



Skip Codes Sub-group

Meeting: 1

6 May 2025 2-3.30pm

Attendees:

Chairs: Fallon Wilkinson (FW) Water Plus and Gerard Lyden (GL) Thames Water

Members: Daniel Proctor (DP) Water Plus, Lisa Wallace (LW) Wave, Graeme Ferris (GF) Business Stream, Ryan Hirst (RH), Source for Business, Elliott Smith (ES) MOSL, Abu Rashid (AR) MOSL, Emma Taylor (ET) Northumbrian, Rosie Milsom-Dyer (RM) Wessex, Letoia Mann (LM) Clear Business, Elizabeth Swain (ES) South East Water, Jacob Head (JH) Water 2 Business, David Briers (DB) United Utilities, Rebecca Watson (RW) Portsmouth Water, Carla George (CG) South West Water, Jamie Davies (JD) Castle Water, Lorraine Ellis (LE) Anglian Water, Camilla Fortuna (CF) Water 2 Business, Alex Skett (AS) United Utilities.

Secretariat: Sam Mawby (SM) MOSL

Agenda Item	Meeting Minutes
Welcome and Apologies	Introductions were made and apologies noted from Shireen Hussain, (Pozitive Water) and Roger Dellemen (Thames).
Review of Minutes	n/a
Actions Update	n/a
Background to Focus of sub-group	FW highlighted the current areas of focus that related to skip codes: <ul style="list-style-type: none">• Bringing consistency and transparency with skip code data in the market. This was currently being looked at by MOSL.• Establishing routes to resolution for meters being skipped and remaining unread, with the aim to increase the numbers of meters being read using consistent processes where possible.• Reviewing meter reading obligations in the Codes.
Sub-group Scope	The proposed aim of the RWG sub-group would be to look at establishing the routes to resolution and establishing good practice in this area. A detailed discussion followed including the following points:

	<ul style="list-style-type: none"> • The sub-group should consider looking at the meter reading obligations, as outlined in the Codes, in addition to the routes to resolution. The rationale for this being that any changes to obligations could have an impact on the skip codes used. • Noted that combining meter reading obligations and routes to resolution would be a significant undertaking. This could mean the scope of the sub-group would need to be widened or that an additional sub-group was needed. • Noted the continuing evolution of skip codes and the challenge of developing a consistent approach that could be adopted by all Trading Parties using a range of systems and different meter reading providers. • Highlighted the need to consider the impact of the smart metering programme in terms of additional skip codes but also the potential reduction in skips. • Noted the work that United Utilities (UU) have developed to create a set of skip codes and descriptions to improve clear, quality and consistent reporting. The RWG Skip Codes document was used as the basis of the work. • Noted that ideally the focus should be on having the minimum number of skips codes with each leading to a route to resolution within the market. • Highlighted the need to understand MOSL’s current activity in this area to ensure there is no duplication of effort. (AB agreed to provide an overview for the sub-group) • Queried whether there was scope for the sub-group to use the data collected in the recent RFI undertaken by MOSL to understand the range of skip codes currently being used to get a better sense of where the issues lay and whether the skip code list would need to be expanded. (AB/ES to share RFI information).
Sub-group Chair	<p>JD volunteered to Chair the sub-group.</p> <p>GL encouraged Wholesaler members to consider co-chairing with JD.</p>
AOB	n/a
Date of Next Meeting	Follow up meeting agreed for June – date tbc.

Actions from Meeting:

Action	Owner	Timeframe for Completion
Provide an overview of current MOSL activity relating to skip codes for the sub-group’s awareness.	Abu Rashid	TBC

Share Skip Codes RFI	Abu Rashid/Elliot Smith	TBC
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