Minutes of the Metering Committee Meeting 29

15 August 2023 | 09:30 – 13:45 | Via MS Teams

Status of Minutes: **APPROVED**

MEMBERS PRESENT

John Davies	JD	Alternate Chair*	Christina Blackwell	CB	Customer Representative Member
Sindiso Bango-Dube	SBD	Retailer Member	Angela Brown	AB	Wholesaler Member
Mark Doherty	MD	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Claire Stanness	CS	Retailer Member	Rosie Rand	RR	Wholesaler Member
Michelle Thompson	MT	Wholesaler Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Martin Hall	MH	MOSL Presenter	Alex Cowie	AC	MOSL Secretariat
Simon Bennett	SB	MOSL Presenter	Florentina Monea	FM	MOSL Presenter
Huw Comerford	HC	MOSL Presenter	Luke Coyle	LC	MOSL Presenter
Spencer Mattia	SM	MOSL Observer			

APOLOGIES

Steve Formoy	SF	Chair*	Richard Barton	RB	Retailer Member
Paul Heron	PH	Retailer Member			

1. Welcome and Apologies

1.1. The Chair welcomed everyone to the Metering Committee ("Committee") meeting and noted that apologies had been received from RB, PH and SF.

1.2. The Chair drew attendees' attention to the MOSL recording policy and reminded members that, in line with section 5.7 of the Market Arrangements Code ("MAC"), they were to act impartially and not in the interest or as a representative of any organisation or individual.

1.3. It was confirmed that the meeting was quorate.

2. Minutes and Actions from Previous Meetings

2.1. The Committee noted that the minutes of the Metering Committee meeting held on 18 July would be approved as an accurate record of the meeting ex-Committee, provided there were no comments by Friday 18 August.

2.2. It was agreed that the following actions would be closed: A27_01 and A28_01.

2.3. The Committee noted an update on the following actions, which would remain open: A15_05 and A16_02.

3. CPW123 Improved codes for 'remote read type' Post-Implementation Review

KM joined the meeting

3.1. The Committee noted the paper circulated in advance as well as a brief verbal update from HC on the status of CPW123 'Improved codes for remote read type' ("CPW123"), which went live in May 2022, including the benefits anticipated at the time of introduction and the feedback received from some members ex-Committee on the realised benefits.

3.2. The anticipated benefits of CPW123 were:

- When switching, retailers will have a better understanding of the cost to serve and a better understanding of the services they can offer to the customer.
- Many trading parties are planning to roll-out new metering technology that will be defined in the next business planning cycle (PR24). Clarity over existing technology will assist in planning and budgeting.
- Improved data to support market improvement initiatives such as increasing the number of bills based on actual reads, reducing long unread meters, and accessing hard to read meters (i.e. those with Health & Safety implications and those that are difficult to access).
- Reporting of the metering stock both internally and externally to the market and facilitating better communications with all stakeholder groups.

3.3. The Committee also noted that, based on the available data:

- CPW123 has provided a clearer view of the metering technology now installed in the market;
- CPW123 has provided a market-level view of the increase in AMI smart meter technology installed (with a rise from the pre-implementation AMI smart meter count from 13,596 to 64,536 post implementation);
- the Wi-Fi remote read type code has not been used; and
- there have been 404 uses of the 'Other' remote read type code, with further investigation indicating that 366 of these have been incorrect uses (where the remote read type should have been recorded as AMR or Outreader).

3.4. The Committee discussed the impact and benefits of CPW123, noting the following key points:

- There can be a lag between the installation of a meter with smart functionality and that meter being connected to the network and operating as a smart meter. Where a smart meter is installed but not connected to the network it will need to continue to be read visually until it is confirmed as successfully connected. At present a smart meter that is installed but not connected to the network would usually continue to be registered as a

visual read or AMR meter in CMOS and processes to communicate that a smart meter has been installed but is not yet active as a smart meter may vary. The Committee expressed the view that there might be some benefit to looking at how a view of smart meters in the market that had been installed but not commissioned could be developed, either through the production of guidance or the introduction of a flag in CMOS or a combination of methods, and it was agreed that this would be picked up at a future meeting. It was noted that this could be considered as part of, or in alignment with, CPW142 'Wholesaler Smart Meter Reads' ("CPW142").

ACTION A29_01

- The change was seen as helpful in supporting wholesalers' meter replacement planning processes, although it was noted that the ability to record the meter chamber type in CMOS might also be useful. Recording the chamber type (and potentially meter chamber lid type) would potentially provide additional benefit in terms of understanding retailers' cost to serve and wholesaler ongoing meter maintenance and replacement costs and was seen as information which could be gathered at the same time a smart meter is installed.

- From a retailer perspective, because of existing meter reading roles and responsibilities and the relatively small number of connected smart meters in the market, the anticipated benefits of the change (better understanding of cost to serve and services available to the customer at the point of switching) were not necessarily being seen at this point in time. However, the anticipated more widespread smart meter roll outs and coming potential changes such as CPW142 would likely unlock the anticipated benefits for retailers.

- While there is currently limited benefit for retailers in terms of understanding cost to serve at the point of switching, some benefit is realised after switching as part of longer-term meter read cycle planning.

- The visibility of meter technology provided by CPW123 could provide some benefit for retailers where they offer services such as fitting meter data loggers as standard by enabling them to identify where this is not required as a smart meter is already installed. However, it was noted that this benefit will not be realised consistently unless there are processes in place for granular data sharing (as without these retailers may still need to install a data logger to provide customers with granular consumption data).

- CPW123 had improved the data in the market and would support market improvement initiatives aimed at areas such as increasing the number of bills based on actual reads, reducing long unread meters and accessing hard to read meters. It was also noted that confidence in settlement was increasing as the number of smart meter reads increased. The Committee noted that it could be useful context for the Code Change Committee's post-implementation review of CPW123 to provide supporting data on the number of smart meter reads that are already making their way into the market (including the percentage that are accepted) either through Project AMIDST's interim solution or other similar processes.

- It was noted that as the number of smart meter reads going into CMOS increased, it would be worth monitoring for any potential impact on CMOS read tolerance. The Committee noted that this was not directly relevant to CPW123 and that consideration should be given as to whether and how this could be picked up.

ACTION A29_02

- The Committee supported the additional feedback sent ex-Committee noting that: CPW123 had been implemented smoothly with no major impact on processes; and the issue of retailers being required to purchase equipment to enable their meter reading contractors to undertake remote reads remained and that it was important the outreader protocol is correct and meaningful to ensure that the right equipment was purchased.

3.5. Two wholesaler representative Committee members requested the data on the number of smart AMI remote read types entered for their region so they could check that it matched what would be expected given the level of their respective smart meter roll out programmes.

3.6. The Committee:

- **AGREED** to recommend to the Code Change Committee that no further Code changes or other work was required as part of CPW123 and that there was no requirement for any further industry consultation on CPW123**.**

3.7. The Chair thanked HC for his presentation, and it was noted that the next steps would be for the post-implementation review of CPW142, including the Committees feedback, to be presented to MOSL's Investment Approval Board and the Code Change Committee with a recommendation to close down any further work on the change.

4. National Metering Strategy and Data Sharing Process

4.1. The Committee noted a verbal progress update on the plans for the Strategic Projects looking at the development of a long-term National Metering Strategy and a Data Sharing Process, including progress in the appointment of consultant support.

4.2. The Committee noted that conversations with PA Consulting on the development of the long-term National Metering Strategy were ongoing and included looking at the scope of the work, what the Strategy should focus on, the interaction with DEFRA and Ofwat preferences and crossover with household smart metering roll out strategy.

4.3. The Committee noted that Artesia had provided a proposal for the development of the Data Sharing Process and that a contract with Artesia to support this workstream would likely be signed ahead of the September Committee meeting.

4.4. The Committee briefly discussed the timing of both Strategic Projects in relation to PR24 planning and final determination, concluding that, while it would be important for the Projects to be aware of and responsive to any PR24-related developments, they should progress in line with the proposed timeline (with draft reports by the end of the calendar year and final reports delivered ahead of the end of the financial year).

4.5. MH noted that the Smart Metering Advisory Group had been working to develop a view of wholesaler smart meter roll out plans, and it was agreed that this would be shared with the Committee for reference.

ACTION A29_03

4.6. The Chair thanked MH for his update and noted that both Strategic Projects would come back for discussion with the Committee on a regular basis in the coming months.

5. QSP15 Sub Metering

5.1. The Committee noted a brief verbal update from LC on CPW143 'Wholesaler Maintenance of Non Market Meter YVEs', which had received Gate 3 approval at the August Code Change Committee, with a Final Recommendation Report expected to be submitted to Ofwat before the end of the week.

5.2. The Chair thanked LC for his update and stepping in at short notice and the Committee further noted that the next step for this Quick Start Project would be to progress a Code Change aimed at introducing a process to support retailer reads for non market meters.

6. QSP17 Internal Meter Access

6.1. The Committee noted an update from MD on the progress of this QSP17 'Internal Meter Access' in developing a draft best practice guidance document for internal meter access. The Committee noted that it was currently anticipated that this document would come to the September Committee meeting for initial review and that the goal of the guidance would be to map all the scenarios that are currently resulting in internal meters not being read and to set out the steps retailers and wholesalers are expected to take to resolve them. It was anticipated that the benefits of the guidance document would be to improve understanding of what is happening on site, improve access to assets and reduce long unread meters all of which should lead to an improved customer experience.

6.2. The Committee noted that MD, SB and CS had been working with the RWG Access Subgroup to ensure that their knowledge and experience was taken into account and that they would continue to be consulted on the guidance document.

6.3. The Chair thanked MD for his presentation.

7. QSP21 Customer View Access to CMOS

7.1. The Committee noted a verbal update from CB on the progress of QSP21 'Customer View Access to CMOS' which was being developed with support from MOSL and had also been discussed with Ofwat.

7.2. CB noted that the Ofwat Open Water website currently has more than 1,000 visits per month from customers specifically looking to identify their water retailer and described the process they currently need to go through to get this information, which was seen as overly cumbersome and could be a factor discouraging customer engagement with the market.

7.3. CB outlined the three options that had initially been considered by the QSP21 team to provide customer access to some CMOS data and improve the customer experience. The three options considered were:

- QSP21 'Lite' where the customer would be able to identify their water retailer by inputting their address or meter serial number.
- QSP21 'Medium' where the customer would be able to identify their water retailer and get their last meter read by inputting their address or meter serial number or, possibly, SPID.
- QSP21 'Heavy' where the customer would be able to identify their water retailer, get their last meter read and some of their customer details (e.g. their SIC and contact

details) as well as request corrections to existing CMOS data and submit customer reads by inputting their address or meter serial number or, possibly, SPID.

7.4. CB described the considerations the team had taken into account when deciding which option to progress, which included the customer appetite, potential GDPR issues, not undermining retailer-customer relationships and avoiding creating confusion by providing CMOS meter read data which might (for legitimate reasons) differ from read data that appears on customer bills. Given these considerations the QSP21 team had concluded that the QSP21 'Lite' option should be progressed, and CB noted that it was likely that this would be achieved by incorporating a query function on the Open Water website page 'Who is my water retailer?'. CB further noted that it was likely that the output produced by the query function would return the name and website of the customer's water retailer and water wholesaler.

7.5. The Committee briefly discussed the QSP21 'Lite' option, noting that they were strongly in favour of this work which would help improve the customer experience and engagement levels. Committee members fed back that the QSP21 team should consider how the query function output would interact with instances where there are separate retailers and wholesalers for water and sewerage services.

7.6. Following discussion, the Committee:

- **AGREED** to endorse the development of the QSP21 'Lite' option.

7.7. The Chair thanked CB for her presentation and noted that the QSP21 'Lite' option presenting a good opportunity to test what customers want from their CMOS data and could serve as a platform to build from over time.

8. Roles and Responsibilities – Defined Circumstances Workstream

8.1. The Committee noted a verbal update and presentation from SB on the examples of hard to read meters provided by some retailer members of the Committee (which provided additional context for the Committee to decide how this workstream should be taken forward) and discussed the specific examples in detail.

8.2. Following discussion, the Committee:

- **AGREED** that a Code change should not be raised to change meter read responsibility for 'hard to read meters' from retailers to wholesalers.
- **AGREED** that new incentives specifically around 'hard to read meters' should not be suggested for consideration by the Market Performance Framework Reform team.
- **AGREED** that the guidance on hard to read meters should be developed to include more specific examples of what constitutes a hard to read meter and that further guidance should be considered that detailed the steps that should be taken to resolve hard to read meters in each specified circumstance (in a similar vein to the guidance being developed for internal meter access under QSP17).
- **AGREED** that consideration should be given to looking at whether and how a 'hard to read meter' flag could be introduced into CMOS and whether this could be used in parallel with analysis of skip reason codes to inform further actions.

8.3. SB noted that the suggestions raised would be picked up and taken forward with CS as part of QSP6 'Hard to Read Meters'.

8.4. The Chair thanked SB for his presentation, which had helped bring the issues to life and drive the progress of this workstream forward.

9. Roles and Responsibilities – SMART Meter Reads Code Change

9.1. Following feedback at the July meeting and subsequent discussion with MOSL and at the Code Change Committee,

9.2. The Committee noted an update from FM on how the CPW142 'Wholesaler Smart Meter Reads' Code change would be progressed and next steps. This included separating consideration of CMOS capacity to a workstream that would sit outside the scope of CPW142 (noting that increased capacity will be required to process smart meter reads regardless of whether read responsibility sits with the wholesaler or the retailer), changes to the project timeline and the plan to circulate a revised solution for comment ex-Committee and to hold a workshop for Committee members and other interested parties ahead of a request for endorsement at the September Committee meeting.

9.3. The Committee briefly discussed the CPW142 update, noting the crossover between CPW142 and other workstreams, such as the Data Sharing Process work, and the need to make sure timelines and thinking are aligned as well as the benefit of incorporating the findings from Project AMIDST into CPW142. It was also suggested that there could be some benefit to including questions on whether CMOS capacity and performance commitments should be picked up as part of this change in the consultation.

9.4. CB noted that it would be helpful to provide a brief update to the next Code Change Committee clearly stating the rationale for the changes to the timeline.

9.5. The Chair thanked FM for her update.

10. Tabled Updates

10.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on the Committee's workstreams and metering-related projects.

10.2. The Committee noted a brief verbal update from MT on the success of the Project AMIDST interim solution, which went live with a retail partner with 1135 monthly meter reads provided in the first batch. In total, the retailer had reported that 97% of the reads provided were processed successfully (with a small amount of intervention) and had now been submitted into CMOS as settlement-affecting reads. MT noted that the feedback from the retailer was that they were very happy with the process and were content to continue with it going forward and that a Market Focus article providing further information on the experience would follow.

10.3. The Chair thanked MT for her update and noted that the Project AMIDST interim solution feedback would be useful context for the Code Change Committee's discussion of CPW142 at its September meeting.

11. AOB, including reflections from the meeting

11.1. The Committee reflected on the meeting.

11.2. There being no further business, the Chair closed the meeting.