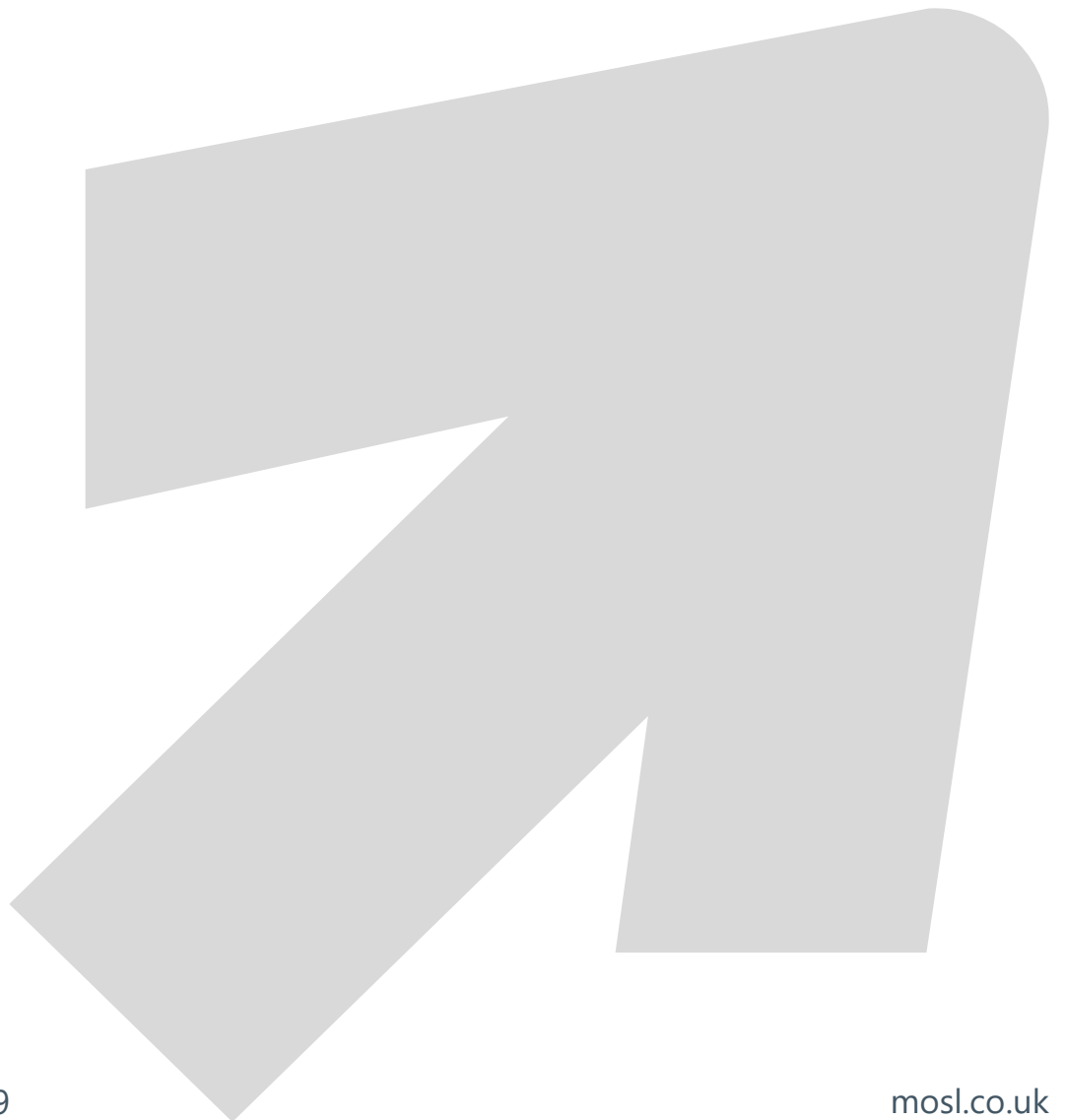


Operational Advisory Group (OAG)

Date and time: 24 October 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Anna Muskett	AM	Wessex	Jack Curtis	JC	Thames
Bryony Cameron	BC	Thames	Jacob Head	JH	Water2business
Charlotte Miles	CM	Thames	Karina Soulynha	KS	Southern
Chris Williams	CW	Thames	Laura Fry	LF	Thames
Daniel Proctor	DP	Waterplus	Lauen Walsh	LW	Wave
David Buchan	DB	Castle	Lee Mcfetridge	LM	Severn Trent
David Moss	DM	Castle	Michael Floyd	MF	United Utilities
Deborah Bennet	DB	Thames	Pam Nash	PN	C&C
Emona Pepaj	EP	Thames	Paul Baker	PB	Business Stream
Heather Lamb	HL	United Utilities	Sian Forward	SF	Northumbrian
Helen Bennett	HB	Southern	Tracy Ware	TW	Portsmouth

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Sauda Dickinson	SD	Notes
Amy English	AE	Presenter	Sayonee Nandi	SN	Observer
Monica Falasca	MF	Observer	Subhash Marti	SM	Observer

1.	<p>Welcome</p>
	<p>CD welcomed members and gave an overview of the agenda.</p> <p>CD highlighted that we are at the critical part for escalations, urging members to keep in mind that we want a solution to be delivered on time.</p>
2.	<p>Escalations process</p>
	<p>AE noted feedback was received from trading parties offline after the last meeting.</p> <p>AE presented high-level clarifications of the overall process design, highlighting:</p> <ul style="list-style-type: none"> • The first three processes being looked at will be H1, F4 and F5, as these were nominated by OAG members as the top three priority processes. • The suggestion to combine the service delay issue field and the escalation reason codes, has been decided against to avoid confusion and allow clearer reporting. • Escalation transactions being restricted at user level is not possible for HVI, but ay potentially be specified in the Codes. • All escalations cannot be initiated by 'other wholesaler' or 'other retailer'. Only the main trading party can raise an escalation. • All date fields will not include a 'Day 0' concept. • Any existing flags at the time of a 'Closed' status, will not be removed. • Transaction structure and rules to remain as proposed. <p>AE presented a screen view of the raise escalation transaction, noting:</p> <ul style="list-style-type: none"> • More escalation reason codes added • New data item 'requested action outcome and outcome' added to 'escalation transaction'. • Resolution date proposed has been changed to 'Requested resolution date'. • Future dates would be up to a maximum of six months and 'today's' date will not be allowed. • Mandatory evidence request has been removed and replaced with a warning banner recommending that evidence should be attached. <p>AE presented a screen view of the accept escalation transaction, noting:</p> <ul style="list-style-type: none"> • Resolution date proposed has been changed to 'Expected resolution date'. • Future dates would be up to a maximum of six months and 'today's' date will not be allowed. <p>AE presented a screen view of the reject escalation transaction, noting:</p> <ul style="list-style-type: none"> • Additional rejection reason codes added. • Mandatory evidence request has been removed and replaced with a warning banner recommending that evidence should be attached. • Additional information label has been changed to 'Rejection explanation'

AE presented a screen view of the **resolve escalation** transaction, noting:

- Mandatory evidence request has been removed and replaced with a warning banner recommending that evidence should be attached.

AE talked through a visual of the Escalation Process Flow.

DM advised that the ownership of the closure of an escalation should not be left in the hands of the receiving trading party. Resolution satisfaction should be decided by the initiating party.

PB agreed that the initiating party should be the one resolving the escalation, but that the current process still works and that there is not enough reason currently to warrant a change at the risk of delaying delivery.

PB queried whether the 'other retailer' not being able to raise an escalation was a complexity or cost issue, as other impacted trading parties should be able to raise escalations.

AE advised MOSL would take the query away to investigate the cost and complexity behind the reasoning for the decision.

PB advised that there are scenarios, such as settlements, where the other trading party would be most impacted and need to escalate, noting that if the reasoning for the decision is due to complexity, there needs to be consideration of a possible workaround.

PB further noted that there needs to be an interim workaround for escalating the other processes previously discussed.

AE advised that the idea is to roll-out escalations across all processes eventually

PB advised that there should be a way of using the escalation process for other processes, too.

CD queried whether OAG members would be willing to sacrifice being able to escalate F4 for F7.

CW noting that the escalation is running along the bilateral request and advised that the resolution should be to complete the entire request and not just the escalation.

CD advised that the Code stipulates that the closure of an escalation should be at the point of action and noted that there may be some instances where the escalation needs to be resolved prior to the complete request.

DM advised that some instances may require that a particular part of the request needs to be escalated, and the escalation may be closed before the complete bilateral request.

DM further advised that the 'resolution disputed' step of the escalation process should have specific actions laying out what need to be done for the escalation to be resolved. Consideration also needs to be taken that there are certain agreements and activities that trading parties take offline, so there needs to be codes built-in noting that the escalation was then taken offline.

AE agreed and advised that MOSL would investigate the possibility of adding a set of actions or data items when using the 'resolution disputed' reason code to note that it has been taken offline.

HL agreed with the need to have the ability for the other trading party to raise an escalation and the need to add an offline dispute action for resolving an escalation but raised concerns around the possibility of cases being left open and not receiving a response from retailers.

AE noted that codes would need to be strong around timing and advised that there will be time frames outlining the initial response to accept or reject an escalation and that will be part of the refining process.

JC queried whether having the escalation automatically close when the case is closed would mitigate the risk of having the escalation flag indefinitely raised.

AE advised MOSL would take the suggestion away to investigate.

CD queried whether OAG members agreed with sacrificing escalating F4 for escalating F7.

There were no objections from OAG members.

CD advised MOSL would investigate the possibility of replacing F4 with F7 in the list of priority processes to escalated.

DM noted preference for F7 over F4, as most escalations are not customer driven but data driven around billing issues.

DM further advised that the needs to be one channel for cross-border issues and retailer to retailer escalations need to be possible, too.

CD noted that the decision from the OAG in previous discussions around having escalations as its own process, was that it needed to be attached to the actual request to avoid confusion and reiterated that there is a plan to deploy escalations to other processes over time.

DM advised that there needs to be a hardline decision of the cost benefit of having escalations in every process versus having it as its own channel.

AE advised that having escalations as its own process would be a fundamental change and would not be able to be delivered in March.

CD advised that starting delivery to only three processes as a start has the advantage of being able to assess the success of the roll-out and adjust accordingly.

DM suggested that escalations could be added only to F7 and assess if it works and whether it needs to be rolled out to specific processes or given its own process and advised that the escalation process needs to be end-to-end and that without the data showing what performance looks like, we are not able to decide whether it is required, noting that if only F7 is looked at, it would be able to be delivered in March.

AE advised that it would not be delivered in March if amendments must be made to F7 first.

CD advised that we move forward as initially proposed and MOSL would keep the OAG updated.

CW is there a cut-off date for a decision and whether there would be a vote from OAG members.

AE advised that MOSL has a week to ensure all the documentation and designs are finalised.

CD noted that the OAG is not a voting forum but more a forum to get subject matter expert input from members on the designs.

PB advised that we almost have a working solution and that we should move forward with it, and that it needs to be made flexible and make it work for it to go live in March.

AE talked through the SLAs to be added to the Hub, noting B7, G2 and J2 were requested by the OAG and B1 was included in the list as it is a mirror of B7.

AE noted:

- B7-1 cannot be tracked in the Hub.
- B7-2 is currently tracked in the Hub.
- B7-3 and B7-4 will be tracked in the Hub.

AE noted:

- B1-1 will remain untracked in the Hub.
- B1-2 and B1-4 is currently tracked in the Hub.
- B1-3 will be tracked in the Hub.

AE noted:

- G2-1 will be tracked in the Hub.

	<ul style="list-style-type: none"> • G2-3 is currently tracked in the Hub. • G2-2, G2-4 and G2-5 will not be tracked in the Hub. <p>SF noted that the consensus on G2 was that terminations were not being tracked and advised that the form attached does not necessarily need to be tracked, but that terminations need to be.</p> <p>SF further advised, on the B processes, that we need to be mindful when tracking the retailer SLA of 30BDs, if that times out, the wholesaler currently gets penalised for a retailer SLA in the C1 performance.</p> <p>CD queried whether it would not be worth tracking B1-3.</p> <p>SF noted that the B7's does not do much for the wholesaler SLA to stop the clock when a quote is done and restart the clock when the quote is accepted.</p> <p>SF clarified that B1 works for retailers but that B7 is not working as it does not have B7-4 tracked.</p> <p>DB agreed that G2-5 needs to be tracked.</p> <p>AE noted that G2-5 will be taken away to investigate possibilities.</p> <p>CD noted that perhaps costs could be saved by not delivering B1-3 and B7-3 and instead look at what can be done for G2-5.</p> <p>DM queried whether the B1 and B7 would be able to have the deferral instance placed against it when awaiting quote acceptance.</p> <p>SF advised that it would but that it does not work because it continues to track the original 25 business days and then shows as late if the quotes is accepted and it does not restart.</p> <p>AE noted:</p> <ul style="list-style-type: none"> • J2-1 and J2-2 will be tracked in the Hub. • J2-3 and J2-5 will not be tracked in the Hub. • J2-4 is currently tracked in the Hub.
<p>3.</p>	<p>GSS Notification Template</p>
	<p>AE presented the GSS template produced.</p> <p>SF noted a preference for having two separate line items for the payment amounts and the penalty payments amounts instead of having a combined amount.</p>

	<p>SF suggested the that the date to be paid by to be added into the template and the payment code to be removed.</p> <p>DB advised that the are standard reason code in the GSS guidelines and suggested that the address needs to be noted as the full address.</p> <p>AE advised MOSL would investigate the reason codes from the GSS guidelines.</p> <p>SF advised that there is a regulation payment category code and further advised that in some instances there might not be a payment code as it is a goodwill payment.</p> <p>DB advised that some request that the payment code be added.</p> <p>AE advised that the template will be sent out offline for OAG members to send through any other views or feedback.</p> <p>CD suggested to add the GSS codes as a reference sheet to the GSS template.</p> <p>DM suggested that there should be a helper sheet, too and emphasised that it needs to be part of assurance that the form needs to be provided.</p> <p>AE advised that the plan is to have it as part of assurance.</p>
4.	AOB
	As no AOBs were raised, CD closed the meeting.

	Actions	Action by	Action date
1.	Confirm reasoning for 'other retailer' not being able to raise an escalation.	AE	
2.	GSS template to be with OAG members offline	AE	