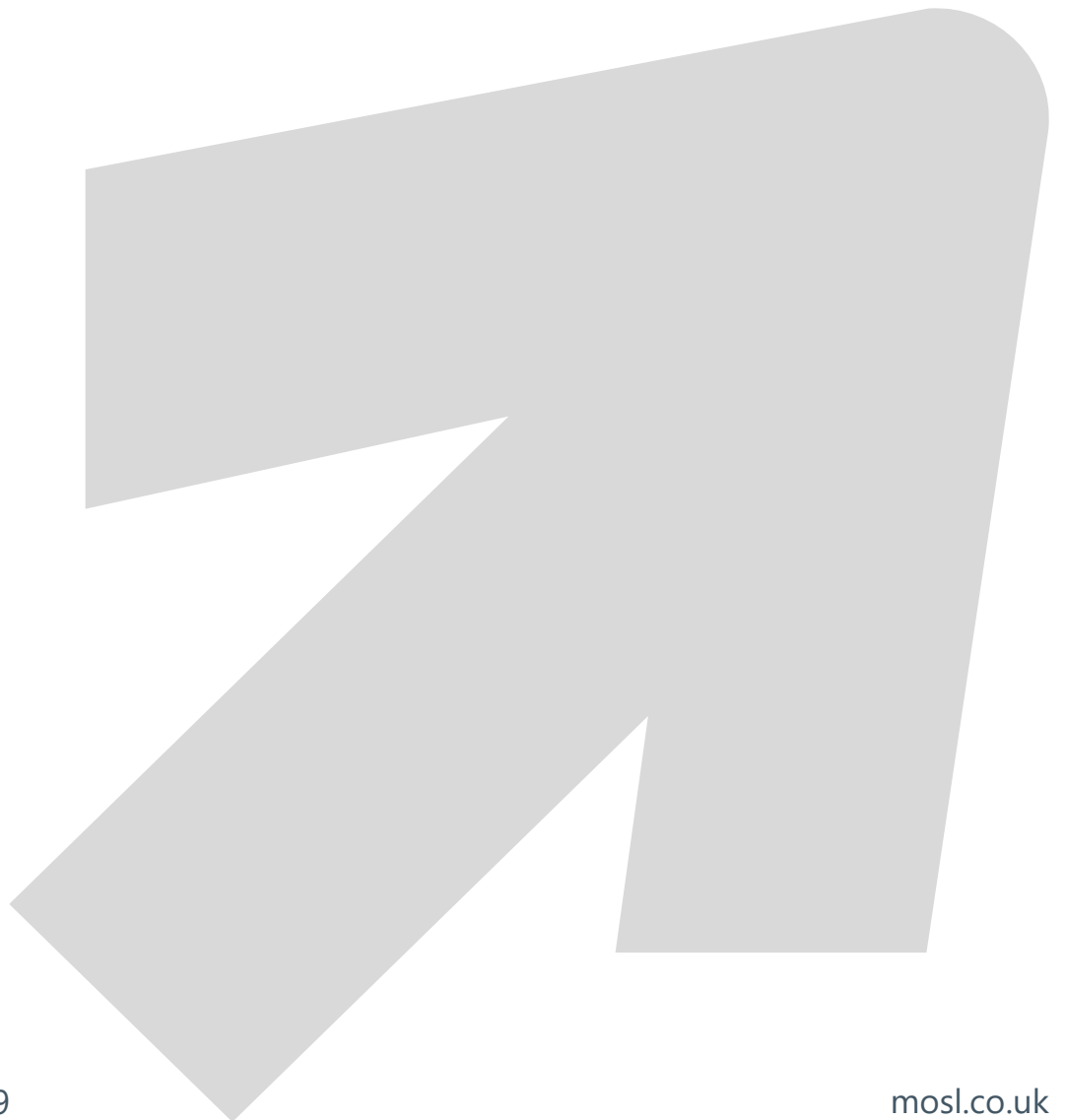


# Operational Advisory Group (OAG)

**Date and time:** 27 August 2024, 1100 - 1230

**Status of minutes:** FINAL



## Meeting Minutes

### OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Lisa Jewkes	LJ	Severn Trent
Charlotte Miles	CM	Thames	Madeleine Moore	MM	Pennon
Chris Williams	CW	Thames	Martin Pope	MP	Southern
David Buchan	DB	Castle	Michael Floyd	MF	UU
Emona Pepaj	EP	Thames	Pam Nash	PN	C&C
Helen Bennett	HB	Southern	Paul Baker	PB	Business Stream
Jacob Head	JH	Water2business	Rosemary English	RE	Southern
Lauren Walsh	LW	Northumbrian	Sian Forward	SF	Northumbrian

### MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Oli Robins	OR	Observer
Amy English	AE	Presenter	Sauda Dickinson	SD	Notes
Monica Falasca	MF	Observer			

1.	<b>Welcome</b>
	CD welcomed members and gave an overview of the agenda.
2.	<ul style="list-style-type: none"> <li>• <b>Tracking of SLAs in the hub</b></li> <li>• <b>Hub Benefits</b></li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Tracking of SLAs in the hub</b></li> </ul> <p>AE advised that Tracking of SLAs in the hub request was voted number 20 on the enhancement priority list.</p> <p>AE noted the request description was to include all SLAs in the Hub and within reports as per the code documents.</p> <p>AE raised the question to OAG members whether the request was to record and track <i>every</i> SLA in the hub and what the benefits would be around that.</p> <p>CD noted that currently in the OSDs there are SLAs not tracked in the hub.</p> <p>MF advised that it would not be necessary to include every SLA, but that it would be good to have the numbers match with the OSD as currently it might show B7-1 in the hub whereas it is actually tracking B7-2.</p> <p>CD noted that B7 was previously discussed noting that the number referencing is incorrect, and the SLA doesn't align to what's in the code, and that it does need to be fixed.</p> <p>PN questioned what the rationale was for having the request at number 20 on the priority list as the was a reason for people wanting this enhancement.</p> <p>AE advised that the reason for following up on this request with OAG members to do a re-assessment of the priority for this request and to look at whether there some processes that are more problematic than others or some that we need to focus on more than others.</p> <p>CW questioned whether the SLA is only shown in the hub if it's reportable.</p> <p>CD advised that all the OPS SLAs are in the hub and that there are a few process SLAs tracked in the hub that are not OPS and noted that a shortage of funding was the reason for not having all SLAs reported in the hub.</p> <p>CW questioned which processes have and don't have SLAs and advised that you shouldn't be able to escalate if something is still within SLA and that even processes without an SLA that's</p>

reportable should have something to manage customer expectations around responses to requests.

CD advised that every process does have a codified SLA, but that they're not all in the Hub.

PN advised that anything that's mandated is put in the dashboard for customers to see.

PB advised that in previous discussions, this request was descoped due to funding and advised that this request is now needed and that until we start digging into these reports, we won't see any value in them.

CD advised that we should be able to put most SLAs in the hub and noted that we might struggle with a few as some SLAs would be more difficult to put into the hub.

**CD suggested that MOSL would do an evaluation of which OSD SLAs are in the hub and which ones are not in the hub and do a priority exercise identifying which SLAs would be easier to put in the hub and which would be trickier to put into the hub and that that evaluation would be brought back to the OAG for review and discussion.**

AE advised that it would be a big piece of work to include every SLA but that starting with a priority assessment would be helpful.

**AE advised that the evaluation of SLAs would be sent out to OAG members in advance as a pre-read before the next OAG meeting which is on the 10<sup>th</sup> of September.**

#### •Hub Benefits

AE presented a view of the top 20 enhancement requests, with their individual ranking and status.

PB advised that the escalation process has been discussed as being high priority and questioned why that was number 5 on the priority list.

**AE advised that that concern would be noted and discussed for the priority of the escalation process request to be re-evaluated.**

CD noted that the escalation process request requires a bit more work as the difference between an escalation and a resubmission needs to be determined and that we need to ensure that it's done correctly from a code perspective and that we would need more time to address escalations.

	<p>AE advised that the escalation process would need to be looped into OAG conversations a few times before being addressed.</p> <p><b>AE advised that the priority table will be shared in a future meeting for feedback from OAG members regarding priority ratings.</b></p> <p>CD questioned whether there were any code change requirements for the reporting requirement.</p> <p>AE advised that the development for reporting would be done in-house.</p> <p>CD advised that there are no time restraints for the reporting request as there is no code impact, whereas the escalation process requires a longer journey.</p>
<p><b>3.</b></p>	<p><b>AOB</b></p>
	<p><b>• Trade effluent customer application form</b></p> <p>MF advised that CCW flagged that the trade effluent customer application form might be difficult for customers to understand and advised that the form will be reviewed and amended</p> <p>MF asked OAG members to nominate trade effluent experts to review the amendments and meet with MOSL and CCW to simplify the form for customers.</p> <p>MF advised that members could send an email to MOSL after the meeting to volunteer.</p> <p>CD noted that DB volunteered in the meeting chat – ‘I would like to be involved in the review from a Retailer point of view’.</p> <p>DB questioned whether CCW’s concerns could be shared with OAG members.</p> <p>CD advised that on a high-level the concern was that customers would find the form difficult to understand, and that more information would possible be shared with the OAG members.</p> <p>MF noted that the overall feedback was that the form was difficult to understand, and that CCW also noted that section 10 may cause confusion.</p> <p><b>CD advised that MOSL would set up a meeting with CCW to discuss the concerns in more detail.</b></p> <p>CD closed off the meeting.</p>

	<b>Actions</b>	<b>Action by</b>	<b>Action date</b>
	Create Priority table	AE	10/09/2024
	Set up meeting with CCW	MF	10/09/2024