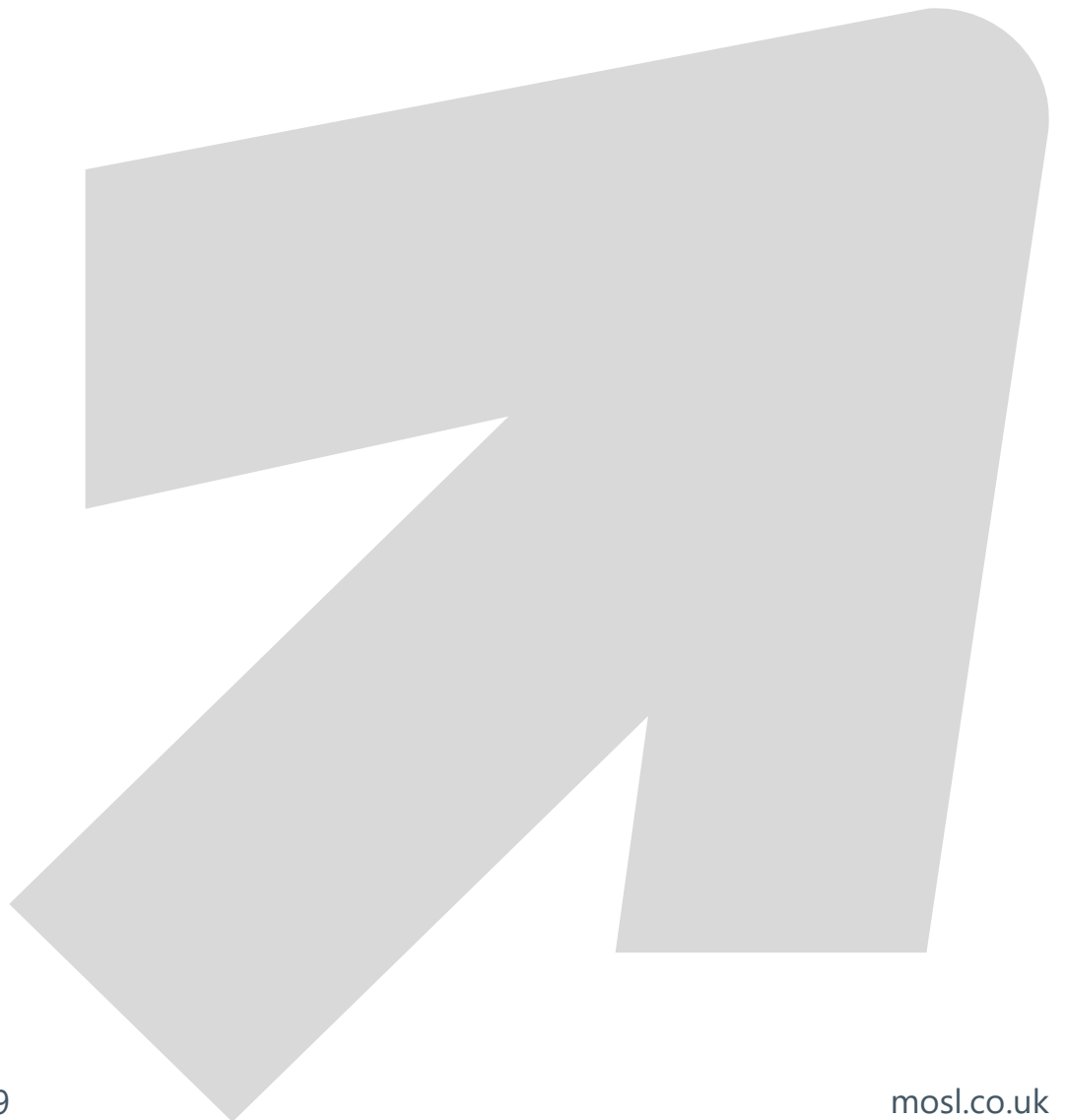


Operational Advisory Group (OAG)



Date and time: 01 May 2025, 1000 - 1200

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Anna Muskett	AM	Wessex	Lauren Walsh	LW	Northumbrian
Bryony Cameron	BC	Thames	Lisa Jewkes	LJ	Severn Trent
Charlotte Miles	CM	Thames	Michael Floyd	MFI	United Utilities
Daniel Proctor	DP	Water Plus	Noel Bradley	NB	Yorkshire
Deborah Bennet	DB	Thames	Pam Nash	PN	C&C
Durga Gurung	DG	Thames	Paul Baker	PB	Business Stream
Helen Bennett	HB	Southern	Tracy Ware	TW	Portsmouth
Julie-Ann Anderson	JAA	SES			

MOSL

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

1.	<p>Welcome</p>
	<p>CD welcomed members and gave an overview of the agenda.</p>
2.	<p>Programme update</p>
	<p>AE provided the background and current position of the programme and presented the revised Bilaterals plan for 2025, noting the following:</p> <ul style="list-style-type: none"> • Phase 15 Tranche 1 and 2 will now be delivered together. • Go live date is scheduled for 16 December 2025 – Approved by Ofwat. • Assurance testing window is proposed from 16 June to 31 July. • Assurance scenarios will be available from the start of the testing window. • Reviewing hub functionality following trading party observations and MOSL testers.
3.	<p>Live Processes Update (Bugs & Fixes) – B-routes</p>
	<p>AE noted the problem statement with B1 – T223.W – advise meter work completion; the user is required to provide the meter details, in the case of a B1 new meter request, however, where the work is unfeasible or impractical there will be no existing meter for which to provide details, and advised that the proposed solution includes removing the requirement for users to provide meter details when completing a B1 service request where the meter work complete code is 'meter work unfeasible or impractical'.</p> <p>AE confirmed that the proposed solutions/fixes will be delivered in December with the final release.</p> <p>AE noted the problem statement with B7 – T223.W - advise meter work completion; the user is required to provide the meter details, however, in the case of a B7 there may be instances where no site visit has been carried out therefore meter read information will not be available, and advised that the proposed solution includes mirroring the solution for B1 by removing the requirement for users to provide meter details where the meter work complete code is 'meter work unfeasible or impractical'.</p> <p>Chat question from HB – “When will we be able to test those changes in pre-prod?”</p> <p>AE advised that MOSL will review the date and advise.</p> <p>NB advised B-forms will be included in the assurance work and raised concerns that there may be a period where trading party systems are out of sync with the bilateral hub pre-production. Noting that this will not be an issue with any requests other than 'unfeasible' meter work.</p> <p>AE noted the problem statement with B2 – Logging; the proposed SLA for the B2 process is an end-to end SLA but there was no requirement to measure particular routes in the process,</p>

therefore some instances result in two B2-1 SLAs being active simultaneously. The proposed solution includes introducing a new end trigger for B2-1 of 'Quote Proposed' and introducing a new SLA to track the time from 'Quote Accepted' to completing the service request.

AE noted the request for **B2 – SLAs** is to review the existing SLAs and advise which ones should be tracked in the Hub to avoid the previous issue.

NB suggested that the solution should mirror the set up of B1 or B7 where 'Quote Proposed' closes the SLA and 'Quote Accepted' and align the SLAs.

CD advised that consideration needs to be taken that B2 has a query aspect incorporated, whereas B1 and B7 do not.

MF advised that having a 25-business day SLA would not be reasonable in certain scenarios within the B2 process, as some requests do not require the same effort as others. The impact on customers will need to be considered.

AE advised that the hub will not be able to determine the difference between the two SLA as both triggers are 'Quote Accepted' and we would need to determine how to input it in the hub.

NB noted that the 25-business day SLA is tracked both times in B1 and B7.

CD queried whether 'query type' could be used to measure SLAs.

MF advised that if the hub can identify the SLAs, then the end-to-end should be in both the 25-business days and 8-business days.

CD noted that the processes could be split into B2-A and B2-B and advised that the change will have to be taken back to the CCC, and changing an SLA for a query type may not pass the approval criteria.

AE noted the problem statement with **B3 route – meter accuracy test**; with B3 service requests in the complete transaction for HVI users, there is a restriction in terms of the metre read type and method. The proposed solution includes removing the restriction to match LVI for HVI users.

AE noted the problem statement with **B7 – T223.W – existing meter installed at a changed location**; the data items required are correct, but the structure of the transaction is causing confusion for HVI users, as the valid set option 'LOCCHGEXG' is included in the 'Group Meter' block. The proposed solution includes removing the valid set option 'LOCCHGEXG' from 'Group Meter' block.

NB queried when CSD0601 will be updated with the changes.

	<p>MF advised that the amended code documents should be released at any point during the change proposal, however, we are unable to determine when the CCC would prioritise the change.</p> <p>NB suggested that the B7 – T223.W – existing meter installed at a changed location and B2 changes need to be prioritised, as they are directly impacting changes going into December</p> <p>MF advised that everything discussed today, except B2, trading parties will not be forced to implement what is in the market codes. If documents required for the builds are released and built correctly, then the codes would be wrong and require alignment with the available functionality.</p> <p>AE noted the problem statement with B7 – T223.W – HVI Transaction; in the 'Group Existing Meter' block, the data item 'Meter Read Type' is incorrectly restricted to types 'X' or 'Y'. The proposed solution includes removing the restriction of 'Meter Read Types'.</p>
<p>4.</p>	<p>Additional Amendments</p>
	<p>AE noted the problem statement was raised by a user around the F9 retailer declaration and noted that some changes could be made to the declaration to make it clearer. The concern was raised around customer consent as it could prove limiting for a retailer-to-retailer enquiry. AE shared the proposed amendments to the declaration.</p> <p>AE will seek feedback on the proposed declaration amendments from OAG members offline via email.</p> <p>AE noted that the functionality of linking a no SPID ORID to a SPID was excluded from the C3 process. A review has highlighted a need for business rule changes which will be implemented, and trading parties will be able to associate a SPID to a C3 process as part of the December 2025 release.</p> <p>AE noted that with the escalation functionality – T223/T234; the requested resolution date and expected resolution date is currently not restricted to a maximum of six months for HVI users. Changes will be made to business rules to restrict date submitted to within 6 months of the transaction date.</p> <p>Chat question from PN – “When is the C3 release note expected and when will be in test?”</p> <p>AE advised that the C3 release note will be tested in June and released in December along with all other changes.</p>

	<p>AE noted that with the GSS payment notifications, the valid set option for 'GSS – Ex Gratia' is missing. After review, business rules will be amended to change the validation rules and CSD0601 will be updated to include 'Ex-Gratia' as a valid set.</p> <p>Chat question from MFI – “As part of the escalation functionality, if a case is closed / cancelled and there is an open escalation the escalation element cannot be updated but on the LVI there is still an indicator that there is an escalation on the case, has there been any considerations made to automatically closing off the escalation as a tidy up if the case is closed / cancelled?”</p> <p>AE advised that MOSL will add this query to the defect log, review and advise.</p>
5.	RWG update
	<p>AE noted the following updates:</p> <ul style="list-style-type: none"> • RWG Steering Group is due to take place in May, where the programme backlog will be shared. • RWG in-person meeting is due to take place in June, where the uptake of the RWG Bilaterals sub-group will be discussed.
6.	AOB
	<p>CD advised that there will be a further OAG to discuss the B2 log.</p> <p>As no AOB was raised, CD closed the meeting.</p>

	Actions	Action by	Action date
1.	Share the F9 retailer declaration amendment with OAG members for offline feedback	AE	
2.	Share a link to the defect log	AE	
3.	Review code housekeeping changes timelines	MF	