifications would be required in advance. Additionally, it may not be the retailer who applies for the data logger it may be a third party.

SF further noted third parties, customers and retailers can all apply directly to wholesalers which includes a different retailer to that which looks after the meter.

JD noted the scenario where another retailer applies for a logger on a meter they are not responsible for can be accounted for in the Hub however will require legal review to ensure no data sharing issues. **MOSL to review and revert.**

CD noted this would be a no SPID function to accommodate the above.

DM enquired if these requests should work functionally the same as a TE consent which is received by a wholesaler to input into the central Hub via an attachment form.

JD enquired if a third party can request a TE consent or is it only the responsible retailer.

SF noted either the retailer or customer can request.

JD enquired if the customer has to go through the responsible retailer.

DM confirmed a customer can go directly to a wholesaler with a request.

CD confirmed the wholesaler would then have to notify the retailer as part of the process.

DM noted therefore an offline form should remain to enable third parties to submit directly to the wholesaler who can enter into the Hub with an attached form.

JD clarified the third party remains outside of the Hub, sends directly to the wholesaler who enters into the Hub and notifies the retailer responsible for the SPID.

SF highlighted the third parties would not want notifications to be provided to the retailers as it is not their equipment. It is a contract between the wholesaler and the third party relating to the wholesalers' assets.

JD summarised the reasons why a retailer would raise the process; request permission/provide prior notification a data logger is required, provide notification the retailer has installed their own data logging device, data sharing and data logger enquires.

JD noted in regard to third parties unlike the TE consent the retailer does not need to know when the logger has been fitted by a third party as the CMOS notification will indicate this.

JD further noted need to review if a retailer must own the SPID or if a third-party retailer can enter the process. As part of this consideration must be given to whether this is anti-competitive by not including genuine third-party suppliers.

DM highlighted the RWG policy group had suggested third parties have access/ability to action this.

JD to review and revert as to who can access.

CD noted legal complexity with third party access.

DM noted potential cost implications in regard to restrictive roles being set within the Hub to accommodate third parties.

JD noted form from the good practice guide had been reviewed to establish the data requirements however need to ensure all data still relevant and understand wholesaler requirements for the information.

TW noted Portsmouth Water have an application form that is required for a logger. We are assuming we can send as an attachment (as fillable) and it can be returned as an attachment (completed). Please let me know if this is not possible.

CD noted if built correctly will not require an attachment as all information will be supplied.

JD confirmed this should be the case provided wholesalers confirm all necessary fields are included.

CD requested members provide copy application forms for loggers to ensure all fields included.

JD ran through fields already included within the process as taken from the RWG good practice guide.

SF highlighted when in receipt of the forms it is not simply updating CMOS it can be a request for an application for the wholesaler to fit pulse or splitter cables and for permissions to share data.

SF noted the main identified details what has been attached to the meter and when.

JD enquired if the outreader information is required.

SF enquired the definition of an outreader noting only providing permissions for data loggers or limpets to be attached.

JD noted an outreader is a device attached to the meter which sends a message to another device located elsewhere.

SF noted now obsolete having been replaced with other technologies.

SF highlighted need to be aware if something else is fitted to meter which is not wholesaler owned as wholesaler technicians may need to work on meter.

SF noted have previously used data logger field to note when a limpet has been attached.

SF noted simpler if forms no longer required and all processed via the Hub.

JD enquired the expectations once notification is provided to the wholesaler.

SF enquired if limpets are included within other and requested to add cables (pulse cable, splitters).

SF additionally enquired if agreement to share data would be included.

SF confirmed require what has been installed, to which meter and when.

PN noted good practice guide written to take into account all wholesaler views and would not be required at that level in the Hub.

PN further noted once included within the Hub will need to ensure all parties using instead of retaining separate application forms.

CD noted can be written into code in similar manner to the approach taken with Accredited Entities.

JD noted difficult to design form to account for all requirements from all wholesalers.

DM recommended if level of flexibility required can create standard fields with the option to attach a proforma if requirements differ.

6330 – Additional Site Visit Failure Codes and New Transaction

JD ran through new site visit failure codes and the new transaction noting designed to accommodate wholesaler requirements when site visit fails.

JD enquired if the retailer unavailable/cancelled should be removed as may cause confusion with the customer/retailer/third party cancelled.

DM enquired why retailer unavailable is an option.

CD noted on occasion retailer may have to attend at same time and then become unavailable to attend.

DM noted could be included within other party unavailable.

DM further noted party unavailable could include landlords, other parties etc.

DM recommended updating retailer unavailable to mirror cancelled i.e. customer/retailer/third party unavailable.

DB noted a catch-all code should be created for unavailable with customer unavailable called out and further recommended for retailer unavailable this should only be selectable if retailer required is selected for the site visit.

DM noted on occasion both the customer and a third party can obstruct the site visit and enquired which one should be chosen.

DM further noted if required these could be separated out to provide greater details as to which group causes issues in regard to site visits.

RE noted will be useful to have third party unavailable and cited the example of access through a third-party location e.g. the flat upstairs and the occupant unavailable.

JD noted intention to deliver in the December release.

JD ran through the new transaction – follow on visit; noting it is to support the scenario where a site visit has been completed however a further visit is required.

JD enquired the reasons as to why a follow-on visit may be required.

RE noted would be used during adverse weather events e.g. arrived for visit and flooding prevented taking action and thus requires further visit.

MPC noted meter reader may attend for site visit however where a complex case exists it requires another specific person to conduct a further visit.

CD clarified new transaction is post a site visit happening but requires a further visit as opposed to cancelled prior to initial site visit.

DM noted extreme weather would be a reason for a follow-up visit.

JD noted can mirror site visit cancellation data set removing those which would be unique to site visit cancellations.

BC enquired if able to cancel the follow-on visit.

JD confirmed this can be cancelled and the reason codes are still available.

LM recommending reason code of requiring multiple inspectors.

8056 – Increase to the Character Limit for Additional Information field in the Corrections Tab

JD confirmed the character limit for additional information field in the corrections tab has been actioned and will be delivered in the March release.

	<p>JD noted the increase will be to 3000 characters and will be applied to all additional information fields.</p> <p>JD highlighted request for rich text field and other data formats has not been included.</p> <p>Add comment functionality release date</p> <p>JD confirmed processes F8 and F9 being delivered in September and the add comment functionality will be delivered alongside those processes.</p> <p>JD noted not yet able to provide demo of add comment functionality however will be provided for review soon.</p>
<p>3.</p>	<p>AOB</p>
	<p>MPC highlighted planned/unplanned RWG subgroup in process of creating good practice guide however this will not be released alongside the release into the Hub.</p> <p>JD noted MOSL working on providing training video alongside the launch of the planned/unplanned processes and when to utilise the wholesaler action notification template.</p> <p>CD noted next meeting 11 July however timing may be altered.</p>

	Actions	Action by	Action date