



## Retail and Wholesale Sub Group – Policies

### Minutes from Teams meeting Wednesday 15 February 2023 - 9am to 10.30am

**Attendees** - Lyn Cross (Chair), Steph Williams, Simon Bennett MOSL (for part of meeting), Adam Boyns, Nick Butt, Tracey Kent, Ally Logan, Steph Williams, Sian Forward, Myca Cooper, David Moss, Liz Smedley, Neil Presland, Deborah Bennet, Ashley Connors,

Apologies – Samantha Byrom, Lauren Walsh

#### Terms of Reference

I would like to remind everyone of the need to comply with competition law. This means that we need to avoid any discussion of any subject which involves commercially sensitive information. This could include information relating to prices, costs, customers, and future business plans. It goes without saying that it is also not permitted for companies to enter into agreements fixing prices to be charged or paid for particular activities or dividing up customers between them

All participants in RWG activities are responsible for ensuring that those activities are carried out in compliance with competition law. Further detail on these subjects can be found in Water UK competition law guidance available on the Water UK website.

#### 1. Data Loggers in CMOS

Simon attended the meeting to update on discussions from the Metering Committee on the CMOS data item D3016 Non Wholesaler data logger. This data item is owned by Wholesalers, a Retailer or Third Party installs a logger and tells the Wholesaler who updates CMOS. The number of loggers in CMOS is only 18,000, it's believed that this is too low and a contributing factor is that Retailers can't update this information themselves. There were mixed views from the group on the suggestion to change this from Wholesaler to Retailer owned, SF - NWL update the field following the installation of a cable at the Retailers request to facilitate the logger. NB and LS felt Retailers and Wholesalers should be able to update this data field as Retailers aren't the only route for loggers to be installed.

LC - in the last Policy Group it was suggested that either data items could be changed from Non-Wholesaler data logger and Wholesaler data logger to Non-Wholesaler and Wholesaler equipment with a text field to allow TPs to state what was installed, i.e. logger, limpet etc or a new data item introduced for non-logger installations. SF - NWL are changing meters with limpets from Dumb to AMR and adding limpet in the text field. Simon - there is an ongoing review for additional options to cover equipment such as limpets. LS – information such as the installation of limpets on a meter needs to be shared as once installed these can make it difficult to fit loggers resulting in abortive site visits.

#### 3. Actions from last meeting

- LC to ask MOSL to signpost on the RWG area of the website that Customer Guides are available and include a link to these. Update - Link on RWG Policy Group section of MOSL website to CCWater website.

- All to send copies of their calculators to LC (can be anonymised) to share with the group. Update - Four have been received. LC asked if we still want to look at this. DM – is it possible to get to a place where a customer could complete information on the calculator. SF – the information the customer can see would differ to what is given to a Retailer, i.e. the readings in CMOS may not match those billed. AB – customers would benefit from seeing more information, i.e. they don't understand why the allowance they get doesn't equal what they were billed if the end allowance is only awarded on the Wholesaler charge. AC - suggested that a Retailer and Wholesaler could compare the four shared calculators to consider the common themes, best practice etc. Action – Lyn and Nick to review, then discuss their findings prior to feeding back to the group
- NB to ask MOSL if the TEIC will be replaced. Update - confirmed this hasn't been replaced.
- TH to put the views on suggestions for other areas to be considered for Good Practice Guides at the next RWG Chairs meeting. Update - LC has looked back at what these issues were, they were set out in past minutes as below:

*NB - Meter downsizing: apparently some wholesalers (not NWL) agree a nominal or reduced charge for big meters if the customer meets certain criteria. Since market opening these Wholesalers appear to have removed the 'historic' downsize allowance and now charge retailers on the physical size of the meter. This was suggested by NB but also noted by other Retailers on the call.*

It was agreed that this only applies to certain Wholesalers. TPs will discuss and resolve when the issues arise.

*DM - Meter Tampering: with the suggested approved codes of practice what are Wholesaler's policies regarding tampering what is enforced/ not enforced, what will be investigated and when will action be taken. Wholesalers have a variety of policies.*

DM – tampering will become more visible with the increased installation of Smart Metering and Wholesaler policies on these aren't documented. It was agreed that this should be considered in a future Smart Metering good practice guide / process.

- Post RF workgroup Update – Mike Rathbone confirmed there is a new proposal from Waterplus to lead a subgroup on this subject, it is making its way through the governance process at the moment and is likely to be referred to at today's User Forum in the hope of generating interest from people willing to join.
- Smart metering installations Update– raised with Mike Rathbone and he suggested as there is a lot going on with MOSL's metering group that we detail any issues. It was agreed there was nothing we wanted to progress at this time.

#### **4. Good Practice Guides and Addendums review of any changes required for April 2023:**

General – LC has asked all Wholesalers to provide details of any changes by 28 February to facilitate the updating of Good Practice Guides April.

##### **3.1 Leakage;**

No changes were proposed for the April publication.

It was noted that the Guide will need updating when the H process goes into the Bilateral hub.

### 3.2 Return to Sewer;

No changes were proposed for the April publication.

### 3.3 Data Loggers

a) Renaming of logger data item - LC;

This item and CMOS updated for Limpets below were discussed earlier in the meeting with Simon. It was agreed that we wouldn't proceed with any change requests but LC will discuss with Simon to get further understanding what Committees and / or MOSL are reviewing and if / when we should provide input. Action – Lyn to speak to Simon

b) Limpets

CMOS updates for limpets – SF; see above

Permission process for non-logger installations – LS & SF;

Wholesalers have different policies for non-logger installations and it was suggested that this needs to be captured as this isn't visible to Retailers or Third Parties. We discussed where this information should sit, i.e. a standalone GPG or the preferred option was to include in a renamed data logger GPG. Action – Lyn to check if this change needs to go to the Governance Group or can the existing GPG be amended.

c) Protocol for removed Retailer / third party equipment – LS;

LS – issues still occur with Wholesalers removing third party equipment. LC – this is covered in the GPG and if Wholesalers websites say they adhere to the GPG this should be raised with them. SF suggested that Wholesalers may not be adhering to this as it isn't listed as a separate item in the Addendum. LC suggested that we ask Wholesalers to confirm their policies and add this to the Addendum at a later date when adding the information on non-logger installations.

d) Data sharing – LS

LS referred to the document shared after the last meeting which was also shared with the Metering Committee for consideration.

e) B7 process – SF

This issue is being discussed on a call with MOSL next week so wasn't raised in the meeting

### **AOB**

NB raised a couple of areas of text for updating on the Logger GPG, under 3.1 and clarification of the logger Addendum format of logger data provision column. Action – Lyn to update for April publication