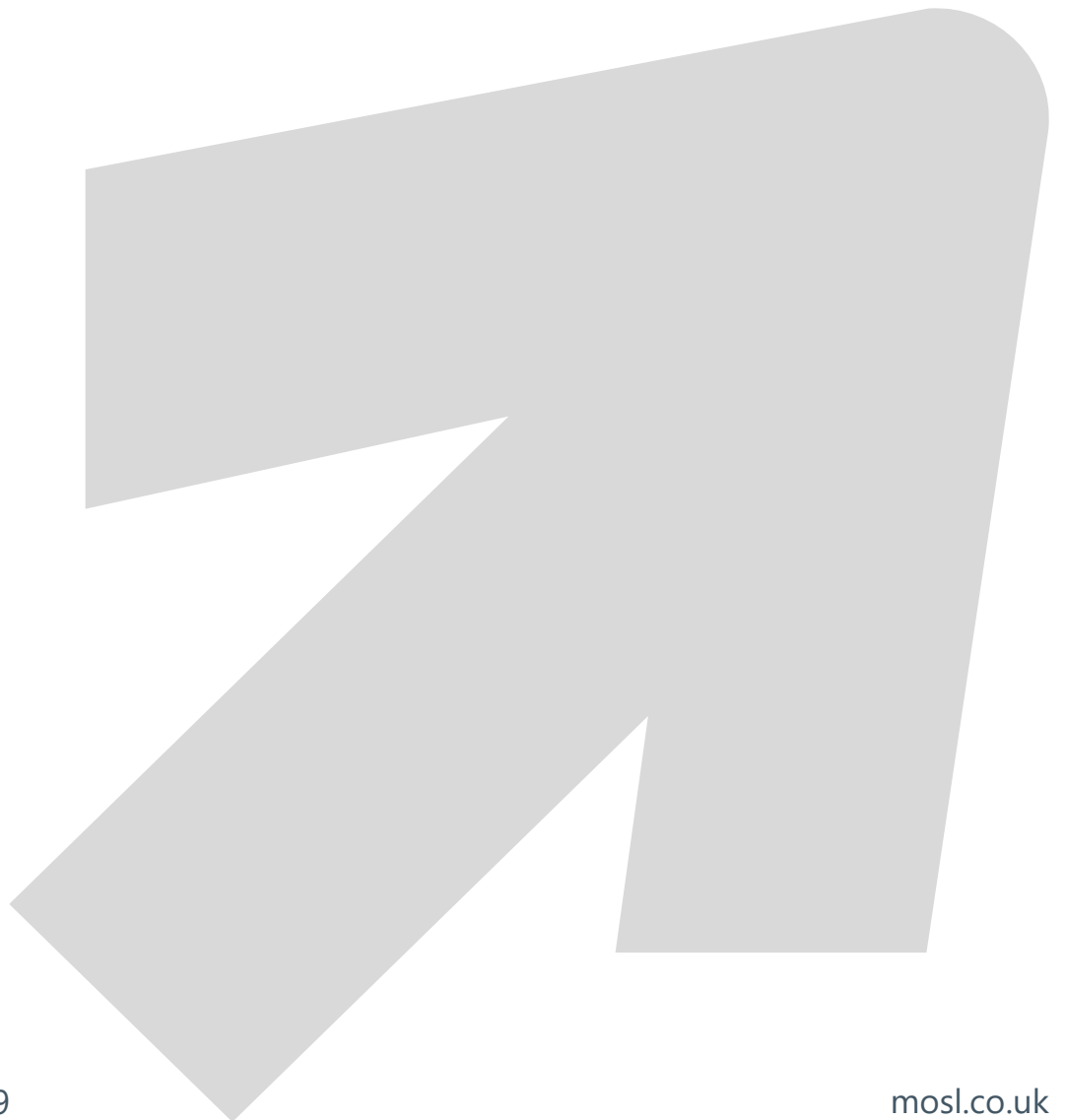


Operational Advisory Group (OAG)

Date and time: 19 December 2024, 1300 - 1430

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Charlotte Miles	CM	Thames	Lisa Jewkes	LJ	Severn Trent
Chris Williams	CW	Thames	Michael Floyd	MF	United Utilities
Daniel Proctor	DP	Waterplus	Michael Wilson	MW	
David Buchan	DB	Castle	Noel Bradley	NB	Yorkshire
David Moss	DM	Castle	Pam Nash	PN	C&C
Heather Lamb	HL	United Utilities	Paul Baker	PB	Business Stream
Helen Bennett	HB	Southern	Rosemary English	RE	Southern
Jacob Head	JH	Water2business	Sian Forward	SF	Northumbrian
Lauren Walsh	LW	Northumbrian	Tracy Ware	TW	Portsmouth

MOSL

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

1.	Welcome
	CD welcomed members and gave an overview of the agenda.
2.	Wholesaler to proceed
	<p>AE noted consensus from previous OAG meetings that the problem statement raised regarding extending the timeout function would be addressed and developed separately.</p> <p>AE noted the problem statement for wholesalers to proceed; the need for wholesalers to be able to recall a ticket when it is with a retailer.</p> <p>AE advised that the functionality is already in place to address the ability for a wholesaler to recall a ticket but that the difficulty comes in with SLAs impacts.</p> <p>AE presented a visual representation of SLA impacts, noting previous discussion with the OAG around resetting SLAs when the ticket is recalled by the wholesaler and queried whether OAG members required visualisation using a flag to note when a ticket is recalled and when the SLA restarts.</p> <p>CD noted that the functionality would possibly be applicable to the 'provide quote' transaction for B1, B3, B7 and I1 processes, 'propose outcome' transaction for C5, H1 and H3 processes, and propose corrections plan for C1 and queried whether that would be the full scope of the processes for the delivery of the functionality.</p> <p>AE advised that these processes could potentially have the functionality of the ability for wholesalers to recall and queried whether there were processes the OAG felt needed the functionality more urgently than others.</p> <p>RE queried the difficulty of putting the SLA back to what it was when the outcome was proposed and advised that it would be unfair to reset the SLA back to the start.</p> <p>CD advised that two options would be to either reset the SLA to the beginning or to calculate the remaining days of the SLA before it was recalled.</p> <p>PB advised that it would not be fair for the SLA to be reset to the start and noted concern of potential for gaming, noting a preference for only being able to restart the SLA from the point it was recalled.</p> <p>DM advised that Proposed Corrections Plan for C1 is currently misused and not worded well in the Code and queried whether there would be limitation to the Wholesaler only being able to take back control once.</p>

AE to review and advise on the potential to limit the recall functionality and how many times it can be used.

CD advised that the use of the recall functionality would need to be monitored and MOSL would need to ensure that it is added to the Trend report.

AE advised that the development of the functionality was part of the release for phase 14 and queried what the priority is from wholesaler to have the recall functionality.

SF queried how often trading parties experience issues that require the recall functionality.

RE advised that instances of needing to recall a ticket does not happen much and the only time a case was needed to be called back is when it is close to timing out and there has been no response from the retailer.

SF noted that the effort for the development might not be worth it for the small number of issues experienced by wholesalers.

CD advised that the functionality has already been built but that the complication comes in with the SLA impacts.

DM confirmed that the proposed corrections plan for C1 has an expiry date of 10 business days.

SF advised that is a retailer SLA and would not make a difference to wholesalers as it is not monitored or managed.

DM advised that the SLA should make a difference to wholesalers in some manner and advised that the recall functionality does not hold much value, unless wholesalers note that there are other factors to consider and should be discussed more, but that having the ability to extend the timeout function would be more useful.

SF noted that trading parties can refuse a proposal and state that other factors need to be considered.

DM noted concern that there is a gap between what trading parties consider as a refusal.

AE queried how much members believe the functionality would be used and if there were any other transactions or processes that would need to be addressed.

DM advised that the functionality would potentially only be useful for quote proposed transactions but not for proposed outcome or proposed corrections for C1.

CD queried whether OAG members preferred limiting the functionality to 'quote proposed' only.

	<p>CD queried whether the functionality will be part of the March 2025 delivery.</p> <p>AE confirmed that the recall functionality would be one of the post-programme implementation items.</p> <p>AE noted that if the recall functionality is not developed, the next enhancement on the list would possibly be to be enable extending the timeout function.</p> <p>By a show of hands, OAG members showed no support for building the wholesaler to proceed recall functionality.</p> <p>PB suggested that guidance may be needed to clarify expectations and steps to take for different scenarios where issues are experienced by wholesalers needing to take back control of the ticket.</p> <p>AE to provide a view on the progress of the prioritisation list ahead of the next OAG meeting.</p> <p>DECISION: Wholesaler to proceed recall functionality to potentially be descoped.</p>
<p>3.</p>	<p>AOB</p>
	<p>CD noted that a view of Bilateral and MPF reports, and potential crossovers will be shared with the OAG in the new year.</p> <p>CD advised that MOSL will begin audits on Bilateral deferrals in January 2025, noting that it would build on last year’s audit and aim to understand how deferrals are currently being used in the market. CD encourage members to reach out to MOSL will any questions or suggestions around the audit.</p> <p>CD advised if the OAG is disbanded, an RWG subgroup might be set up by the Panel and some of the good practice guides discussed by the OAG might not be picked up for actioning, encouraging OAG members to volunteer to support an RWG Bilaterals Group.</p> <p>PB noted an understanding that it was mentioned at the RWG in-person session that a Bilaterals Group was needed and would be formed.</p> <p>SF agreed that mention of an RWG Bilaterals Group was made at the in-person session and noted that many OAG members would be the right people to progress some of the discussions had at OAG meetings into the new Bilaterals Group.</p>

	<p>CD encouraged OAG members to reach out via email if they are willing to support the proposed RWG Bilaterals group.</p> <p>LW queried whether there were changes being made to the Wholesaler Notification Template to including smart metering.</p> <p>CD confirmed that metering programme rollout has been added as a data field to the D1 subtype on the Wholesaler Action Notification Template.</p> <p>DM noted a ticket raised regarding MF7 and queried whether there was any feedback yet.</p> <p>AE confirm that the ticket had been received and that MOSL would respond back in the new year.</p> <p>DB queried whether the revised G2 form would be available.</p> <p>MF advised that the form has been recommended by the CAG with amendments and MOSL are awaiting feedback from the OAG subgroup and will advise thereafter.</p> <p>CD closed off the meeting, thanking members for all their contribution through the year.</p>
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	Actions	Action by	Action date
1.	Provide a view on the progress of the prioritisation list ahead of the next OAG meeting	AE	