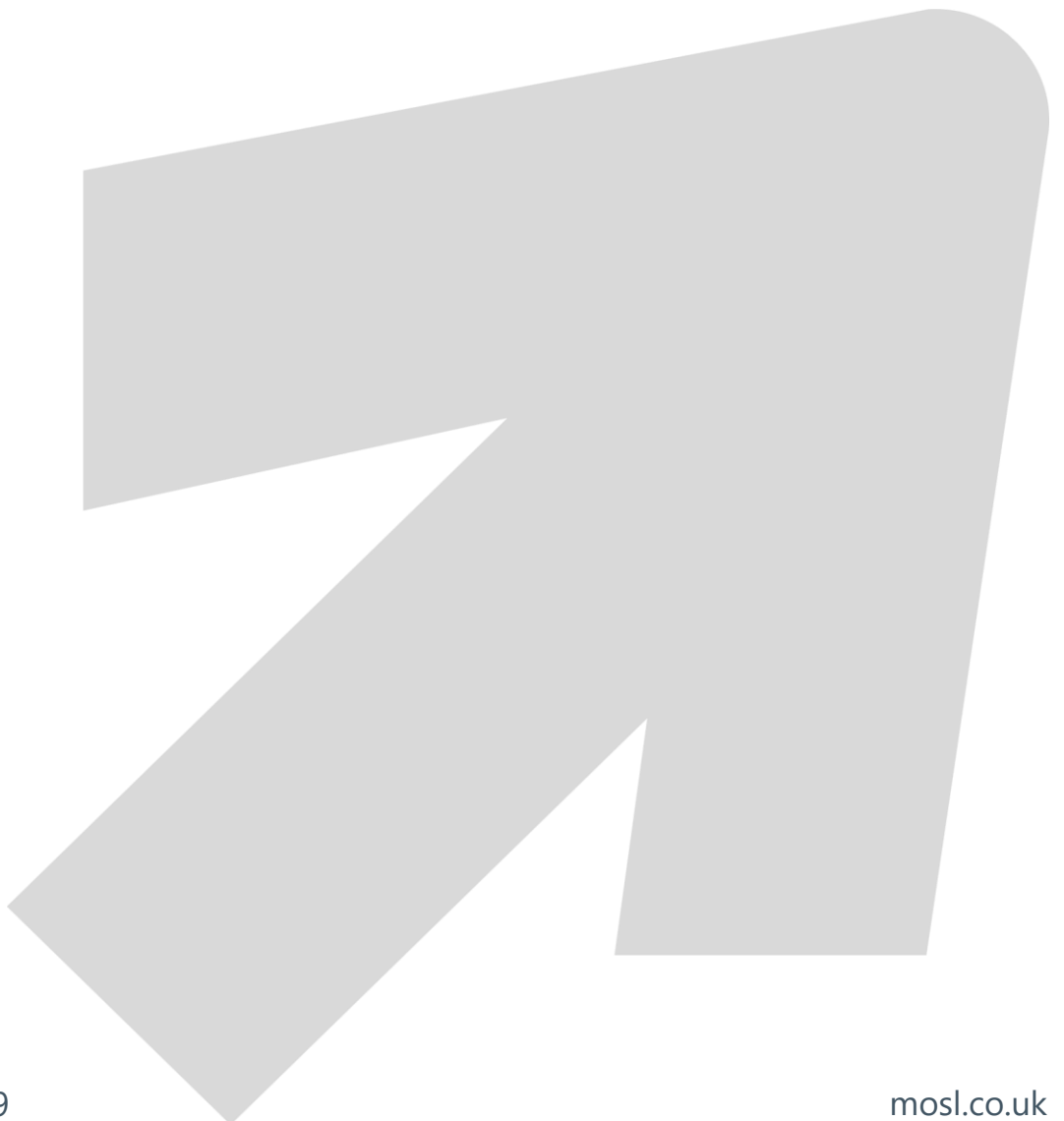


**Operational Advisory Group (OAG)**

**Date and time:** 08 August 2024, 1100 - 1230

**Status of minutes:** FINAL



## Meeting Minutes

### OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Karina Soulynha	KS	Southern
Charlotte Miles	CM	Thames	Lauren Walsh	LW	Northumbrian
Chris Williams	CW	Thames	Lisa Jewkes	LJ	Severn Trent
Daniel Proctor	DP	Waterplus	Mary Porter-Chorley	MPC	South Staffs
David Buchan	DB	Castle	Michael Floyd	MF	UU
David Moss	DM	Castle	Nick Butt	NB	Conservaqua
Deborah Bennet	DB	Thames	Pam Nash	PN	C&C
Emona Pepaj	EP	Thames	Rosemary English	RE	Southern
Helen Bennett	HB	Southern	Rosie Milsom-Dyer	RMD	Wessex
Jacob Head	JH	Water2business	Sian Forward	SF	Northumbrian
Jamie Johnson Mitchell	JJM		Tracy Ware	TW	Portsmouth
Julie-Ann Anderson	JAA	Ses			

### MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Amy English	AE	Observer
Jac Davidson	JD	Presenter	Monica Falasca	MF	Observer
Amanda Plumb	AP	Observer	Sauda Dickinson	SD	Notes

1.	<p><b>Welcome</b></p>
	<p>CD welcomed everyone, gave an overview of the agenda and introduced the new MOSL member, AP.</p>
2.	<ul style="list-style-type: none"> <li>• <b>B2 - Data Logging &amp; Add on Devices</b></li> <li>• <b>User Defined Dashboards</b></li> <li>• <b>Info Requested Flag</b></li> <li>• <b>Tracking of SLAs</b></li> </ul>
	<ul style="list-style-type: none"> <li>• <b>B2 - Data Logging &amp; Add on Devices</b></li> </ul> <p>JD presented B2 – Data logging &amp; add-on devices.</p> <p>JD noted that B2 is the new process which is part of the additional enhancements voted for by OAG for data logging to become a process within the hub and within the code.</p> <p>JD noted that CAG withheld minded to support for B2 and advised that B2 was being brought to OAG to re-discuss solution options.</p> <p>JD noted a reminder that the word ‘smart’ has been retracted so as not to confuse it with smart meters.</p> <p>JD talked through solution 1, creating a new process within the hub incorporating request to install (R), request for support (R), notification of installation (R), data logging/add-on device enquiries (W&amp;R) and data sharing (W&amp;R) – with 8BD &amp; 25BD SLA, depending on request reason.</p> <p>JD talked through solution 2, creating a new process within the hub incorporating; request to install for retailer (R), notification of installation (R), data logging/add-on device enquiries (W&amp;R) and data sharing (W&amp;R) - with 8BD SLA, and the B7 process amended to incorporate request for support prior to installation (R) – with 25BD SLA.</p> <p>JD posed the question to members whether anyone preferred either solution.</p> <p>NB advised that retailers need to know when a data logger has been fitted by someone else and advised that handling flags in CMOS could be benefitted by having notification from the wholesaler when a non-trading party data logger has been fitted, noting that <b>notification needs to come from both retailers and wholesalers.</b></p> <p>NB raised the question whether there is scope to include that into solution two.</p>

JAA advised that it could be included and noted that we need to consider what information is needed and being mindful of data protection rules.

NB advised that the upkeep of flags in CMOS is a neglected process and that perhaps **notification of installation and removal of data loggers should be part of the B2 process.**

CD advised that with the B2 process being added to the code, it makes both trading parties accountable and that that flag should become more useful.

JD advised that if it is withheld from the hub, there is no way of retailers being able to check and that if it goes into the hub, then retailers can do the check to see that CMOS was updated.

JAA noted that installation notifications are currently not received by wholesalers and questioned whether there could be a change made in CMOS where if a retailer is going out and fitting a logger, it's their responsibility to flag it, and the same if it's a wholesaler.

JD advised that that request went to the Metering Committee, and they voted against it due to the associated costs.

**JD further advised that MOSL would take the point away to be raised again.**

SF noted a **preference for solution two** as a B7 would need to be raised to fit cables to the meters, and further advised that CMOS not being updated is a behavioural issue and that devices are being installed without notification.

DM noted a **preference for solution two** with B7 and advised there needs to be centralized reporting on installation notifications so there is accountability on trading parties.

JD raised the question whether DM was in favour of having the notification of installation to both retailers and wholesalers regardless of the CMOS transaction that would go alongside it.

DM advised that it does not necessarily need to be a centralized report and that if a trading party has identified a third-party logger, it could go into central hub with separate reporting outside of the hub.

**JD summarised that the request was to a) remove the request for support where extra things were needed from the B2 process that goes down the B7 route; b) add on the notification of removable for data loggers.**

JD raised the question whether the wholesaler should notify the retailer through the hub for the installation and removal outside of the CMOS transaction as well, where there's a data logger that the wholesaler is responsible for becoming aware of.

CD noted that through discussions with third parties, MOSL has been trying to understand a responsibility of the wholesaler to make sure that CMOS is updated from third-party perspectives and that third parties are treated the same as retailers and questioned whether updating the code would be enough to ensure CMOS is being updated and when they are not, could we use the enquiries.

SF noted that leakage loggers may only be put on a meter for a short time and questioned whether **temporary loggers** from a wholesaler be updated the same in CMOS as a lot of flags would be added and taken off.

**CD advised that it could be called out in the code and that MOSL would take the point away.**

JD reiterated CDs previous question whether updating the code would be enough to ensure accountability of installation and removal notification.

NB agreed that putting it in the code would be fine, for now and then monitor as we go along.

DM noted a **preference for solution two** with **adding removal notification**.

DM advised that investigation needs to be done comparing how much the processes are being used and how much CMOS is updated, and that consideration needs to go into the completed transaction for process B2 and whether a wholesaler needs to make a statement whether it's been installed.

**CD noted MOSL would review and possibly incorporate that into the post implementation review.**

**JD advised that the B2 release has been delayed to March 2025.**

MF noted that with solution two, the request to install still includes asking for permission to install or asking the wholesaler to install the data logger and questioned whether the 8BD SLA was a concern or workable.

CD noted that part of it was **for the wholesaler to request to install their own logger** and questioned whether there were any wholesalers who would install their own logger on a request from a retailer.

SF advised that they would not fit a logger.

**JD noted that it was in the good practise guide, but that we can take it out if no wholesalers would fit one.**

- **User Defined Dashboards**

JD raised the question as to what the request from the OAG members is regarding customizability of the dashboard view for each trading party in the Hub.

NB requested an additional column/filter to identify who raised a request – filter by name.

SF requested to have a pre-defined custom view/ filters instead of having to go in and manually filter it every day – sticky filters.

DM questioned whether the enhancements to commentary are also being added as part of the filters.

JD confirmed that it was.

DM questioned whether there would be an option to have more than one customizable view for each trading party.

DM suggested having top 10 quick link views that would work for everyone.

JAA requested a way to filter out the water processes from sewage processes.

**JD advised MOSL would take all requests away to discuss.**

- **Info Requested Flag**

JD ran through the request description- Requirement for retailers to have the ability to send a retailer info request flag or transaction over to the wholesaler either at pre or post completed stage.

JD raised the question whether it was still needed and whether there is still a requirement for another transaction or a flag to be added.

CD and JD clarified the difference between the 'info request flag' and the 'add comment flag'.

DM advised that this requirement is needed because as currently, the only option is to dispute the outcome of a request which starts the process from scratch.

CD questioned whether the info required flag was seen as different to the info provided flag.

DM advised that it was seen to be different as it is the retailer equivalent at completed stage.

	<p>JD questioned that rather than create another transaction, do we expand the resubmits.</p> <p>DM noted a disagreement with expanded the resubmits instead as it is not effective to start the process from scratch and the customer is impacted.</p> <p>CW noted that we don't want to confuse the need for further information from the retailer versus disputing something that's been closed because they don't agree with it and advised that we might need to investigate the root issue of disputes not being prioritised appropriately.</p> <p><b>CW noted that this functionality should only be available to the retailer when the status of the case is with the retailer.</b></p> <p>RE advised that there is a need for the functionality between completion and closing, to stop it from closing.</p> <p>DM noted that the is value in adding this functionality for both pre and post completion.</p> <p>DM further advised that there is a part missing of not being able to raise and change the status at any one point to find out specific stages to which there's not enough information being supplied by service parties.</p> <p><b>JD confirmed that DM was noting that you should be able to raise info request flag regardless of whether the status of the case is with the retailer or the wholesaler.</b></p> <p>CD questioned whether we could come up with defined scenarios where the retailer request info could be used.</p> <p>DM advised that if we want it to be available at the same touch points as wholesalers, we could map it and see if it makes sense.</p> <p><b>JD advised MOSL would take the points away to discuss.</b></p> <ul style="list-style-type: none"> <li>• <b>Tracking of SLAs</b></li> </ul> <p>JD advised that this topic will be kept for the next OAG meeting as we were running out of time.</p>
<p><b>3.</b></p>	<p><b>AOB</b></p>
	<ul style="list-style-type: none"> <li>• <b>H7 – Vacancy Incentive Scheme (Steering Group Decision)</b></li> </ul>

JD advised that only one trading party intended to use H7 and, therefore, it was not being put into the hub.

- **Volumes for Vacancy Challenge Application – Formally 600 a month raised in CMOS**

JD advised that discussions were had as to whether we create this as its own process or, if there are low volumes, do we pop this into the miscellaneous process and sweep it up within a process that already exists.

JD noted that there is an average of 600 of the formal vacancy challenge applications raised a month in CMOS, from this calendar year, so far, and noted that, therefore, it warrants its own process.

JD posed the question whether everyone agreed that it should have its own process.

**JD confirmed that thumbs up were received in agreement and that it would be taken away to further investigate.**

CD confirmed the next OAG meeting would be on the 15<sup>th</sup> of August.

SF questioned whether there were discussions being had about the GSS notifications going through the hub or an additional reason within the M1 to pick out the GSS.

JD advised that it was being discussed and that the decision was that it would go down the M1 F7 route as another option and within that is a flow where you're raising it on a one by one basis and that the other option discussed was that there's also the requirement to have a bulk view of all the GSS payments that we are that we've done so you don't have to raise it on a on a case by case basis and you can raise it on a no SPID process and attach a form that captures that same data SPID reason.

JD further advised that it was the next thing to go into development and that it would be brought back to OAG to discuss.

SF also questioned the B7 process – if there was a current defect as all B7s can't be deferred and goes overdue and that the code differs from what the hub does.

**CD confirmed that there was a defect, and it needs to be fixed.**

CD closed off the meeting.

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