



Operational Advisory Group (OAG)

Date and time: 14 January 2025, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Charlotte Miles	CM	Thames	Lauren Walsh	LW	Northumbrian
Chris Williams	CW	Thames	Lisa Jewkes	LJ	Severn Trent
Daniel Proctor	DP	Waterplus	Martin Pope	MP	Southern
David Buchan	DB	Castle	Michael Floyd	MFI	United Utilities
David Moss	DM	Castle	Noel Bradley	NB	Yorkshire
Deborah Bennet	DB	Thames	Paul Baker	PB	Business Stream
Helen Bennett	HB	Southern	Rosemary English	RE	Southern
Jacob Head	JH	Water2business	Sian Forward	SF	Northumbrian
Karina Soulynha	KS	Southern	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.	<p>Welcome</p>
	<p>CD welcomed members and gave an overview of the agenda.</p>
2.	<p>Overall Update of Enhancements</p>
	<p>AE presented and read through a list of the top 20 enhancements, noting the enhancements that have either already been delivered, still to be delivered or descoped.</p> <p>CD confirmed that the Reporting request is still going to be delivered and is not code dependent.</p> <p>AE confirmed that the escalations enhancement work has been approved and is in development to delivered in the March release, with B5, B7 and B3.</p> <p>AE to add a column noting the planned release dates for enhancements that are scoped and still to be delivered.</p> <p>CW queried whether the implementation of linking service requests was the same as adding a SPID to a non-SPID case, noting that when it was deployed in the last release, part of it was descoped as the gap site was not done. If these two enhancements are the same, it should not be noted as 'delivered'.</p> <p>AE to confirm whether the implementation of linking service requests was the same as the enhancement to add a SPID to a non-SPID case.</p> <p>DM noted understanding that the gap sites request was a change to a transaction within service request types to allow adding supply point data items, but that the implementation of linking service requests was to enable having a parent-child relationship with different services; if there is a C1, you can notify that a B5 needs to take place, and link the two service requests together.</p> <p>CW queried what the plan was for escalations and when it would be delivered</p> <p>AE advised that a few initial processes are being delivered for escalations as a priority and will be monitored and reviewed before deciding to rollout escalations to the rest of the processes, but that delivery timeline is still to be confirmed.</p> <p>AE to share the share the list of top enhancement with OAG members after the meeting – with planned release dates.</p>
3.	<p>User Defined Dashboards</p>

	<p>AE noted the request description for User Defined Dashboards; explore the ability for a user to personalise their own dashboard depending on what they want to view in the Hub.</p> <p>AE noted previous conversations suggesting;</p> <ul style="list-style-type: none"> - Filter options requested that can be remembered (perhaps a 'sticky' button) - Quick links to be updated <p>AE noted that sub-filtering would not be possible on quick links.</p> <p>AE queried whether there were any other suggestions from OAG members for considerations for the Hub landing page.</p> <p>Suggestions:</p> <ul style="list-style-type: none"> • DM suggested having the ability to filter by new comments. • CD suggested possibly having multiple pre-set filters rather than just having one default filter. • DM suggested having the ability to filter by sub-processes, as some sub-processes are more urgent than others. • SF suggested having the ability to filter by SLA due date with a date range. <p>AE encouraged members to send any further feedback or views through via email.</p> <p>AE noted previous conversations around water-only companies to have the ability to filter on services that are applicable to them where work needs to be done and advised that that is being reviewed internally.</p>
<p>4.</p>	<p>AOB</p>
	<p>CD advised that there is a callout for a new Retailer member to join the Code Advisory Group and an invite for applications will be sent out soon.</p> <p>CD advised that AE would review the backlog list and share it with OAG members to add to the list, including good practice guides, as the Bilateral Programme is moving to BAU soon.</p> <p>DP queried whether the use of the GSS notifications would be optional or mandatory for wholesalers.</p> <p>MF advised that the use off GSS notifications has been made optional following feedback from the Code Advisory Group.</p>

	<p>DP questioned how many wholesalers would opt in for the GSS template as a notification method.</p> <p>CD advised that a centralized format would make things easier, hoping that more wholesalers would eventually use the GSS notification template, but that a survey could be conducted to get a view of how many wholesalers plan to use the notification template.</p> <p>NB advised that Yorkshire Water have had internal discussions and plan to engage with Retailers to find out which method they would prefer.</p> <p>PB queried what the rationale was for making the use of the GSS template optional.</p> <p>NB noted that the rationale behind the decision was that some Retailers received the GSS payments notification directly into their accounts team and may not want to look for a bilateral forum when they already receive the email directly into their mailbox and can avoid extra steps.</p> <p>SF advised that the decision to have it optional could have been made because it is not a separate operational process and was never in the Operational Terms.</p> <p>MOSL to confirm the rationale, as discussed with the Code Advisory Group, for making the use of the GSS template optional.</p> <p>CD closed off the meeting.</p>
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	Actions	Action by	Action date
1.	Share the list of top enhancement with OAG members after the meeting – with planned release dates.	AE	
2.	Confirm the implementation of linking service requests versus adding a SPID to a non-SPID case.	AE	
3.	Review and share the backlog list with OAG members	AE	
4.	Confirm the rationale for making the use of the GSS template optional.	SD	