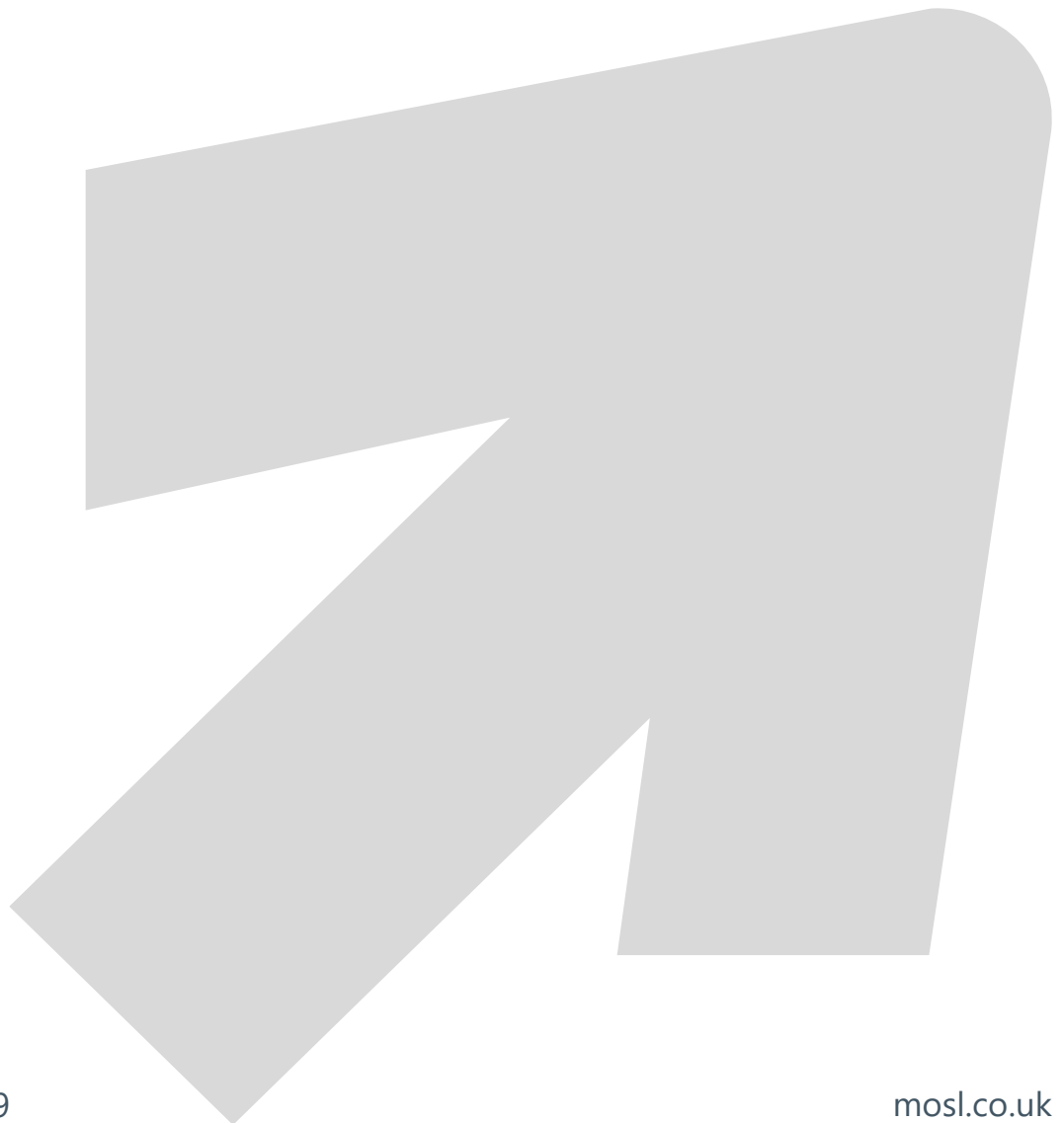


**Operational Advisory Group (OAG)**

**Date and time:** 05 December 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
Charlotte Miles	CM	Thames	Laura Fry	LF	Thames
Chris Williams	CW	Thames	Lauren Walsh	LW	Northumbrian
Daniel Proctor	DP	Waterplus	Lisa Jewkes	LJ	Severn Trent
David Buchan	DB	Castle	Martin Pope	MP	Southern
David Moss	DM	Castle	Michael Floyd	MF	UU
Durga Gurung	DG	Thames	Noel Bradley	NB	Yorkshire
Helen Bennett	HB	Southern	Paul Baker	PB	Business Stream
Jacob Head	JH	Water2business	Rosemary English	RE	Southern
Julie-Ann Anderson	JAA	Ses	Sian Forward	SF	Northumbrian

### MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Sauda Dickinson	SD	Notes
Amy English	AE	Presenter			

<p><b>1.</b></p>	<p><b>Welcome</b></p>
	<p>CD welcomed members and gave an overview of the agenda.</p> <p>CD confirmed that the next OAG meeting would be on the 19<sup>th</sup> of December.</p>
<p><b>2.</b></p>	<p><b>B2/B7 – Data Logging Clarifications</b></p>
	<p>AE noted previous discussions around a retailer acting on behalf of a third-party, when they are not the direct owner of the SPID and advised that the retailer would then have to go through the third-party route and apply directly to the wholesaler, and that that process would be kept outside of the Hub.</p> <p>CD advised that there is a need for third parties to be recognized in certain processes but that that would need to be dealt with later and will not be part of this process and delivery. There may be a change proposal next year which looks at how third parties are recognized.</p>
<p><b>3.</b></p>	<p><b>Deferral Efficiencies Clarifications</b></p>
	<p>AE noted the proposed pop-up question box around ending a deferral and queried whether OAG members would prefer having the pop-up question box or just a pop-up notification.</p> <p>CD confirmed that the deferral pop-up box would end the deferral on 'today's' date and that it was previously suggested that a notification be added to the pop-up box to clarify that. If trading parties did not want to end the deferral 'today' they would need to click 'no' and set the deferral end date through the usual process.</p> <p><b>AE clarified that when 'yes' is clicked on the pop-up box, it would go to the end of the deferral screen with the option of choosing an end date.</b></p> <p>AE noted the addition of the 'end deferral' button and queried whether the OAG needed the end deferral pop-up box.</p> <p>DB noted concerns around being able to backdate deferral end and start dates, as it could be misused by trading parties.</p> <p>CD advised that there are scenarios where back-dated deferrals are required and that there are limitations on the ability to backdate. If the backdating functionality needs to be reviewed, it could be discussed once the Programme goes into BAU.</p> <p>DB queried the reasons a deferral would need to be backdated.</p>

	<p>NB noted that when trying to call a customer and not being able to reach them for a few days, the deferral would need to be backdated to the time the trading party started trying to reach the customer and request a different phone number.</p> <p>CD noted that it is not part of this delivery, but that backdating would be looked at in the future if need be.</p> <p>CW noted the scenario for backdating a deferral end date where further information is requested from the retailer and deferred for five days, the deferral should end at the date the information was provided by the retailer and not at the date the wholesaler has decided to look at the case.</p> <p>DB noted that while there might be legitimate reasons to backdate, it could be misused by trading parties.</p> <p>DM advised that it would be good to review any misuse on backdating if it would be informing MPF.</p> <p>DB confirmed that the end deferral option would only be visible to the trading party that initiated the deferral.</p> <p>DB noted a preference for having the pop-up box to end a deferral.</p> <p>NB noted a preference for having the pop-up box to end a deferral.</p> <p><b>OAG members agreed with having the pop-up box to prompt for ending a deferral.</b></p>
<p><b>4.</b></p>	<p><b>Reporting Refinements</b></p>
	<p>AE noted that the Trend report and Export ORID Report were new reports proposed by the OAG and that MOSL had proposed combining the two reports to be called the Hub Management Report, noting that the report would be an operational overview of all ORIDs to help investigate developing trends and manage workload.</p> <p>AE noted that this would be a new report and that the MPF Programme is looking at existing reports, but that MOSL would continue to monitor potential overlap between reports.</p> <p>CD advised that there is crossover between the MPF reports and the Trend report and advised ensuring alignment with the MPF team.</p> <p>NB advised that it would be useful to have the M18 failed SLA data items on one of the daily reports and not at the end of the month.</p>

AE advised that the internal development team have recognised the crossover with the MPF Programme reporting and noted that internal discussions are being had with the MPF team.

DM queried what the overlap was between the Trend report and the MPF reporting and whether there would be a view of what the MPF reporting might look like.

CD noted that MOSL are currently working through the MPF reporting with the PAG.

DM noted that if there is duplication between reports, there is opportunity to identify troublesome parts that are not being reported to specified parties.

CD clarified that the implication is not that there are duplications but that we ensure we monitor any potential overlaps and advised that MPF reporting on M15/M18 would potentially be shared with OAG members once it is finalised with the PAG.

**DM queried whether adding the additional information and commentary fields to the new report was still be considered.**

**AE advised that it is still being considered and will advise once the decision is made.**

DM noted that having a bulky report would not be an issue, as the data would be valuable.

AE queried whether;

- twelve-months' worth of data was needed on the daily report, and how long those reports would need to be accessible.
- the third-party flag is needed on the high-level view of the report and how it would be used.
- only OPS SLA data was needed on the reports or all SLA data.

DM advised that you should be able to set a reminder to view a year-to-year snapshot and noted not having a preference on the amount of time the snapshot remains on, but that it would be helpful to have the data accessible at any time.

DM noted that it would be preferred to have the ability to facility an API or drop box, some form of background automation to pull reporting items as needed.

DM advised that Castle does not see many third parties adding commentary to cases and advised that it might be worth looking into the reasons why third parties are not commenting, especially in cross border scenarios.

DM advised that it would be helpful to have non-OPS SLA data on the report.

	<p>NB advised that trading parties do not want to see the same data every day and would only want to see what has changed. There may be a need for a split between closed forms and live forms.</p> <p>NB agreed that the suggestion around having an API or drop box would be useful, having the ability to download what's new from the API daily.</p> <p>CD noted consideration around having a monthly report of the year-to-year snapshot data.</p> <p>NB agreed that it would be helpful to have non-OPS SLA data on the report.</p> <p>CD advised that if the third-party flag is not included, we need to ensure that trading parties only receive the ORIDs that are associated with them as the main party, as there would be no way to filter.</p> <p>NB advised that Yorkshire Water currently only looks at individual third-party forms and whether it is relevant and if any work needs to be done.</p>
<p><b>5.</b></p>	<p><b>Wholesaler to proceed</b></p>
	<p>AE noted previous OAG discussions around a wholesaler being able to proceed with a transaction when it is still with the retailer.</p> <p>AE noted the two problem statements raised:</p> <ul style="list-style-type: none"> <li>• Where a wholesaler needs be able to recall a ticket when it is still with the retailer but there is no further action from the retailer. Where an updated quote or missing information needs to be sent.</li> <li>• Where the ticket is with the retailer and a response is still required but extra time is needed – possibility of extending the timeout functionality.</li> </ul> <p>AE queried which of the two scenarios OAG members felt was a bigger issue.</p> <p>CD noted that there would possibly be a need for two different solutions.</p> <p>NB noted that both problems could be solved by recalling and resending the quote/ info request, so that the SLA will restart and allow extra time for the retailer.</p> <p>DM queried whether there is an auto-close function once the SLA is breached.</p> <p>NB confirmed that there is an auto-close function which automatically rejects the quote and cancels the form.</p>

DM advised that there is further functionality that could be scoped for when a retailer needs more time but noted a preference for a solution to address both problem statements.

RE noted a preference, with H1s, for the retailer being able to extend the timeout, as there are multiple cases where the retailer has had to ask the wholesaler for more time and where the case has timed out multiple times, noting that it would be beneficial if the retailer had the ability to extend the time themselves.

DM advised that it would not be total control given to the retailer as wholesalers can still cancel a deferral at any point, which would allow monitoring of continuous extension.

NB confirmed that the timeout function needs to be extended and not the deferral and advised that if retailers are given control to extend the time out, there needs to be a form of mitigation to avoid continuous extension.

CD advised that deferrals are limited to thirty days and that timeout extensions would possibly be limited by the same timeline.

NB suggested that perhaps there should be a limit of only being able to extend the timeout once.

**CD noted that we would need to look at two different functionalities to address both problems. One for the ability for wholesaler to recall a request at various stages and the other to give retailers the functionality to extend the time out function.**

DM queried why there would be an issue giving retailer the capacity to both deferrals and the timeout function.

CD advised that there would not be beneficial to retailer to extend the deferral.

DM advised that sometimes it may be an information request that is still with the retailer or its customer.

NB advised that code obligates that the deferral is accurate and applied accurately and as it is the wholesaler's deferral, the wholesaler needs to have control over it as they will be audited on it, too.

DM noted concerns that retailers sometimes need more time for a deferral but the time for the deferral is set by the wholesaler.

CD advised that the wholesaler SLA is being impacted.

DM advised that it is impacting customer service, too.

NB noted that if a retailer makes a mistake when extending deferrals, wholesalers would be penalised, therefore wholesalers should have control as it would impact their performance measures.

RE advised that there have been instances where comments have been added to a case and the case has timeout that day, not being able to respond to the comment or act, noting the need to have the functionality for the retailer to be able to extend the timeout function.

AE noted that having a solution for either recalling a case or the ability to extend the timeout function would both require substantial development and queried where there are any processes where these issues occur more frequently and what would happen to the SLAs when a wholesaler takes back control.

CD advised that consideration needs to be taken if a deferral is completed and a wholesaler realizes something has gone wrong and is running late on the SLA and decides to recall the case, what will happen to the SLA.

DM queried whether there could be a potential status change when the wholesaler recalls the case, and that it would reset the 15-business day SLA.

CD advised that would possibly be a stamp noting a second attempt by the wholesaler, to allow proper monitoring.

DM advised that if the recall functionality is used, the SLA should not be extended beyond the 15-business day SLA, but that it would be helpful to include a suggested amount of time for extending the timeout and allow for flexibility.

DM noted that opting for resubmission would take an extended amount of time and that resubmissions have not been formulated in the code to state whether they should be prioritised.

NB noted that 'quote proposed' is currently the biggest issue and that cancel quote proposed would resolve the issue for wholesalers.

NB advised that recalling a completed case should act in the same way as a resubmit.

CD queried whether the functionality should not be extended to complete cases as the resubmit functionality could be used.

NB advised that recalling completed case would not happen often and would not be worth including in the scope for development.

	<p>CD queried whether there were any other transactions that the functionality could be useful for.</p> <p>NB suggested outcome proposed on H1 and C5.</p> <p>DM agreed that the 10-day timeout functionality for H1 is an issue and should be extendable and advised that resubmissions need to inform more functionally.</p> <p><b>CD noted that the resubmission functionality could possibly be reviewed, too.</b></p> <p>NB agreed that resubmissions are currently not set up fairly, and that they should be given some priority.</p> <p><b>CD encouraged OAG members to reach out with any more feedback/views offline.</b></p> <p><b>AE confirmed that, as usual, the slides would be sent out after the meeting.</b></p>
<b>6.</b>	<b>AOB</b>
	As there was no AOB, CD closed off the meeting.

	<b>Actions</b>	<b>Action by</b>	<b>Action date</b>
1.	Review the decision on adding the additional information and commentary fields to the new report	AE	19/12/2024
2.	Report back on findings on any overlaps with MPF and OAG reporting	AE	19/12/2024