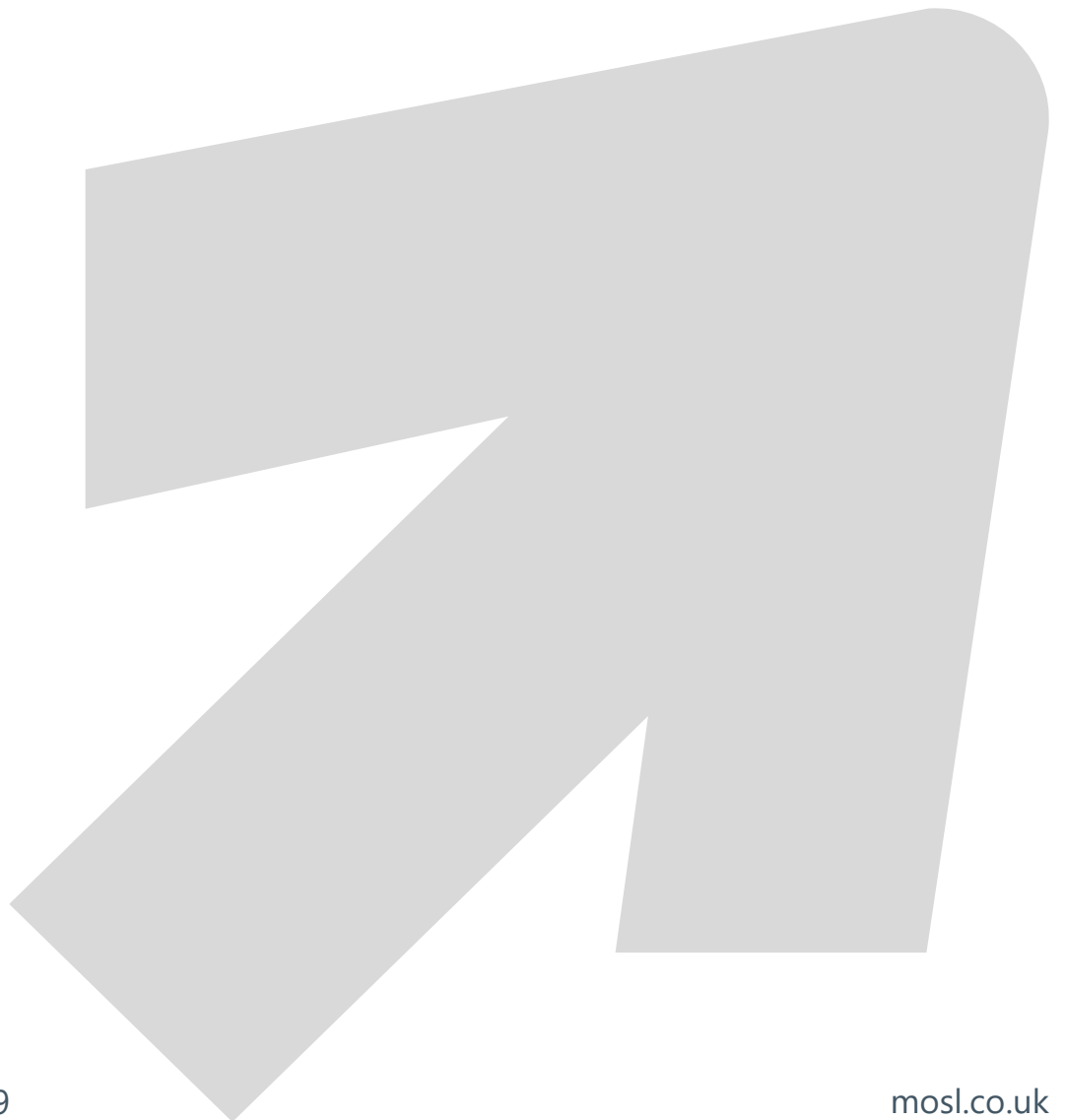


**Operational Advisory Group (OAG)**

**Date and time:** 19 November 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
Charlotte Miles	CM	Thames	Lisa Jewkes	LJ	Severn Trent
Chris Williams	CW	Thames	Michael Floyd	MF	UU
Daniel Proctor	DP	Waterplus	Noel Bradley	NB	Yorshire
David Buchan	DB	Castle	Paul Baker	PB	Business Stream
David Moss	DM	Castle	Rosemary English	RE	Southern
Emona Pepaj	EP	Thames	Ryan Simmons	RS	Southwest
Helen Bennett	HB	Southern	Sian Forward	SF	Northumbrian
Jamie Johnson Mitchell	JJM	Thames	Tracy Ware	TW	Portsmouth
Julie-Ann Anderson	JAA	Ses			

### MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Monica Falasca	MFa	Observer
Amy English	AE	Presenter	Sauda Dickinson	SD	Notes
Katy Woodhouse	KW	Observer			

1.	<p><b>Welcome</b></p>
	<p>CD welcomed members and gave an overview of the agenda.</p>
2.	<p><b>B2 – Data Logging Amends</b></p>
	<p>AE advised that a route has been added for retailers to notify wholesalers when a device has been removed.</p> <p>AE noted that the data splitter and pulse cable route have been removed and added to B7.</p> <p>AE noted when selecting ‘other’ as the request reason or installation type, there would be a mandatory field to provide further information.</p>
3.	<p><b>B7 – Data Logging Amends</b></p>
	<p>AE reiterated that the data splitter and pulse cable route have been added to B7.</p> <p>AE advised a new route has been added for enabling works for a logging device to be requested.</p> <p>AE noted when selecting ‘other’ as the request reason or installation type, there would be a mandatory field to provide further information.</p> <p>LW queried whether a retailer would be expected to ask the other retailer to submit a B7, if the logging work is for a SPID that does not belong to the initial retailer but is commercial work.</p> <p>CD advised it could be done through F9.</p> <p>SF noted that one of the requirements was that you must have the ability to be able to apply where a SPID was not yours and advised that a retailer should not have to get in touch with another retailer and that the application should come through from the party that wants it.</p> <p>CD noted that it is potentially touching on the third-party subject.</p> <p>SF queried whether the decision was to have SPID and no SPID with the data logging process.</p> <p>LW noted concern around who gets the non-primary charges.</p> <p>SF advised that it would be anti-competitive having one retailer corresponding with another retailer when it is a commercial service.</p> <p><b>AE would investigate the query and advise.</b></p>

	<p>NB advised that it should be kept out of the hub if the retailer is not acting on behalf of the SPID that they own.</p> <p>CD advised that MOSL is looking to possibly add something in the code to recognise third parties as it is not currently called out in the operational terms.</p>
<p><b>4.</b></p>	<p><b>Deferral Efficiencies</b></p>
	<p>AE advised that MOSL is developing ways to make deferrals more efficient with less steps.</p> <p>AE noted the proposal to have a pop-up box to nudge whether you would like to end the deferral when updating a deferred ticket.</p> <p>SF queried whether that would be the option to choose the date you would like the deferral to end from, noting that the information could have been provided on a previous date and only be worked today, which could cause audit problems around the deferral end dates.</p> <p>CD suggested possibly having two options to 'end deferral today' and 'choosing end date'.</p> <p><b>AE would investigate the possibility of adding the deferral end date and advise.</b></p> <p><b>CD advised that if the additional button cannot be added, there needs to be clarification that ended the deferral would end it today.</b></p> <p>RE advised that an end date would be helpful.</p> <p>AE confirmed that the deferral changes would be in the March 2025 release.</p>
<p><b>5.</b></p>	<p><b>Reporting</b></p>
	<p>AE noted that the reporting crossover with MPF has previously been highlighted by the OAG and advised that discussions are being had with the MPF team.</p> <p>AE noted that there were requests for a data dump and advised that if the OAG would like to have that for bilaterals, discussions would be had around the requirements from the OAG.</p> <p>AE noted that the usage of the current reporting is to be reviewed, and the use of the new proposed reporting needs to be clearly defined.</p> <p>AE referred to the previously shared current reports and contents and queried whether the deregistered SPID report and SPID report are needed and at what frequency it is needed.</p>

NB advised that the SPID report and Deregistered SPID report are not used as only the detailed reports are used.

SF agreed that only the detailed reports are used.

MF advised that the SPID report is not needed hourly and only used daily.

RE agreed that the SPID report is only used daily.

**OAG agreed that the frequency of the SPID report could be reduced to daily.**

AE referred to the proposed new reports; trend report and export ORID report.

AE advised that the trend report would be used daily for bilaterals with a detailed view and only monthly around performance targets for MPF.

PB noted that, from previous discussions, quality measures and phase two metrics looking at deferrals from the MPF programme would have more crossover with the trend report at a later stage and advised that the detail of the trend report should still be in a backlog to be looked at by MPF.

KW advised that M15 and M18 reporting will be discussed at the next Performance Advisory Group meeting.

PB noted that the trend report could be the start of discussions after phase two of the MPF and possibly be discussed at an RWG at a later stage.

DM advised that the future expectation, once we move into BAU, is that the trend report is an intermittent and iterative development cycle and trend reporting would flow into MPF and bilateral failures and that the report would possibly change over time and be intertwined for MPF and bilaterals.

AE advised that trend reporting for BAU and MPF may be linked at some point.

DM advised that consideration needs to be taken around whether the trend report would contain raw data or a high-level summary.

AE noted that the high-level view would include number of deferred days and age of the requests which would be on the dashboard and low-level data would include line-by-line data.

DM advised that it would be dependent on the type of raw data, noting the need for the submission reason, the commentary, the SPID and request time and not just the line-by-line data.

AE advised that there would be reason codes for all lines, querying if there would be a need for more data than just the reason code.

DM advised that commentary or additional information fields would be needed.

AE advised that the export ORID report might have some overlap with the trend report, noting that the two reports could possibly be merged.

AE presented a view of the draft trend report updated with previous OAG suggestions and raised the following questions:

- Would it just be the latest SLA to be added to the report, or all SLA history?
- Would 'Last Updated' still be needed?
- Number of deferred days to be for all deferrals or just the most recent event?
- Is the 'Add comment' flag still needed; now new functionality has been introduced?
- If an ORID has been open for a rolling year, what is the date that it would need to be removed? May need to be based on time, but also status.

NB noted preference for having all SLAs and the total deferral days shown on the trend report.

DM noted preference for having all SLAs and the total deferral days shown on the trend report.

**OAG agreed on having all SLAs and the total deferral days shown on the trend report.**

SF advised that, with the new functionality, the 'add comment' flag may not be needed.

DM confirmed that having a 'yes/no' flag was just based off an export from the landing page.

DM queried whether adding the last comment would add value for trading parties, noting that it might be helpful if there has been commentary and updates from different parties.

DM noted that sometimes trading parties add comments instead of updating the transaction and having last commentary and last update status would add better understanding.

NB suggested that it might be better to have the last comment data in the detailed SPID report instead, as the trend report is meant to be more high-level.

SF noted that from LVI, there is sometimes a lot of back and forth with the comments between trading parties and advised that the report might get cluttered with all the 'add comment' data.

DM queried whether there could be a 'commentary after closure' or whether it should go into the detailed SPID report.

	<p>SF advised that it might not be valuable just having a 'yes/no' flag for 'add comment'.</p> <p>DM suggested that it might be helpful noting the last transactional party and the last commentary party.</p> <p>AE noted that the consensus was that the flag at a 'yes/no' function would not add value.</p> <p>DM noted that the issue is that two parties can use commentary and advised that it would need more thought around having a view of when a comment is added and by who.</p> <p>AE queried whether members would want the comment data to be in the SPID report instead of the trend report.</p> <p>DM advised that it depends on whether the decision is made to move the SPID report to a lower refresh frequency.</p> <p>RE advised that there are some cases where the wrong retailer adds comments to cases sent to a different retailer, as retailers can sometimes see cases that are not for them.</p> <p>DM advised that there would be a need for tracking history to determine who commented and when.</p> <p>AE noted the potential for the last comment added to be irrelevant to the case.</p> <p>DM advised that instances of other party commentaries could be resolved with training.</p> <p>AE queried what date a rolling year would start for an open ORID, and when it would need to be removed.</p> <p>NB advised that it should be twelve calendar months for the full rolling year and that anything that is still open after the year should still be included.</p> <p><b>OAG agreed that a roll year should be twelve calendar months and anything that is open for more than a year still needs to be included in the report.</b></p> <p>AE noted that all feedback received will be taken away and worked through internally.</p>
<p><b>6.</b></p>	<p><b>AOB</b></p>
	<p>DM noted that there is a miscommunication between trading parties around what needs to be raised for water fixtures and fittings and advised that there have been instances of trading parties having to raise requests for stop taps outside of the hub as some trading parties are happy to take it through a B5 and some are not.</p>

DM further advised that there should be clearer consensus across trading parties around processes for water fixtures and fittings and suggested that the water fittings inquiry form could be brought into a water fixtures and fittings inquiry/issues and noted that it could possibly be discussed in an RWG.

**CD advised that the suggestion would be added to the backlog and could potential be picked up in an RWG bilats group.**

CW queried whether there was an update on what BAU would look like next year and raised concerns around delivering in May with mirroring CMOS and queried how realistic a May release would be.

CD advised that it has not yet been confirmed, but that there would potentially be a BAU delivery in December next year which would be a follow-on of things that were not able to be delivered as part of the current programme, noting that there is not expecting to be any trading party-impacting changes before then, but that we are still awaiting confirmation from the Contract Managers' update.

DM noted that MF6 would be beneficial as it relates to water fittings and could be expended to relate to water fittings and fixtures regulations, inquiries and complaints and there should be an official channel for trading parties to raise issues relating to water fittings and fixtures.

DM advised that there are developers and end customers bypassing meters and the issue might become more common with smart metering.

SF noted discussions from the RWG around F7 being used for the wholesaler action template and not having the ability to strip out the smart meter and the suggested good practice of notifying retailers of the rollout plan so they can let customers know that smart metering might be coming soon.

CD queried whether the request was to add another value set to the template.

SF noted that the requirement is still unclear, but that retailer in the RWG has raised concerns around the inability to separate which ones to ignore and which ones are smart metre notifications.

**CD noted that extra valid sets potentially, need to be added, including smart metering delivery and MOSL would discuss and advise.**

NB advised that there was pushback from the smart metering programme around sending out abundant notification letters to customers in terms of sustainability and agreed with the need

for an extra valid set to be deployed to enable a separate view of smart metering from planned and unplanned.

NB noted a preference for keeping non-emergency operational queries, such as stop tap queries, separate from regulations, suggesting that general inquiries should be used for non-emergency operational queries.

**CD noted that inconsistencies in use of processes for water fixtures and fittings are being identified and that it needs to be looked at and agreed on.**

DM advised that a different approach needs to be taken around culpable parties as and when fixtures and fittings have been misused or not.

SF advised that there is no obligation for external stop valves to be operable as it is only for wholesaler use.

DM noted that it is also for accredited entity use and there is a need for the use of correct channels to report non-operable and unmaintained fittings.

CD closed off the meeting.

	<b>Actions</b>	<b>Action by</b>	<b>Action date</b>
1.	Investigate the possibility of adding the deferral end date	AE	
2.	Add to backlog - Clearer consensus across trading parties around processes for water fixtures and fittings	CD	22/11/2024
3.	Investigate having additional valid sets for smart metering	CD	21/11/2024