

Minutes of Panel Meeting 15

30 January 2018 | 10:30 – 15:30
4th floor, 16-18 Monument Street, London, EC3R 8AJ

Status of the Minutes: Draft

MEMBERS PRESENT

Jim Keohane	JK	Chair	Richard Moore	RM	Panel Member (Unassociated Retailer) via teleconference
Mike Brindle	MBr	Panel Member (Associated Retailer)	Mark Holloway	MH	Panel Member (Wholesaler)
John Vinson	JV	Alternate Panel Member (Associated Retailer)	Howard Smith	HS	Panel Member (Wholesaler)
Wendy Monk	WM	Panel Member (Associated Retailer)	Dylan Freeman	DF	Panel Member (for Wholesaler)
Helyn Mensah	HM	Panel Member (Independent)	Steve Arthur	SA	Deputy Affiliated Panel Member (MOSL)
Nigel Sisman	NS	Panel Member (Independent)	Dan Mason	DM	Affiliated Panel Member (Ofwat)
Elsa Wye	EW	Panel Member (Independent)	Chris Scoggins	CS	Affiliated Panel Member (MOSL)
Trevor Nelson	TN	Panel Member (Unassociated Retailer)	Christina Blackwell	CB	Affiliated Panel Member (CCWater)
Nicola Smith	NS	Panel Member (Unassociated Retailer) via teleconference	Adam Richardson	AR	Panel Secretary

OTHER ATTENDEES

Elliot Bird	Meeting Secretary	Chris Arnold	Presenter (MOSL)
Rebecca Mottram	Presenter (MOSL)	Emma Taylor	Presenter (MOSL)
Abu Rashid	Presenter (MOSL)	Harry Osei-Tutu	Presenter (MOSL)
Mihai Ciurba	Presenter (MOSL)	Roland George	Presenter (MOSL)
Mike Floyd	Presenter (United Utilities)		

APOLOGIES

Simon Wilshire	Panel Member (Associated Retailer)
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1. Welcome and Introductions

Purpose: For Information

- 1.1. The Chair welcomed the Panel to the meeting, and welcomed back to Dylan Freeman who was returning to the Panel.
- 1.2. The Chair extended Simon Wilshire's apologies, and informed the Panel that John Vinson would take his place as an alternate Panel Member.

2. Minutes and Outstanding Actions

Purpose: For Decision

2.1. Minutes

- 2.2. The Panel agreed to the minutes of meetings 12a, 13 and 14, subject to minor amendments being submitted to the Panel Secretariat following the meeting.

3. Update from Ofwat

Purpose: For Information

- 3.1. Dan Mason (DM) from Ofwat provided an update on the activities of Ofwat in the month since the previous Panel meeting.
- 3.2. DM explained that the [Retail Exit Code](#) had been altered to allow the bulk transfer of customers, and the definition of "permitted adjustment" had been amended to allow adjustment of charges after PR16.
- 3.3. The [Authority decision letter for Change Proposal CPW031 – 'Extension to Developer Services'](#) had been published, and the decision letter for CPW027(QC Error Codes) would be published the following week.
- 3.4. DM reported that Ofwat would be consulting on changes to the application process for self-supply retail licences and would also be proposing minor drafting modifications to the standard license conditions.
- 3.5. DM agreed to take an action to provide the Panel a summary of the proposed modifications to the conditions of the licenses of self-supply Retailers.

ACTION 15_01

- 3.6. DM also highlighted that [Ofwat's credit review](#) had been announced, and would be focusing on key strategic issues. The review would focus on whether the current credit arrangements act as a barrier to entry, and initial findings would be published by April, with an intention to hold an industry workshop mid to late February to support it.
- 3.7. Panel Members asked whether the engagement on the credit review would be industry wide, which was confirmed by DM. Another Panel Member asked whether there would be the opportunity for new entrants to join the credit review workshop. DM confirmed this was the intention of the session, and that Ofwat would be seeking to ensure there was significant new entrant representation.

3.8. The Panel **NOTED** the presentation from Ofwat.

4. Update from MOSL

Purpose: For Information

- 4.1. Chris Scoggins (CS) provided an update on the key activities at MOSL, including the publishing of the Business Plan on the 5th January 2018, indicating that it was generally well received.
- 4.2. CS highlighted that MOSL had published the [third CEO Quarterly Market Review](#) which contained geographically-based analysis as well as information on data quality, including the number of user exceptions.
- 4.3. CS informed the Panel that MOSL had begun creating a Market Issues register which categorised a number of market issues that have been identified from engaging with stakeholders and Trading Parties.
- 4.4. A Panel Member requested clarification on how MOSL were planning to use the register, as it is important that it is used to address the issues as well as keeping record of them. CS confirmed that this was intended as the first step, to be followed by identifying which entity was best placed to lead on each issue and then tracking plans to address each issue.
- 4.5. Another Panel Member requested clarity on what fora were used in order to identify the current issues in the issues register. CS confirmed that it was an open list and issues have been identified in any engagement and internally by MOSL employees.
- 4.6. A Panel Member queried how an issue contained on the issues list would be defined. CS explained that the list intended to capture every issue and perceived issue raised.
- 4.7. The Panel agreed that the strategic review of these issues should be considered in the discussion of the Panel's upcoming strategy and workplan meetings.
- 4.8. A Panel Member queried whether the Panel would in future review the contents of the CEO Quarterly Report, in order to understand the performance of the market and where improvements may be needed. The Panel agreed this should be considered as part of the Panel's strategy and workplan meetings going forward.
- 4.9. The Panel **NOTED** the presentation from MOSL.

5. Change Report

Purpose: For Information

- 5.1. The Panel considered the monthly update on the status and progress of code Change Proposals, and the activity which occurred between the 28th November 2017 and the 16th January 2018.
- 5.2. The Secretariat highlighted updates to inclusions in the Change Report, including the pipeline change log which had already proven to be useful for engaging Trading Parties on potential changes.
- 5.3. It was also highlighted that the new deferred date for Release 4.0 was included in the report and details were provided on the costs associated with that release.

- 5.4. A Panel Member queried whether the discussions with CGI involved the possibility of including these additional changes in the previously agreed March system release date. The Secretariat confirmed that discussions had considered this, and highlighted that the timescales were already difficult before the introduction of [\(CPW027 – ‘QC Error Codes’\)](#) as a further change.
- 5.5. The Panel agreed that the way in which releases are managed should be considered in the change pipeline approach and that this should be discussed as part of the Panel workplan.
- 5.6. The Panel requested that MOSL identify the costs of running additional system releases in order that it can consider the case for more releases.

ACTION 15_02

- 5.7. The Panel **NOTED** the contents of this paper.

6. Initial Written Assessment: CPW028 – Unpaired SPIDs

Purpose: For Decision

- 6.1. The Panel considered a Change Proposal to introduce additional functionality in order to support SPID pairing activities. MOSL gave a brief overview of the Change Proposal, highlighting its purpose to support SPID pairing activities and reduce the number of unpaired SPID's, which is currently around 450,000.
- 6.2. MOSL highlighted that one of the two key aspects of this change was supporting data sharing between Wholesalers, which could occur in one of two ways. Either Wholesalers can be provided new functionality to share data items with one another on agreement, or Wholesalers could be given access to all SPID data in the same way Retailers currently are.
- 6.3. The Panel noted that erroneously unpaired SPIDs could be impacting the accuracy of settlement. This is because sewerage charges cannot be calculated based on actual usage unless the sewerage SPID is paired to a water SPID. Customer switching can also be hampered where associated SPIDs are not correctly paired.
- 6.4. Some Panel Members raised concerns that the subsequent pairing of SPIDs, that would be facilitated by this change, would cause Retailers to incur considerable costs in pairing SPIDs. Other Panel Members observed that the requirement to pair SPIDs was already clear and this change would make the task of identifying and pairing SPIDs more straightforward and less labour-intensive.
- 6.5. A Panel Member highlighted that sharing of Wholesaler data would be a good idea, as it is a clean and simple change that has the potential to solve problems.
- 6.6. The Panel discussed the potential issues around this change being delayed significantly if a recommendation is not made at the February Panel meeting, as an Authority decision would be required in March in order for this to make it into the September 2018 release.
- 6.7. A Panel Member highlighted that the worst outcome would be the change ends up being costly to Trading Parties and does not make the process any simpler.
- 6.8. MOSL proposed that it undertook further Assessment in order to better understand the impacts of the two solution options being presented. It was proposed that this include an Industry Consultation to

gather industry feedback on the costs and benefits associated with these potential options. MOSL confirmed that it would seek impact assessments from CGI on both options in parallel with this consultation.

6.9. The Panel:

- **AGREED** to submit CPW028 to Assessment.

7. Initial Written Assessment: CPW032 – Amend H/04 Form to Clarify Tariff Effected Date

Purpose: For Decision

- 7.1. The Panel considered a Change Proposal raised by South East Water that seeks to add in a Tariff effective date on the H/04 'Application for change in tariff' Operational Terms form.
- 7.2. MOSL recommended that the Change Proposal be issued to Industry Consultation, in order to determine whether Trading Parties will face significant impacts on their own systems. The consultation will also ask whether Trading Parties would prefer to bundle up changes on the operational forms into a set release each year, to reduce the amount of times Parties have to update their system. This is especially relevant given that there are a number of form Change Proposals in the pipeline. The planned implementation date of this approach was the September 2018 release.
- 7.3. The Panel noted that, given the apparent simplicity of the change, an alternative approach could be to not consult TP's and recommend to the Authority that the change be implemented in June 2018.
- 7.4. A Panel Member requested clarity on how MOSL determined the low-medium impact indicated in the Change Proposal. MOSL confirmed that it was based on the previously assessed impact of CPW020 (Amend wording in the F02 Complaint Form), which was a similar Change Proposal to the operational forms.
- 7.5. A Panel Member suggested that the consultation could ask a generic question on the impact of a single field change in a form for Trading Parties. This could then be used in assessments of similar future Change Proposals.
- 7.6. The Panel unanimously:
 - **AGREED** to submit CPW032 for Industry Consultation; and
 - **AGREED** the recommended implementation date of:
 - 28th September 2018 if Authority approval is received by 29th June 2018; or
 - 1st December 2018 if Authority approval is received after 29th June 2018.

8. Initial Written Assessment: CPM009 – MOSL Board Nomination Process Extension

Purpose: For Decision

- 8.1. The Panel considered a [Market Arrangements Code \(MAC\)](#) Change proposal that would extend the time period for holding the first Board Nomination Meeting for the election of a Retailer Director from 12 months to 18 months after Market Go Live.

- 8.2. MOSL provided the Panel with background on the work undertaken by the MOSL Board to consider the options for resolving a discrepancy between the MAC and [MOSL's Articles of Association](#). The Panel noted this work had included consultation with member organisations.
- 8.3. MOSL confirmed the preferred approach was to appoint two Retailer Directors, one drawn from Unassociated Retailers and one from Associated Retailers Director. This differed from the current Board composition with a single Retailer Director drawn from Unassociated Retailers and necessitated amendments to both the MAC and the Articles of Association.
- 8.4. In order to provide time for these amendments to be drafted and given effect, an extension to the time period for holding the first Board Nomination Meeting for the election of a Retailer Director was required.
- 8.5. The Panel unanimously:
 - **AGREED** to recommend the implementation of CPM009 to the Authority for approval; and
 - **AGREED** the recommended implementation date of 5 Business Days after Authority decision on 9th March 2018, if Authority approval is received by 2nd March 2018.

[9. Draft Recommendation Report: CPW023 & CPM005 – Market Entry and Re-Assurance Updates](#)

Purpose: For Decision

- 9.1. The Panel considered two Change Proposals to simplify the market entry and Market Re-assurance processes and make them more efficient.
- 9.2. MOSL highlighted that the Panel were introduced to these changes at a previous meeting, and they had since been submitted to Industry Consultation. MOSL provided a summary of the consultation responses received and noted that the majority of respondents were broadly supportive, and the main issues identified related to proposed amendments to Trading Conditions as set out in CPM005.
- 9.3. The Panel noted that, following the industry consultation, MOSL had determined that it would implement a new operational process to monitor whether Retailers had met the appropriate Trading Conditions. This removed the need for CPM005 and therefore MOSL intended to withdraw this Change Proposal.
- 9.4. MOSL proposed that, if approved, CPW023 be implemented on 2nd March 2018 if an Authority decision was received by 23rd February 2018, otherwise it would be implemented 5 days after Authority decision.
- 9.5. MOSL recommended rationale for the Change Proposal be efficiency through saving time on processes; proportionality through allowing flexible approaches; and these combined should reduce the barriers to entry. This was agreed by the Panel.
- 9.6. A Panel Member queried whether under the new code drafting and new process new entrants would gain access to CMOS data any sooner than previously. MOSL confirmed that the point at which Trading Parties can access CMOS data would not change.
- 9.7. The Panel unanimously:

- **APPROVED** recommendation of CPW023 for implementation to the Authority;
- **AGREED** to withdraw CPM005; and
- **AGREED** the recommended implementation date of:
 - 2nd March 2018 if Authority approval is received by 23rd February 2018; or
 - 5 Business Days following Authority approval if received after by 23rd February 2018.

10. Draft Recommendation Report: CPW025 – Extending TCORR Functionality for Inactive Data Items

Purpose: For Decision

- 10.1. The Panel considered a proposal to extend the functionality of CMOS Transaction Corrections (TCORRs) to enable data to be amended at supply points that have been deregistered, removed or terminated.
- 10.2. The Panel noted that the majority of consultation responses supported the solution, and agreed that it should improve the Principles of efficiency, simplicity and customer participation. Trading Parties also suggested that data quality would be improved by this ability to make changes to the data of deregistered SPIDs.
- 10.3. It was also noted that one Trading Party disagreed with the proposed solution on the basis that Trading Parties should have a natural incentive to ensure that any issues with data are resolved before deregistering the SPID. They argued that removing this restriction on SPID amendments would mean removing incentives for Trading Parties to ensure their data is accurate.
- 10.4. MOSL highlighted that High-Level Impact Assessment indicated that the cost to implement this change would be between £10,000 and £100,000, but following further engagement with CGI it has revised the estimate to £127,000, given the large volume of changes that would need to be made to the validation rules in the central system. MOSL highlighted that industry respondents to the consultation were not aware of this increased cost.
- 10.5. MOSL confirmed that the change, if approved, could be included in the September 2018 release, providing an Authority decision was received by the end of March 2018.
- 10.6. A Panel Member requested clarity on how essential this change was viewed to be, and how often MOSL was seeing issues like this. MOSL highlighted that it had experienced two examples of this issue, and because there is no current process in place the costs for the amendments had to be determined on a case-by-case basis. However, MOSL did estimate that these charges could be as much as £7,000-£10,000 for each similar incident.
- 10.7. Some Panel Members raised concerns with this change, given the cost of implementation.
- 10.8. Another Panel Member felt the change should lead to improvements in data quality. It would also support better calculations of primary charges, which would benefit customers.
- 10.9. A Panel Member noted that this was a significant issue and it would impact Retailers, Wholesalers and customers. They drew attention to the fact that a majority of respondents had seen the content of this change, it's high level assessment of cost and agreed with its implementation, which should indicate they agree it is a significant issue.

- 10.10. Another Panel Member felt that the feedback received might change, given the upward revision to the cost.
- 10.11. A Panel Member highlighted that in the consultation responses provided, a Trading Party regarded this as an 11-million-pound issue for them, which suggests there is a problem in the 100's of millions associated with issues of deregistration.
- 10.12. The Panel agreed that the issue was the lack of a cost-benefit assessment on the new higher implementation cost. It agreed that there could be a genuine cost-benefit argument for the change, but the Panel did not have enough information to assess the case for change. The Panel agreed that it could not recommend this change to the Authority without that information.
- 10.13. A majority of Panel Members agreed that there further analysis should be undertaken in order to fully understand the cost-benefit case, and that feedback on costs and benefits should be gathered by an industry consultation. Panel Members acknowledged that seeking additional feedback from Trading Parties would mean that it would not be possible to make a recommendation to the Authority in time for this change to be included in the September 2018 release of CMOS. Consequently, implementation of this change, if approved was likely to fall to the next available release in spring 2019.
- 10.14. A Panel Member expressed their view that the proposed approach was delaying this change, and it is possible that the Panel may find itself in the same position when it reconsidered the change.
- 10.15. The Panel by majority:
- **AGREED** to resubmit the change for further Assessment; and
 - **AGREED** to undertake a Request for Information from Trading Parties on their costs and benefits from the introduction of this change.

11. Workplan for Delivering the Panel Workshop Actions

Purpose: For Decision

- 11.1. MOSL presented a workplan to the Panel, following the December workshop, that aimed to deliver the actions captured.
- 11.2. The Secretariat informed the Panel that it had identified high-level principles for the Panel's identity and communications. The MOSL branding had been removed from Panel deliverables and Panel communications will come from the Panel Secretariat in future.
- 11.3. The Secretariat requested that the Panel agree the work plan captures all required actions and that it agrees with the recommended approach and the timescales.
- 11.4. Panel Members wished to record a number of agreed items they had suggested over the course of the meeting including: making papers less technical; developing views of system costs and benefits; planning the approach to system releases; and changes to the Panel voting and governance processes.
- 11.5. The Secretariat suggested that a Panel sub-group be created in order to develop each area of the work plan and create something for the overall Panel to sign-off.
- 11.6. A Panel Member suggested that an alternative sub-group be formed to discuss the Change Process in detail, comprised of individuals who regularly manage the Trading Party end of the process. This sub-

group could be used to discuss the Change Process and how it impacts Trading Parties. Another Panel Member suggested that such an idea would be useful to include in the Panel Business Plan.

- 11.7. Panel Members suggested that instead of a sub-group a separate Panel strategy meeting be held to discuss the delivery of the workplan. The Panel agreed and requested that the Panel Secretariat organise such a session in late-March and possibly a second in April. The Panel requested that the Secretariat prepare straw-men for its consideration at these workshops.

ACTION 15_03

- 11.8. The Panel:

- **NOTED** the contents of this paper; and
- **AGREED** the workplan for delivering the December 2017 Panel workshop actions.

12. Update on Release 4.0

Purpose: For Decision

- 12.1. The Panel considered an update on the deferral of CMOS Release 4.0 and the steps taken to conclude this decision. The Panel noted the impacts on previously approved Change Proposals [CPW014 \(CSD 0301 Updates\)](#) and [CPW022 \(New Connection Retailer Unknown\)](#).
- 12.2. MOSL requested Panel endorsement on a decision to write to the Authority, in order to change the implementation dates of CPW014 and CPW022, to the new release date.
- 12.3. A Panel Member asked if this deferral would have a financial impact. The Secretariat confirmed that it would mean that some of the implementation costs would be included in the following year's budget, so the timing of the payment would be different, but the amount of the payment would be the same.
- 12.4. Another Panel Member raised concerns that change CPW022 (New Connection Retailer Unknown) was being deferred past the date of the Market Performance Standards (MPS) charging implementation, and wanted to ensure that the impacts of this change on them is understood. MOSL confirmed that the impact of this delay was minor.
- 12.5. The Panel unanimously:
- **NOTED** the contents of this paper;
 - **ENDORSED** the deferral of the implementation dates for CPW014 and CPW022; and
 - **ENDORSED** a letter be issued by the Panel Secretary to the Authority to agree the amended implementation date.

13. GDPR Alternative Recommendation

Purpose: For Decision

- 13.1. The Panel considered the conclusions of the Panel sub-group that was established at the previous Panel meeting to resolve issues within the detail of the drafting of the [Change Proposals CPM007 & CPW029 \(GDPR and Data Protection Provisions Update\)](#).

- 13.2. The Panel noted that the sub-group had sought views from the GDPR Issues Committee in making its revisions. The Panel also noted that these revisions had resulted in two minor consequential amendments to related clauses.
- 13.3. Panel Members agreed that the revisions made by the sub-group provided clarity to the overall solution.
- 13.4. The Panel:
- **ENDORSED** the amendments to the legal text for CPM007 & CPW029 as agreed by the Panel sub-group; and
 - **NOTED** that CPM007 & CPW029 would be recommended to the Authority for implementation.

14. Market Audit Update and Next Steps

Purpose: For Information

- 14.1. The Secretariat provided an update on the progress on the market audit, indicating that a draft report would be considered in February by the MOSL Board. It was noted that the Panel should consider the Market Audit report. The Secretariat suggested a Panel sub-group be formed to consider the report on the Panel's behalf.
- 14.2. A Panel Member suggested that, instead of a Panel sub-group, the report be circulated to the Panel for discussion at a subsequent meeting. It was agreed that the report should be circulated in late February following consideration by the MOSL Board for discussion at the Panel Meeting in March.
- 14.3. The Panel **NOTED** the verbal update from MOSL.

15. Update on Further Assessment of CPW019 – Alternative Eligible Credit Support

Purpose: For Information

- 15.1. The Secretariat provided an update CPW019. It was highlighted that potential alternatives were being investigated, the issues around insolvency were unlikely to be able to be resolved. It was also indicated that the cashflow modelling undertaken had identified the need for a larger cash float.
- 15.2. It was suggested that the previous sub-group of Panel Members that discussed CPW019, meet to discuss this alternative solution. The Secretariat indicated that it planned to bring a recommendation to the Panel no earlier than April 2018, to allow enough time for the potential alternative to be appropriately assessed and views sought from Trading Parties.
- 15.3. A Panel Member queried whether the Secretariat had a record of the cost of the assessment of this Change Proposal, in comparison to others, including time spent by MOSL staff and external experts. The Secretariat responded that it had not recorded this information and had only sought to quantify costs of use of external services. In response to this, Panel Members requested that the Secretariat provide the Panel with some form of cost estimation of this Change Proposal for the February meeting.

ACTION 15_04

- 15.4. Panel Members raised concerns that they would not have sufficient time to consider a solution, as had been the case previously, and stressed the importance of review time. The Secretariat noted this position, and agreed that this would not be accepted as a late paper and instead would be brought to the following Panel meeting if received late.
- 15.5. The Panel **NOTED** the verbal update from MOSL.

16. Monthly Committee Updates

Purpose: For Information

- 16.1. The Panel was provided with a monthly update on the activities of the Panel Committees, which have met since the November 2017 Panel meeting.
- 16.2. The [Trading Disputes Committee \(TDC\)](#) Chair highlighted that a dispute had been raised, which Trading Parties had agreed a rectification plan, and the materiality of the dispute was around £80,000.
- 16.3. The TDC Chair also highlighted that there is an obligation for the TDC to produce an annual report, and due to the TDC meeting dates it would need to be provided to the Panel either as a late paper in April or added onto the May agenda. The Panel agreed that it would prefer to receive it in May.
- 16.4. MOSL provided an update on the work of the [Trade Effluent Issue Committee](#). This included highlighting the Trade Effluent Operational Standards discussion; the “jargon buster” spreadsheet; customer process document; and streamlining temporary consent forms.

17. Any Other Business (AOB)

Purpose: For Information

- 17.1. Christina Blackwell (CB) from CCWater provided an update on customer complaints CCWater had received in the third quarter of the market. Indicating that, compared to this time last year, it had more complaints and enquiries, with the bulk of which were for billing and charging.
- 17.2. CB also explained that CCWater was creating a report that combined complaints coming into CCWater and those which go directly to Retailers on a monthly basis.
- 17.3. A Panel Member queried whether CCWater were still receiving Trade Effluent complaints, as it was not highlighted in the update. CB explained that it was fragmented across a number of other categories of issues, and that CCWater was still receiving those complaints.
- 17.4. The Secretariat highlighted to Panel Members that the MPC and TDC members are coming to the end of their elected terms, but some of the work of these Committees is continuing. The recommended approach was to extend the term of members by 2 years and then change the Committee Terms of References (ToRs). A Panel Member agreed that this sounded appropriate given the difficulties previously experienced to recruit Committee Members.
- 17.5. Another Panel Member suggested to not make any changes and instead return in 6 months with updated Terms of References. The Panel agreed with this approach and an action was raised for Committee Chairs and their members to review their election terms and feedback to the Panel Secretariat.

17.6. A Panel Member queried the current position of the New Connections Services Provisions, which had recently been suspended under CPW031 (Suspension on Developer Services), as Trading Parties will need to be aware as part of their budgeting whether the change will be implemented. MOSL indicated will provide a plan to the Panel indicating a proposed decision date so as to provide Parties with sufficient time following the implementation of any change before the provisions go live.

CLOSED SESSION

18. Trade Effluent Issues Committee Nominations and Approval

Purpose: For Decision

18.1. The Panel considered nominations received to replace a Retailer member of the Trade Effluent Issues Committee (TEIC).

18.2. The Panel:

- **APPOINTED** Rob Barker from NWG Business as a Retailer Member of the TEIC from the nominations received; and
- **NOTED** that MOSL will seek confirmation letters and employer release letters for the newly appointed committee member.

18.3. There was no further business and the Chair closed the meeting.

Actions:

ACTION 15_01 Ofwat to provide the Panel with a detailed summary of the proposed modifications to the conditions of the licenses of self-supply Retailers.

ACTION 15_02 Panel Secretariat to identify the specific costs of running additional ad-hoc system releases and providing additional scheduled releases.

ACTION 15_03 Panel Secretariat to schedule two Panel strategy meetings towards the end of March and another around the beginning of April.

ACTION 15_04 Panel Secretariat provide the Panel with cost estimation of MOSL effort on CPW019 for the February Panel meeting.

ACTION 15_05 Panel Secretariat to engage Panel Committees to review their election terms and processes and feedback proposed changes in 6 months' time, at the July 24th Panel meeting.

The next Panel meeting is scheduled for: **27th February 2018, 10:30 – 15:30, at:**

MOSL Offices

16-18 Monument Street

London

EC3R 8AJ

The nearest tube stations are Monument, Bank and London Bridge.