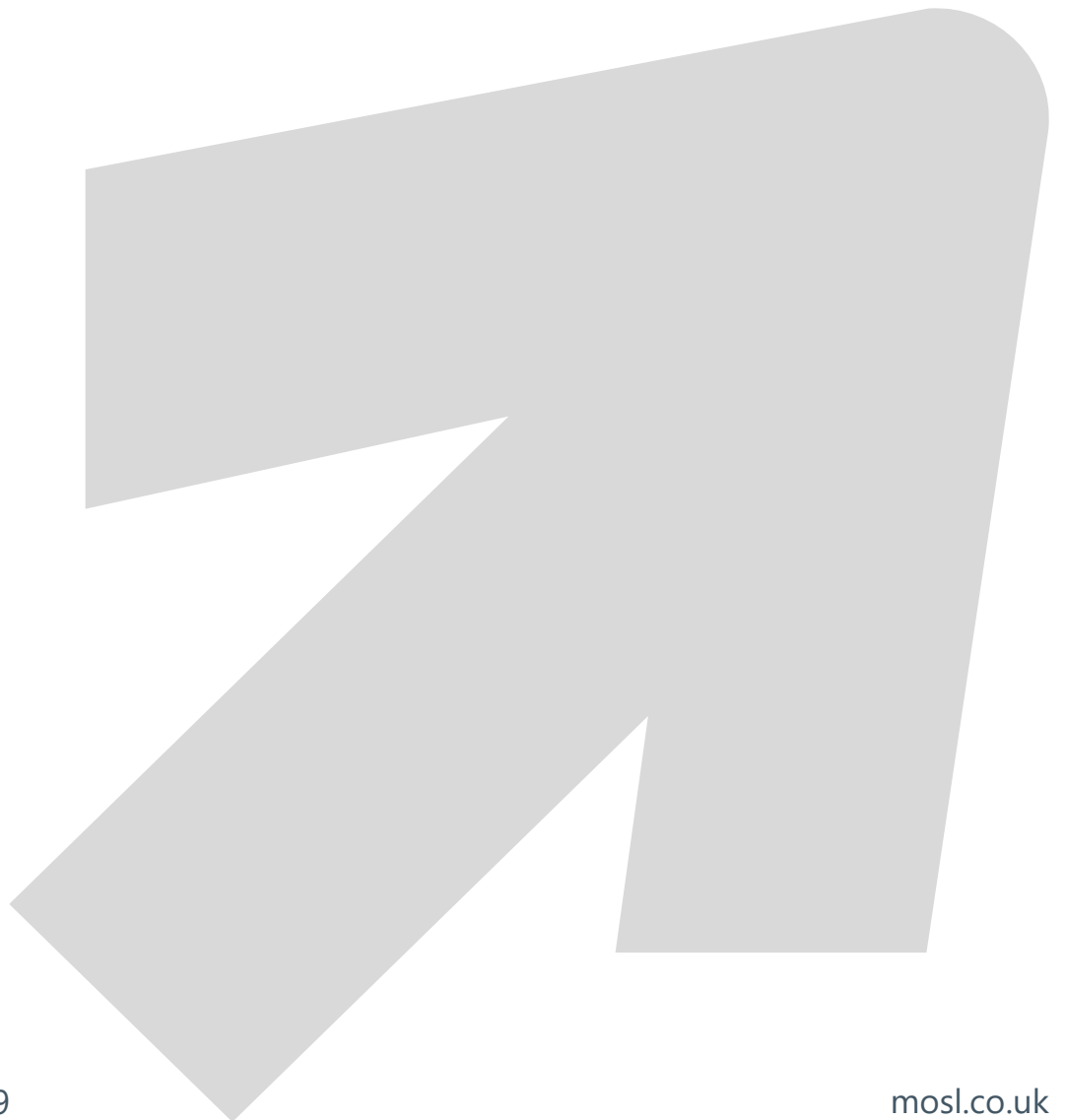


**Operational Advisory Group (OAG)**

**Date and time:** 15 August 2024, 1100 - 1230

**Status of minutes:** FINAL



## Meeting Minutes

### OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Anna Muskett	AM	Wessex	Karina Soulynha	KS	Southern
Bryony Cameron	BC	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	Pam Nash	PN	C&C
Deborah Bennet	DB	Thames	Paul Baker	PB	Business Stream
Emona Pepaj	EP	Thames	Rebecca Watson	RW	Portsmouth
Helen Bennett	HB	Southern	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	Amy English	AE	Observer
Jac Davidson	JD	Presenter	Monica Falasca	MF	Observer
Amanda Plumb	AP	Observer	Sauda Dickinson	SD	Notes

1.	<b>Welcome</b>
	CD welcomed members and gave an overview of the agenda.
2.	<ul style="list-style-type: none"> <li>• <b>Auto Deferrals</b></li> <li>• <b>Info Request Flag</b></li> <li>• <b>Tracking of SLAs</b></li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Info Request Flag</b></li> </ul> <p>AE presented a recap of the previous discussion of the info request flag - 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.</p> <p>AE noted the points that came out of last week’s discussion – The use of the resubmit button was highlighted around the impact on the customer in terms of the SLA being reset, the add-comment functionality was also discussed around comments not always being captured or seen before the initial request is closed.</p> <p>AE raised a request to OAG members to revisit the problem statement and need for the info request functionality and any what the scenarios are where you would need to use the info request flag.</p> <p><b>JD noted an understanding that there is a need for the hub to support the ability for retailers to communicate the need for additional or missing information from wholesalers and that the add-comment function is not a solution as it lacks visibility and response requirement from an SLA perspective and that the resubmit functionality is not useful in this case as it restarts the process and should only be used in more severe cases.</b></p> <p>CD noted an agreement with the understanding of the problem statement.</p> <p>JD questioned what the scenarios are where you would need to use the info request flag.</p> <p>DM advised that reworking the resubmit function would not be a viable solution as it would not cover all scenarios and situations.</p> <p>DM further advised that there isn’t enough in the code documents to put in place the principles of each function around resubmissions and that both the resubmit and info request functionalities need to be reviewed and be able to work in tangent.</p> <p>LW advised that the info request flag would be used in the scenario where additional questions need to be asked rather than raising an F7.</p>

**JD confirmed that it would use it as an informal conversation to get more details and noted that resubmit would not work in this case as there is no way to respond through that functionality.**

LW agreed and advised that add-comment could be a way of raising a request for information, but it's not always picked up in time or responded to and it doesn't stop a request from closing on the auto-close when it is at the complete stage.

CD suggested that another scenario would be when a retail has forgotten to add something they want to add it post submission and that it could also be used to prompt a response when a request has hasn't been accepted or rejected for a while.

CW questioned whether there was scope to do work on the resubmission function splitting it into resubmitting because you're disputing and resubmitting because you need more information.

DM agreed with CW's suggestion and advised it would be useful to have a multipurpose flag and advised that we could open the use of what a resubmission is.

DM further advised that there could be a notice of attention that could be done during both the open and completed period.

EP agreed with the suggestion of having the status of the case as resubmitted and then adding a function as a sub-status where the retailer can choose if they are resubmitting for more information or to dispute the outcome.

JD advised that one of the solutions would be a whole new functionality and the other solution would be to be able to, at the complete stage, resubmit as an inquiry, and questioned whether we could add a response required function as part of the add comment function and add an SLA in the code where responses are required.

DM suggested that there could be a sub-status and advised we need to have further statuses refined.

DM further advised that resubmissions should be changed to just dispute or rejections with an inquire/notice status and that info requests should not be an expansion on the resubmission functionality.

CD questioned DM's view on expanding the add-comment function and adding an SLA.

DM noted a concern for potential exploitation on the add-comment function as there are trading parties that have automated commentary that can be put into systems and there are

activities where there aren't any mandatory information or proper receipt of transaction to be handed back.

JD advised that even with an SLA, the add-comment function would not work as it would not prevent the auto-close.

**AE advised suggestions would be taken away to be discussed.**

JD raised the question what the SLA would be on the info request function.

CD suggested it to be the same as the complaints SLA.

Thumbs-ups were received by OAG members on the SLA suggestion.

CW advised on a scenario where the wholesaler might be going back and asking for further information, which the retailer can respond versus where the retailer has to go back to the end customer to get the information before they can respond and advised that finding one SLA would be tricky and 15 days might not be enough.

RE agreed that if a retailer needs more information from the customer, 15 days is not enough and questioned whether the retailer could be allowed to put a deferral in those circumstances when the case is with them.

JD flagged that the info request would be a new transaction where both a wholesaler could send to the retailer and the retailer could send to a wholesaler.

CD advised that there is already an info request that wholesalers could use.

RE advised that wholesalers are currently able to request information from retailers but that it closes before the retailers can get the information from the customer.

CD noted that a functionality is being added for the wholesaler to be able to withdraw it and resend it before the 15 days and the functionality will stop it from timing out.

RW noted that if it's going to take longer for the retailer to get the information, they will do info provided and explain what they need to do and ask for more time, that way the form doesn't close and the wholesaler manually chases up for the information afterwards.

CD noted that the 15-business-day auto-close is the issue.

DM suggested that perhaps there needs to be a value that the retailer can put against the request to note that they are on it and advised that there needs to be equal ability and

capacity between trading parties to create a request for information and to put in a deferral and for the other party to be able to cancel the deferral when there's an error or not required.

CW advised we don't want a system that stops effective communication and agreed that where the retailer can't respond in 15 days, they should be able to respond and negotiate for more time.

LW agreed that it is about communication and more than 15 days is needed on an info request and retailers were previously discouraged by wholesalers to do an info provided and ask for more time and that being allowed to do that would be useful.

**CD noted it to be taken away as a discussion point by MOSL.**

DM noted that some trading parties are hesitant to work with retailers and don't give the same abilities to inform wholesalers in a reasonable manner and that the functionality should allow for both parties to properly inform each other and to object.

**JD summarized that there is an info request that exists for wholesalers to raise which requires an info provided to come back but that one doesn't exist for retailers to raise an info request and there's also a need for the info provided to come back, and that there is a need for the ability to increase the SLA if more time is needed on an info request from either retailers or wholesalers and that the info request function should be a transaction that should be available equally for both retailers and wholesalers to send throughout the journey of a service request.**

Thumbs-ups were received by OAG members agreeing with JD's summary.

**• Auto Deferrals**

JD presented a recap of the problem statement for auto deferrals - the deferral process is inefficient and in addition to the state changes transaction, trading parties are required to send further transaction to defer the SLA - this is time consuming and easily forgotten.

JD presented a recap of the previous discussion of auto deferrals - auto deferrals apply where the service request is no longer in the control of the wholesaler, where an active SLA is counting, auto removal of a deferral to end the service request is back in the wholesalers control, 15-30 business day SLA was preferred, and auto deferrals should be applicable to all processes in the hub.

JD advised that the steering group have denied the request for auto deferrals to be in the hub as deferrals should be raised on a case-by-case basis and it should not be for the hub to automate what the deferrals reason should be and advised that the suggestion is to (for LVI only) add the deferral questions in the action form when raising the transaction.

SF advised that they find that deferrals are forgotten about as it's not prompted at the time you're asked to send the information back to the retailer and noted that the proposed solution would help with that.

DM questioned whether outcome proposed, and quote proposed has an automated pause period.

CD advised that some earlier ones had their own SLAs, but we later adopted the general end to end SLA on the quotes.

DM noted concern that it is only an LVI solution and advised that we need to identify to what extent trading parties, if any, have already automated this to some extent to send two transactions through and questioned whether it needs to be put in the codes as a HVI systemized approach.

CD advised that this would be a non-code impacting change.

JD noted that there's nothing stopping an HVI user from automating deferrals in their own system as long as it's applied within code rules, but that it is not advised.

DM advised that if there's a concern that trading parties are doing that as a default, then it needs to be noted and suggested that it falls under MPF auditing.

MPC noted a preference for an info request to be done first and then into a deferral straight after and agreed with the suggested solution.

RE questioned whether there would be a way of making the deferral option pop up at a valid time.

**JD advised that option was in scope and the question whether it should either be put into the transaction screen when you are requesting information, or have it pop up at the stage where it's at the right state.**

CD noted that if we get the solution right, there's the potential to remove the retrospective deferrals.

SF advised it would help with the backdating issue but not fully resolve it as there would still be instances where you would need to backdate, and it should be a question of how far you can backdate.

CD noted that a suggestion was made at PAG to backdate to a maximum of five days.

	<p>JD questioned if we have the prompt that pops up when something comes back to you at a certain state when you open it, we can have that same prompt to say is a deferral still needed, when a service request is opened.</p> <p>JD noted that it would help with the deferrals not staying on as it was a request that if a deferral is automatically applied, it should also automatically be removed and as auto-deferrals were denied, we could possibly have a prompt as a reminder to remove or apply it.</p> <p style="text-align: center;"><b>• Tracking of SLAs</b></p> <p>JD advised that this topic will again be kept for a different OAG meeting as we were running out of time.</p>
<p><b>3.</b></p>	<p><b>AOB</b></p>
	<p>JD advised that, subject to testing, the add-comment function is planned to be released on the 20<sup>th</sup> of August available for members to test.</p> <p>JD noted the previous conversation around the B7 defect with deferrals and noted that the only issue found was that you could not defer with the quote proposed and quote accepted and that was more around the design build and not a defect.</p> <p>SF confirmed that the issue was only on the quote proposed.</p> <p>JD advised that B7 and B1 were created together, and B1 has the SLA tracking in it, so at quote proposed it ends an SLA and noted that B7 was mirrored but the SLA was end-to-end.</p> <p><b>JD noted that it is working as per the code and that the design needs to be reworked and advised that the ideal solution would be to mirror B1 SLA tracking in B7,</b> and an alternative solution would be to permit you to defer a quote proposed if we just keep end to end tracking.</p> <p>MF advised that the alternative solution would not work as quote proposed does not allow a deferral in any other processes.</p> <p>CD closed off the meeting.</p>

	Actions	Action by	Action date