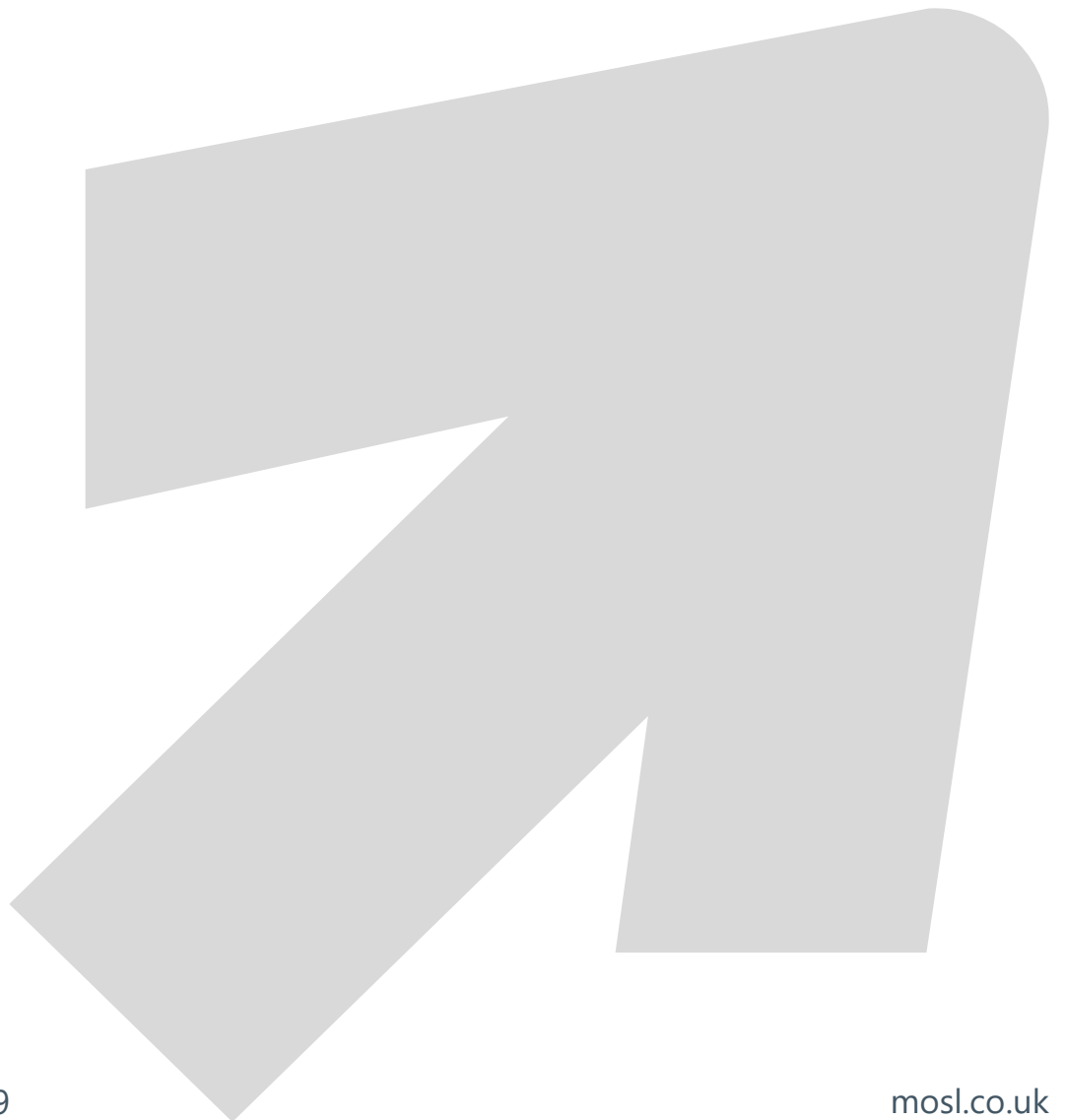


Operational Advisory Group (OAG)

Date and time: 05 November 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Lauren Walsh	LW	Wave
Charlotte Miles	CM	Thames	Michael Floyd	MF	UU
Chris Williams	CW	Thames	Pam Nash	PN	C&C
Daniel Proctor	DP	Water Plus	Paul Baker	PB	Business Stream
David Buchan	DB	Castle	Rosemary English	RE	Southern
David Moss	DM	Castle	Rosie Milsom-Dyer	RMD	Wessex
Deborah Bennet	DBe	Thames	Ryan Simmons	RS	Southwest
Durga Gurung	DG	Durga	Sian Forward	SF	Northumbrian
Jacob Head	JH	Water2Business	Tracy Ware	TW	Portsmouth
Karina Soulynha	KS	Southern			

MOSL

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

1.	Welcome
	CD welcomed attendees and gave an overview of the agenda.
2.	GSS update
	<p>AE referred to the GSS payment template circulated after the last OAG meeting and presented an alternative template produced from the data items in the Hub form.</p> <p>AE noted that there are discrepancies and differences around what is in the Hub form for a single SPID route and the GGS template previously shared.</p> <p>AE queried whether OAG members preferred on the initial template shared over the template produced from the data items in the Hub form.</p> <p>DB advised that the 'incident date' and the 'date to be paid by' should be included for the single SPIDs, too, noting that the single SPID template should mirror the template used for multiple SPIDS.</p> <p>SF advised that the templates for single SPIDs and multiple SPIDs should align, noting preference for the initial template.</p> <p>SF further advised that there may be reasons other than GSS payments where wholesalers might like to pass money onto a retailer like a goodwill payment to the end customer, noting that an additional 'miscellaneous/ other' should be added to the data set.</p> <p>DB agreed that there would be 'goodwill' payments that it may need to be rephrased to note that it includes 'other payments' as well and not only GSS payments.</p> <p>SF noted that these payments are referred to as "enhanced guaranteed standards of service".</p> <p>SF advised that it may help to exclude the 'total amount paid' column as it would be easier to identify SPIDs separately based on the reason for the payment and the penalty payment amounts.</p> <p>DM agreed and queried whether there could be 'other/goodwill payment' column added.</p> <p>AE noted that feedback from the meeting chat would be noted for consideration.</p> <p>PB agreed that there should be accommodation for goodwill payments as there has been large scale incidents that do not qualify for GSS but where the wholesaler has decided to make goodwill payments.</p> <p>AE queried whether OAG members would want the additional data set to be called 'other/goodwill'.</p>

	<p>PB advised that 'ex gratia' is often used.</p> <p>Other OAG members agreed with using the term 'ex gratia' as the additional data set.</p> <p>AE noted the consensus was a preference for the initial template, removing the 'total amount to be paid' column and including an 'ex gratia' option.</p>
<p>3.</p>	<p>SLAs and Escalations Update</p>
	<p>AE noted that the following changes made based on discussions from previous OAG meetings.</p> <p>AE advised that SLA G2-5 will be tracked in the Hub.</p> <p>AE advised that SLA B1-3 AND B7-3 will not be tracked in the Hub.</p> <p>AE advised that the escalation functionality will be applied to processes F4, F5, H1 and M1.</p>
<p>4.</p>	<p>Reporting</p>
	<p>AE noted that some elements of today's discussion may need to be reviewed offline by OAG members before being able to provide feedback.</p> <p>AE noted that reporting is a top priority from OAG members in terms of enhancements and advised that the aim is to do that in the most efficient and cost-effective way.</p> <p>AE noted that there is some overlap with reports that are already in place and the newly requested reports.</p> <p>AE presented a view of the Hub Reporting Matrix, querying where OAG members saw potential to refine existing reports or condense them with newly requested reports to eliminate the overlaps.</p> <p>AE noted that in offline discussions there were a lot of overlap between the SPID report and Trend report.</p> <p>AE noted that the Hub Reporting Matrix would be shared with OAG members offline.</p> <p>AE presented a list of the current reports, querying what purpose they serve to OAG members and how frequently they should be generated.</p> <p>RE advised that the SLA detailed report is downloaded every day to monitor what cases need to be worked on, noting that the F7s do not appear in that report as it does not have an SLA</p>

that is monitored in that report, but that one of the new reports requested would resolve that issue.

OAG members agreed that they download the SLA detailed report every day.

AE queried whether OAG members agreed with the proposal of consolidating the data item of the SPID report and Trend report.

PB agreed that it would make sense to consolidate the reports.

PB noted previous discussion around having an insights summary along with the data items in the Trend report and advised that the point of the trend report was to have added value of a summary analysis.

AE queried whether the SPID report was needed hourly or whether it was something that could be repurposed for the Trend report daily.

DM advised that it could be kept separate initially to understand how helpful the trend reporting would be regarding BAU, suggesting that they could be on separate tabs of the same spreadsheet.

AE noted that from the discussion, the Trend report would be very different to the SPID report in terms of how they are used and that the request is to initially keep them separate and potentially consolidate them later on.

AE noted the proposed new reports as the trend report and export ORID report, querying what purpose they serve to OAG members and how frequently they should be generated.

DM advised that an informed decision would be difficult without the reports on hand to compare beforehand, requesting the opportunity to review and provide feedback offline or at a future meeting.

AE advised that the slides will be circulated after the meeting and encouraged attendees to send through any views or feedback offline.

AE presented discussion points, querying how much history OAG members would like to see on trend report and whether the history should be time based, or status based.

PB advised that the history should worked similarly to how the dashboard currently is, being able to filter on different aspects and that the retention decision might be more based on GDPR and a MOSL decision.

CD noted that we could use the same process for current reports, having items not drop off based on status as we may need to do trend reporting on closed cases.

DM advised that, without understanding what would be provided in the trend report, it would be challenging to inform how much history would be needed/wanted, noting that if analysis across industry is needed, there would be a large amount of data to be pulled.

AE noted that the idea is to have the high-level data in the Power BI report and have the low-level data in the proposed CSV output.

CD noted that most reports are stored in MyMOSL, querying if any members disagreed with keeping it the same for new reports.

OAG members agreed with the proposal to store reports in MyMOSL.

AE queried whether timestamps are needed for statuses, noting that if something is done after 6pm, it would show up on the next day's report.

CD advised that timestamps may be useful where there are multiple statuses on the same day.

OAG members agreed that timestamps are needed for statuses.

AE proposed that a report will hold a count of tasks, a line-by-line view of each task.

CD noted that having a count of tasks was the reason the report was requested, noting no objections from OAG members.

AE noted that, looking at the Hub reporting matrix, SLA data was not included in the Trend report, querying if that was correct.

CD queried whether there were any scenarios where OAG members would want the Trend report to have a view of SLA data.

PB advised that the report should have the SLA data when looking at things like deferrals and rejections for context on where they are in relation to the SLA.

CD queried at what detail the SLA data would be needed.

AE noted that SLA data could include many data items and queried that if SLA data is included in the report, whether it would need to be included on every tab for each request.

PB advised that a decision is difficult as none of the reports have yet been seen, noting that once they are seen, there would be more requirements and decisions.

PB queried what the plan was for developing the quality tracking reports, as they may be used in conjunction with the new reports.

CD noted that the trend report may be used by the MPF, and discussions need to be had with the MPF team on whether the report has everything it needs.

AE advised that in early discussion with the MPF team, it was noted that the SLA detailed report would be used more, but that MOSL would discuss and confirm.

SF advised that the SPID report is not used daily and only the SLA detailed report is used, as the SPID report does not have enough detail.

DM advised that the Trend report should provide industry-level comparisons, with comparative tables against peers, in the high-level reporting.

AE noted that feedback from OAG members is that SLA data needs to be included, recognizing that it might in to change over time as the reports are used.

CD requested that a template/example be created to enable OAG member to have a view and identify any issues or further requirements.

AE advised that the SLA data could be fed into the Trend report example and shared with OAG members.

DM requested that a description for each data item be added to the Trend report example template.

AE queried whether OAG members were happy to have the business day reporting mirror the Hub refresh post 6pm.

CD suggested it be kept the same to avoid confusion.

DM suggested adding a note (label or information box) stating when the refresh will happen and stating that anything after 6pm will reflect the next business day.

AE presented the additional enhancements requested and queried if they were still required in the SLA detailed Daily Report

- Additional 'deferral' data items.
- Additional data item along with the 'Charge to retailer flag'.

DB advised that additional information is not required with the 'Charge to retailer flag'.

	<p>DB noted that consideration needs to be taken around behavioural issues with the charge to retailer flag as parties are ticking 'no' but retailers are getting charges.</p> <p>AE noted a comment from JH in the chat – 'CMOS update Y/N. Would be helpful with the charge flag'</p> <p>DM noted a preference for having a data item to flag a validate transaction number instead of whether CMOS was updated.</p> <p>CD noted that having a transaction number flag would require a big change and that MOSL would put it on the backlog.</p>
<p>5.</p>	<p>AOB</p>
	<p>PB noted previous discussions about the data being available for trading parties to build their own reports and queried whether that would still be possible.</p> <p>AE advised MOSL would take it away and advise at a future meeting.</p> <p>PB queried what the intention is around MPF with the Trend report and having a quality metric, and what the expectations are from OAG or if a different group would need to look at it.</p> <p>PB advised that a good practice guide or enhancements of clarification are needed as there is concern around defining the quality to have a quality score.</p> <p>AE advised that there will be overlap with reporting on OAG and MPF and advised that discussions will be had with the MPF team.</p> <p>CD queried OAG views around having an OAG continuation under the RWG.</p> <p>PB queried timescale for the OAG and whether the end point was confirmed.</p> <p>CD advised that the end point would be confirmed by MOSL.</p> <p>CD gave an overview of the upcoming OAG workshop and closed the meeting.</p>

	Actions	Action by	Action date
1.	Hub Reporting Matrix to be shared with OAG members offline	AE	
2.	Reporting discussions to be had with the MPF team	AE	
3.	Trend report example with SLA data to be shared with OAG members offline, including a description for each data item	AE	
4.	Confirm data being available for trading parties to build their own reports	AE	
5.	Confirm the timeline/end point of the OAG	AE	