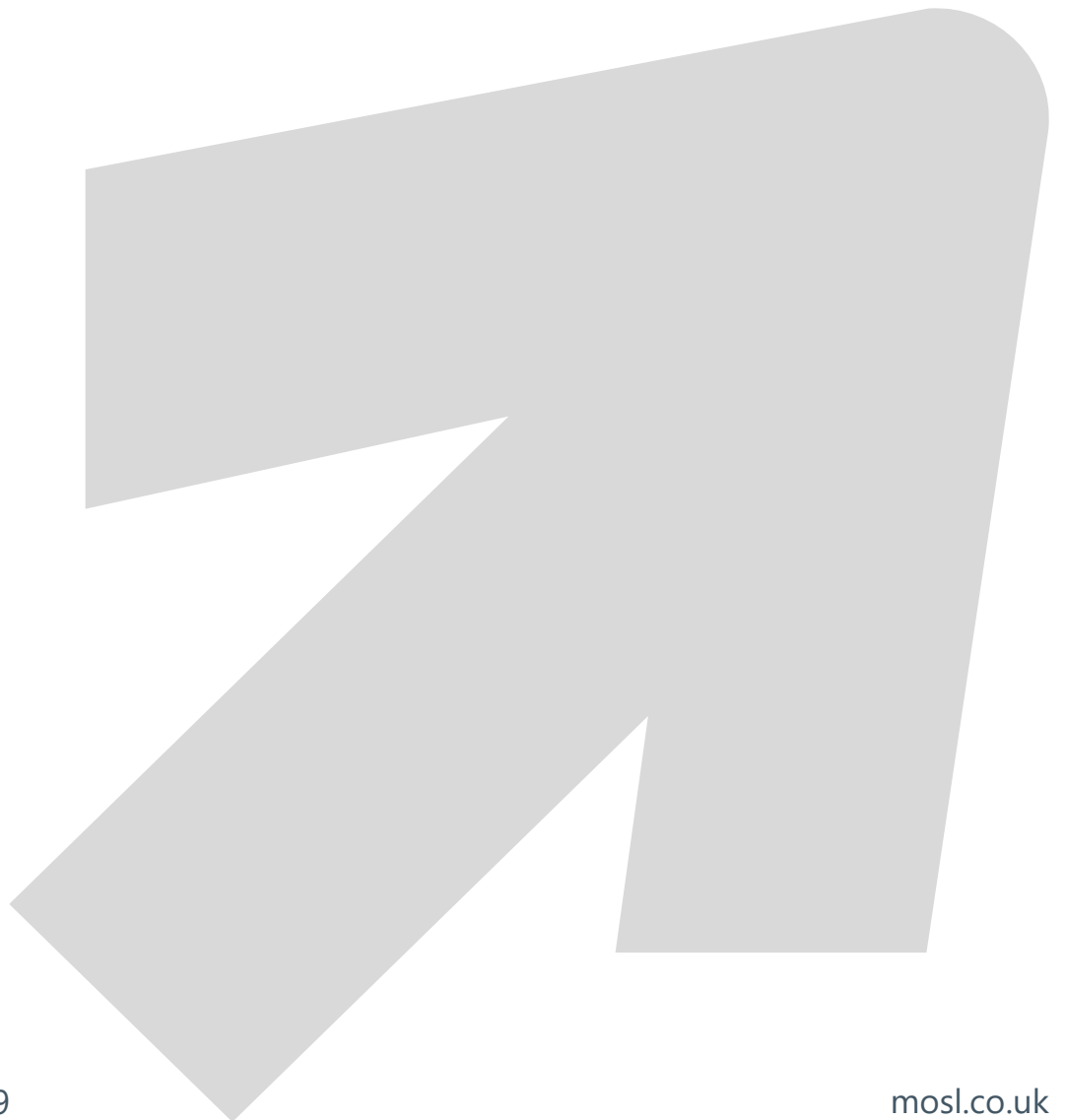


**Operational Advisory Group (OAG)**

**Date and time:** 01 August 2024, 1100 - 1230

**Status of minutes:** DRAFT



## Meeting Minutes

### OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Julie-Ann Anderson	JAA	Ses
Chris Williams	CW	Thames	Karina Soulynha	KS	Southern
David Buchan	DB	Castle	Lisa Jewkes	LJ	Severn Trent
David Moss	DM	Castle	Nick Butt	NB	Conservaqua
Deborah Bennet	DB	Thames	Michael Floyd	MF	UU
Durga Gurung	DG	Thames	Paul Baker	PB	Business Stream
Emona Pepaj	EP	Thames	Rosemary English	RE	Southern
Helen Bennett	HB	Southern	Tracy Ware	TW	Portsmouth
Jacob Head	JH	Water2business			

### MOSL

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

1.	<p><b>Welcome</b></p>
	<p>CD welcomed everyone and gave an overview of the agenda.</p>
2.	<p><b>Phase 14</b></p>
	<ul style="list-style-type: none"> <li>• <b>Reporting recap</b></li> <li>• <b>Reporting scope</b></li> </ul> <p>JD presented a view of the <b>reporting top 10</b> (slide 4).</p> <p>JD presented a view of <b>Trend Reporting</b> as one of the top priority reports (slide 5), noting the ups and downs in the journey of a service request and advised that this is a summary of the conversation from the last discussion.</p> <p>JD recapped the previous discussion around trend reporting and the purpose of it, which was to show the journey and lifecycle of service requests to provide insight on the journey to evaluate the customer service received from wholesalers and retailers.</p> <p>JD further recapped that discussion were had about being able to see happy paths and sad paths and that to do that, we would need a high-level report and then some detailed reports to go alongside that.</p> <p>PB referenced previous discussions about the requirement for an API around the quality of output and advised that there would still be a need for a report that shows the quality of the output and raised the question around where the API report is going to come from.</p> <p>CD noted for reference that in MPF Reform discussions were recently had about the quality and completeness of bilateral requests and noted that that comes back to resubmissions and linking the new escalations process and ensuring that the wholesaler says it's completed.</p> <p>CD further advised that it is currently in the remit of the MPF and if the bilateral hub can facilitate that, that's what matters and advised that separate reporting still needs to be worked on to show the distinction between resubmissions and escalations as a code aspect.</p> <p><b>CD noted that it is possibly covered from MPF but MOSL would take the point away to confirm that is the case.</b></p> <p>JD presented the <b>summary of the idea of trend reporting</b> (slide 6).</p> <p>JD advised that from the top 10 pulled together report requests which fall into the trend reporting where we would need them to appear on a high-level and that we'd discussed what it is members would like to see in that high-level report.</p>

JD posed the question to OAG attendees - what more would they like to see on that high-level reports and whether a more detailed report will go alongside it and the granular detail that would go into that.

**PB noted that resubmissions are captured on the presentation but is not listed in the report and advised that that is an important one and it relates to the difference between resubmissions and escalations.**

**JD confirmed that as a point to be taken away by MOSL and confirmed that it would also need the detailed report to provide the reasons for the escalations.**

DM advised we need reason codes for deferrals, resubmissions and rejections.

JD raised the question whether it would be useful to have the age of a service request, how long it stays open and if it's worth pulling that through and vided that it might not need a detailed report alongside that as the age is worked out by everything that happens in the deferral, resubmission and rejections.

DM advised that it is useful to identify trends by getting a median and understanding the outliers.

JD advised that currently MOSL provides the reports, and the analysis can be done by trading parties, but that **MOSL would take the point away to possibly provide some analysis.**

**MF enquired if it was worth adding number of days for that information request.**

JD agreed and advised it might be better to have number of days at each state transition.

JD advised that that would be a detailed report but questioned what would be pulled through to the high-level reporting.

**JD then noted that the high-level would be the age of the service request and the low-level would show at which state transition it was at the most.**

PB questioned whether repeat requests were being captured and advised it works better being all under one request, end-to-end and resubmission but noted that we have timeout, time lapse and resubmissions all, of the same journey and it's needs to be factored in.

PB further noted that requests can go back forth being rejected and a different type raised and new requested being opened and that that's an issue that needs to be addressed.

JD advised that one way would be to have a view of how many service requests there are per SPID and that would show that one SPID is having a lot of back and forth.

JD also advised that another way would be to view where the related ORID is used, but that that would rely on people updating it.

PB advised that we wouldn't really know what the trends are and where we need to focus, until we see the data, and that might drive more reporting requests around who would do the analysis and a potential for a new group or meeting to further discuss.

**CD suggested that it be split into two reports; number of requests raised against a SPID in a year and number of requests raised of the same request type within the year, to look at potential problem SPIDS.**

**JD advised that some are expected to be multiple such as M1, multiple M1s wouldn't necessarily mean bad.**

**JD then noted that as a point for MOSL to take away.**

CD advised that processes that don't have SPIDs shouldn't be included, and it would be good to have the new SPID addition enhancement onto it, where you can add a SPID later.

DM advised we could have a tally of the NO SPIDS in a separate format and be able to filter them on or off.

DM suggested that if we have the two different reports as suggested by CD per SPID per process and a tally number of days that each have been active to provide a view of efficiency of parties.

**JD agreed with DMs suggestion.**

**JD advised that MOSL will put together a view of some of the data and what a high-level report could look like and bring it back for discussion.**

**CD noted a question in the meeting chat from JH – is there already an auto-close flag or could this be included.**

JD confirmed that JH was talking specifically about the where it's gone to completed and then closed has kicked in.

**JD advised that it wasn't included and that MOSL would take that away for discussion.**

EP suggested we create a report that captures the comments, **T207** transactions, as the comments are often missed, so, it would be helpful to have a report that shows the cases with pending comments.

JD advised that it is a separate report request and presented **LVI reporting** (slide 8).

JD noted that the discussion was previously had in request for a report to show where comments have been received on service requests and advised that we are delivering enhanced functionality for add comments and OAG have signed off.

JD further updated that the add comment functionality will now have an icon on the landing page to notify where there's a comment that's been received but not yet read. Only the receiving trading party will be able to see the icon. Comments can then be marked as read or unread. Once viewed, the icon will fall off the landing page.

JD question whether we'd want a report to show all service requests that have ever received a comment.

EP advised that the report should show just the received comments that no action has been taken on.

**CD advised MOSL would take the point away for thought and discussion.**

CW raised concerns that it would cause more of an issue for HBI users because it would show many flags as comments submitted and not read which would be of no use to the retailer and enquired if there was a pre-production release yet.

JD advised that it is current in the test phase internally and MOSL will keep the members and attendees updated with a release date.

JD further advised that the other trading party has no visibility of the flags that's seen when it's a receiving comment. That settled CWs concerns.

**JD invited all members to raise any other opinions regarding the building of the add comment reporting.**

**No opinions were raised.**

JD presented **SLA reporting** (slide 10).

JD noted that the request provided was that even if an SLA is not tracked within the hub, MOSL's report should label the SLA in line with the OSD documentation.

**JD raised the question whether around what we're looking to achieve – should it say what the SLA is with regards to the code-related documented SLA or should it say that plus**

**how much that SLA is being eaten into or whether it was achieved or not, noting that the latter would be difficult to achieve.**

PB advised that the purpose is to not only identify where an SLA is but understand where the given task is in relation to that and noted an understanding that it is complicated.

JAA noted **a preference for the latter option** and noted that tracking where the SLA is, would be very helpful.

JD noted a concern for how feasible that would be given the amount of time and money there is left.

JD then raised the question as to how frequent the report would need to be.

**JAA noted a preference for a daily refresh.**

**DG agreed with a daily refresh.**

JD presented **long unread meters** (slide 12).

JD advised this report related to a certain type of meter and how long it's been since it's been read, looking at long read meters which do not have an outstanding B5 and C1 against them.

JD raised the question on when this report would need to be refreshed and whether it needs to be a market view or specific to each trading party.

CD noted that there is a LUM report and that this report would essentially be an extension of the LUM report, having a hub connection associated to it.

**CD to confirm the frequency of the LUM report.**

PB advised that it is going to continue as an API under the new MPF and that the report should **include all long reads** and then it should be up to the reading parties to work that however they see fit.

DM advised that a blind spot may be that trading parties that have a programme of works that might fix this issue, need to be reviewed and that the programme works won't be an item that can be data mined from the central hub yet.

DM further advised that the MPF needs to investigate what needs to happen with programme works and charging.

JAA agreed that the report should include **all long reads**.

	<p>JD raised the question whether the purpose of this report would be to support with MPF.</p> <p>DM advised that the value this provides is assurance that all parties are aware, will avoid duplication of work as it's all sitting on one report and will create potential benchmarking for future use.</p> <p><b>JD advised that MOSL will have a look at the current LUM report and how we could link this report to that instead of creating a new one.</b></p>
<p>3.</p>	<ul style="list-style-type: none"> <li>• <b>Accredited Entities - SLA discussion</b></li> <li>• <b>Process D2 – discussion</b></li> </ul> <p>MF presented the advanced notice of disconnection or reconnections, J1 (slide 16).</p> <p>MF advised that when this process was initially being developed, it was noted that in the operational terms, the provisions around reconnections carried out by an accredited entity seemed to assume that an advanced notice could have been provided. Therefore, there was an attempt of aligning the advanced notice of reconnections to the one already set for disconnections, the two business days advance notice, depending on what the wholesaler accreditation scheme requires.</p> <p>MF noted that feedback from CAG was that this alignment of SLAs is not appropriate because of detriment to the customer and noted an example that the accredited entity may be on site disconnecting and then talking to the retailer, especially in cases of non-payment, a reconnection may be performed straight after that. So, in that case there are no two business days between a disconnection and reconnection, hence the notice is not even realistic.</p> <p>MF raised that question to OAG members as to what the likelihood of that scenario is and whether two business days is realistic or should it be taken away.</p> <p>JAA advised that a notification is required for a disconnection but not for a reconnection. Only a notification of completion is required for reconnection.</p> <p>CD posed the question whether any trading parties required advanced notice for a reconnection and that MOSL was happy to take responses offline.</p> <p>RE advised that it was previously noted that advanced notice for reconnections was not needed.</p> <p><b>MF noted that responses in the meeting chat agreed that advanced notice was not need for reconnections.</b></p>

JAA noted that addendums were signed and submitted to Simon Bennett and advised that a requirement would be to have a notification at least one business day after reconnection.

**CD noted to ask for a copy of all addendums to confirm.**

CW advised that a current problem is that the current MPS in place for reconnections is based on the length of time between when the accredited entity is doing the actual work and when CMOS is updated and that when no notification is received, that takes up MPS timing and that it is something that needs to be looked at.

CD advised that the MPS won't be in the same format as they were previously and that there is very little around accredited entities in the new MPF.

MF talked through confirmation of completion of disconnections or reconnections, J2 (Slide 17).

MF advised that there was an attempt to align the two processes here as well by considering the two former disconnection processes (I2 and I6) required a confirmation to the wholesaler two hours after a temporary disconnection.

MF noted that there is a code requirement to notify the wholesaler of the disconnection or reconnection within 2 hours, but that the request in the hub needs to be raised within one business day.

MF noted that feedback from discussions had at CAG noted that the code requirement to notify two hours after the reconnection is also not realistic when that happens outside of standard operating hours.

MF raised the question whether changing the requirements to include delivery and/or extended hours would be more appropriate.

PB agreed that changing the requirements to include delivery and/or extended hours would be more appropriate.

JAA advised that a two-hour addendum is put in and that the accredited entity is to just provide notification and then have the retailer follow it up with the required process one business day after.

CD noted that that is what the code is trying to do – notification and then follow up with the submission within one business day.

DM advised that notification out of operating hours would not be achievable and raised the question whether it is a necessary for a wholesaler to receive a notification two hours after reconnections, as it was never a code obligation.

CD posed the question whether there is a need for reconnection notification to be provided within two hours or whether the one business day would be sufficient.

JAA advised that addendum states the reconnection requirement is to immediately inform the wholesaler when the reconnection has been completed so that the wholesaler is informed and then submit the bilateral request afterwards.

CD raised the question whether we could note the two-hour notification process for reconnections within delivery hours.

DM noted that the 'two hours' is not in operational terms.

MF confirmed that the intention was to align the processes that seemed sensible, but that it would be fair to question whether it is really required.

**CD advised that we could possibly retract the 2 hours requirement from the reconnection's aspect.**

MF talked through Process D2 (slide 19).

MF advised that there was an accidental omission in the transition between operational terms and the OSD.

MF further advised that the operational terms had two scenarios for the wholesaler rescheduling the planned date for a D2 for reasons within the wholesaler's control – one being where the customer agrees and the second being when the customer does not agree with the rescheduled date and that in that case the wholesaler had a requirement to restart from step one, giving the full 22 business days' notice to both retailer and customer.

MF noted that this requirement was accidentally removed when the process was transitioned to OSD 0705 and noted that this refers to reasons within the wholesaler's control and the customer not agreeing to the rescheduled date.

**MF raised the question to OAG members whether this accidental omission has any impact on the customer, whether it was beneficial to keep that provision in place and if so, was 22 days the correct amount of time.**

DM advised that the omission allows a response quicker than 22 days and **noted a preference for leaving it out of OSD 0705.**

**CD noted that there weren't any opposing views, and the decision was to leave the omission as is.**

<b>4.</b>	<b>AOB</b>
<ul style="list-style-type: none"> <li>• <b>Linking No SPID (.R transaction and Button)</b></li> </ul> <p>JD advised <b>B2</b>, data logging process went to CAG and that CAG suggested that one route of the data logging process comes out of B2 and falls in B7.</p> <p>JD noted that due to CAG not giving Minded to Support, it's been pulled from the release and <b>will now be delivered in March.</b></p> <p><b>JD advised that an email will be sent from MOSL asking for volumes on data logging requests that come from retailers to wholesalers where a wholesaler must either exchange the metre or apply a pulse cable or splitter cable.</b></p> <p>JD noted that one of the phase 15 requirements was <b>linking a No SPID ORID to a SPID</b> and advised that it would be a button that instead of a transaction and that the button would be available at certain transaction stages. It has also been expanded to be a .R and .W transaction.</p> <p>JD further advised that when the transaction is sent. A mandatory requirement within that is for there to be customer name provided.</p> <p>DM noted that the general inquiry types might need to be extended and enquired how easily that could be done.</p> <p>JD advised that is on the list of things to do and is being put on the general inquiry option.</p> <p>CW questioned whether JD was previously referring to phase 14 or phase 15.</p> <p>CD confirmed that it was phase 15.</p> <p>CD closed off the meeting and confirmed the next OAG to be on the <b>8<sup>th</sup> of August.</b></p>	

	Actions	Action by	Action date