

# Minutes of the Metering Committee Meeting 31

17 October 2023 | 09:30 – 14:00 | Via MS Teams

Status of Minutes: **FINAL**

## MEMBERS PRESENT

Steve Formoy	SF	Chair*	Michelle Thompson	MT	Wholesaler Member
Paul Heron	PH	Retailer Member	Angela Brown	AB	Wholesaler Member
Claire Stanness	CS	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Sindiso Bango-Dube	SBD	Retailer Member	Rosie Rand	RR	Wholesaler Member
Christina Blackwell	CB	Customer Representative 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
Ivy Mandinyenya	IM	MOSL Presenter	Dave Gough	DG	Artesia Consulting Presenter
Marc Tritschler	MT	PA Consulting Presenter	Rhys Durham	RD	Artesia Consulting Presenter
Simon Bennett	SB	MOSL Observer	Liz D’Arcy	LDA	MOSL Observer
Sayonne Nandi	SN	MOSL Observer			

## APOLOGIES

Mark Doherty	MD	Retailer Member	Richard Barton	RB	Retailer Member
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## 1. Welcome and Apologies

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and noted that apologies had been received from MD and RB.
- 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 a request for comments on the draft minutes of the Metering Committee meeting held on 18 September to be sent to AC ex-Committee and that the draft minutes would

be approved as an accurate record of the meeting ex-Committee, provided no substantive comments were received by close of business on 20 October.

- 2.2. The Committee noted that there were no actions to close.
- 2.3. The Committee noted an update on the following actions, which would remain open: A15\_05, A16\_02, A29\_01 and A29\_02.

### 3. WRMP Update

- 3.1. The Committee noted an update from MH on the smart metering proposals contained in wholesalers' revised draft WRMPs and statements of response. MH noted that all but two wholesalers had published their revised draft WRMPs and that, of those that had published:
  - All had committed to delivering the DEFRA 9% consumption reduction target by 2037;
  - All had committed to delivering 100% smart meter coverage;
  - Four had committed to achieving 100% smart meter coverage by the end of AMP8;
  - One had committed to achieving 100% smart meter coverage within 7 years;
  - One had committed to achieving 100% smart meter coverage for smaller meters by the end of AMP8 and for larger meters by the end of AMP9;
  - Six had committed to achieving 100% smart meter coverage by the end of AMP9; and
  - One had committed to achieve 100% smart meter coverage by the end of AMP10.
- 3.2. The Committee briefly discussed the update provided, noting that:
  - It was extremely positive that all of the wholesalers had set out very ambitious smart metering roll out plans. However, it was noted that in order to accelerate their smart meter roll outs to meet the timelines set out there would be a lot of work required to translate the plans from paper into reality. It would also be important for retailers to be well informed on the delivery plans as they would need to ensure that their systems were ready to take in additional data and be able to deliver all the benefits of smart metering for customers.
  - The challenge for wholesalers to replace or upgrade large meters was significant and it would be important to consider these challenges as part of the National Metering Strategy workstream.
  - It would be important to get the communication to customers on what to expect as part of the smart metering roll outs so that they are aware of what is coming when and what it means for them.
- 3.3. The Chair thanked MH for his update, and it was noted that MH would update the overview of smart meter roll out proposals and that the updated note would be circulated ahead of the next Committee meeting.

**ACTION MC31\_01**

## 4. National Metering Strategy

- 4.1. The Committee noted an update on the project plan for the development of a National Metering Strategy from MH and MTr.
- 4.2. MH noted that MOSL had appointed PA Consulting to help shape the content and priorities for the 'long-term' National Metering Strategy ("the Strategy"), which would build on the Interim National Metering Strategy. MH outlined that the scope of PA Consulting's work would be to take on board the views of a range of market stakeholders (as well as ongoing work on the Strategic Panel's Roadmap to a Flourishing Market, Market Performance Framework Reform Programme and other water efficiency initiatives) to provide strategic input on the scope and parameters of the Strategy and that PA Consulting was not being tasked with drafting the strategy itself (which would be worked up by MOSL in conjunction with the Committee and the Strategic Panel).
- 4.3. MTr provided an overview of PA Consulting's timeline and proposed ways of working. PA Consulting's work would focus on three main themes – strategy, implementation considerations and technical considerations – and would involve convening a working group as well as various workshops with strategic representatives and practitioners. MTr further noted that PA Consulting would seek to explore three fundamental questions in their work: (1) what current problems should the Strategy be directed at helping to solve: (2) what opportunities should the Strategy help to progress (noting that these opportunities could go beyond the confines of the non-household market); and (3) what is out of scope for the Strategy?
- 4.4. The Committee briefly discussed the update provided, noting that:
  - It might be useful to include retailer or customer-owned metering technology within the strategy, even if only to set out a process for how it is handed over when a customer switches to ensure that it does not become a stranded asset.
  - It would be beneficial to include a statement within the strategy on whether there is a crossover with energy market smart meter networks and what this route could look like.
- 4.5. The Committee noted that the first working group session pencilled in for 24 October and that some initial suggestions had been put forward to be part of this group. MH asked that any Committee members who would like to be involved in the working group contact him and MTr. MT and CS confirmed that they would like to be involved in the working group.
- 4.6. The Chair thanked MH and MTr for the update and noted that PA would have a standing slot at meetings through to the end of the calendar year to keep the Committee updated on progress.

## 5. Data Sharing Process

- 5.1. The Committee noted an update on project progress from DG and RD, that included a reminder of the aims of the project and progress made since the last Committee meeting.
- 5.2. DG outlined the questionnaire which Artesia had developed. Broadly it covered the handling of data, its applications and any issues stakeholders have encountered including GDPR issues. The survey was expected to be sent out by the end of the week and would have a two-week window for responses. It would be sent to regulators, wholesalers, the self-supply community, retailers, technology providers and other stakeholders (such as CCW, Stream, MOSL and the Open Data Institute). As well as the questionnaire, stakeholders will receive a background note that explains the project. All being well, it was anticipated that the Committee would receive a briefing on the survey results at the November Committee meeting.

5.3. The Committee briefly discussed the update provided, noting that:

- If the final end recommendation from the project was to introduce a central data platform, it was probable that a number of interim steps to reach that end would be required and detailed in the final output, although a rounded discussion on the cost-benefit analysis of this option would be required to test whether, in this scenario, there was any merit to pressing ahead to the central data platform immediately.
- The potential for the recommended data sharing process to involve the provision of data by wholesalers directly into CMOS without the introduction of a new central data sharing platform could be a lower cost way of delivering the benefits of data sharing and should be given detailed consideration.
- The models developed should consider and capture the role of retailers and other stakeholders as potential data providers.
- The critical element in unlocking the potential benefits of smart meters, including water efficiency savings, is the engagement of end users and the process needs to consider how end users will access and use the data as a central issue. Some potential options discussed were the phasing of direct end user access to data over time and the introduction of market rules requiring retailers to provide a method for end users to access their smart meter data and it was noted that it would be important to consider the lessons learned from the approaches taken by other sectors.
- One option that could be considered would be to have a central meter data management system that all wholesaler meters connected and fed into, although a number of challenges to how this would work were noted including market appetite, funding and how this system would then communicate back out to wholesalers.
- Any consideration of the introduction of a central data platform should consider whether there should be the capacity for visual reads to be entered into the platform so that it has the ability to capture all meter read information and how the platform would link to and interface with CMOS.
- While it was acknowledged that the scope of the project should include the exploration of all options, there was a strong sentiment that existing CMOS processes continue to operate as they do currently and that they should not be incorporated into any central data platform.
- The extent to which retailers and any other stakeholders have access to data that does not relate directly to their SPIDs will require detailed consideration.
- It was agreed that it would be beneficial for Artesia to contact CCW to understand whether it has a view on what customers want from smart meter data.

5.4. DG thanked the Committee for its input and provided an overview of the project timeline.

5.5. The Chair thanked DG and RD for their update and noted that this project would come back for regular monthly updates to the Committee as it progresses.

## 6. QSP6 Hard to Read Meters

- 6.1. The Committee noted an update from IM on the progress of CPW141b which had received unanimous support at the October Code Change Committee and had been recommended to Ofwat for approval.

## 7. QSP8 Transfer Reads

- 7.1. The Committee noted a presentation from CS on the progress of QSP8 including proposed changes to the wording of CSD0102 and the development of a draft Transfer Reads Charter, both of which had been circulated in advance of the meeting. The proposed changes to the wording of CSD0102 were intended to emphasise the expectation that incoming retailers make every effort to provide an actual read on transfer, clarify the circumstances under which an estimated transfer read is permissible and insert a requirement for a bilateral request to be raised if any of the circumstances specified for an estimated transfer read are met. The rationale for the Transfer Reads Dispute Charter was to set out that the core principles retailers should adhere to in delivering good customer outcomes through the provision of transfer reads, and includes the expectation that transfer reads be provided within six weeks of switching to provide customers with accurate final bills based on actual reads and describes a process for the resolution of transfer read disputes. It was expected that retailers would sign up to the Transfer Reads Charter and state that they have signed up to it on their website.
- 7.2. The Committee briefly discussed the proposed changes to the wording of CSD0102 and a draft Transfer Reads Charter for dealing with disputed estimated transfer reads, noting that it would be useful to consider whether the wording of the proposed change to CSD0102 could be strengthened to ensure that the ability for retailers to use a customer read on transfer rather than taking the read themselves was used appropriately as a method of encouraging engagement with the market and increasing the number of actual transfer reads. Committee members were also encouraged to engage internally on whether the proposed Transfer Reads Charter would gain traction within the industry.
- 7.3. The Chair thanked CS and SB for their update.

## 8. QSP18 Logger to Smart Meter Switching Process

- 8.1. The Committee noted a brief verbal update from SB, which described the draft Good Practice Guidance (the purpose of which was to provide a process that ensured that data wasn't lost when existing meters are upgraded to smart meters) that had been developed and a request for feedback from Committee members on the draft Guidance either in the meeting or ex-Committee so it could be included ahead of the November Committee meeting where a request to endorse the Guidance was anticipated.
- 8.2. The Committee briefly discussed the update and draft Guidance, noting the following key points:
  - It would be helpful to include a specific timeframe for a wholesaler's response to a retailer on point seven of the draft Guidance that had been circulated in advance of the meeting.
  - While it would be important to get the messaging around the Guidance right in order to avoid giving the impression that the Committee was supportive of retaining logged meters over the roll out of a smart meter, there were circumstances where there were legitimate reasons for retailers and customers to want to maintain a logger even where

a smart meter was installed (e.g. where they want to look at the data more frequently than a wholesaler's smart meters are able to provide it.

- As part of the overall development of the Strategic Metering Programme's work, it would be helpful to understand the strategic approach that logging companies are intending to adopt to incorporate smart meter data.

8.3. The Chair thanked SB for his update.

## 9. QSP20 Standard Meter List

9.1. The Committee noted a brief verbal update from SB on the progress of the Standard Meter List Format, which had been circulated in advance and which it was now being asked to endorse ahead of its publication on the MOSL website. were asked to endorse the Standard Meter List Format ahead of publication on the MOSL website.

9.2. The Committee:

- **AGREED** to endorse the Standard Meter List Format.

9.3. The Chair thanked SB for his update and RB and SB for their work on QSP20 and SB noted that the Standard Meter List Format would be published as soon as possible.

## 10. Project LIDA 2

10.1. The Committee noted that an update on the findings of LIDA's work had been postponed.

## 11. Tabled Updates

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

11.2. The request for a Committee member to sponsor QSP11 'New Connections' was noted and PH confirmed that he would be willing to sponsor this project. MT noted that she would look at whether some colleagues at Anglian Water with subject matter expertise would be willing to provide support to PH and SB on this QSP.

11.3. MT noted that an article had been included on the Project AMIDST functionality becoming operative and invited any trading parties interested in using the functionality to contact her directly.

11.4. CS noted the progress made by Project NoFlow and that the intention was to provide an update on the findings of this work at the November Committee meeting.

11.5. RR noted that a questionnaire had been issued for QSP16 'Continuous Flow' and encouraged any Committee members whose organisation had not responded to follow up internally and ensure that a response was provided.

## 12. AOB, including reflections from the meeting

12.1. The Committee noted an update from MH on the definition of a smart meter, which was used variably within the market and in official documents. This included a reminder of the definitions of the definitions for AMR and SmartAMI meters introduced via CPW123 'Improved Codes for Remote Read Types'. SmartAMI (and smart metering) was defined as being data captured from a

water meter using a fixed radio infrastructure. MH also described a view of the different configurations that could be classed as smart meters and an example specification for when wholesalers should categorise a meter as SmartAMI in CMOS which included commissioned and operational classifications.

12.2. The Committee briefly discussed MH's update, noting the following key points:

- The responses to the CPW142 'Wholesaler Smart Meter Reads' question on the definition of a smart meter should be considered as part of an further work on the definition.
- The list of different smart meter configurations should be supplemented with a configuration that includes a meter fitted with a camera that takes photos of a meter reading and transmits these via a fixed radio network and a recognition of different fixed network structures which included wholesaler owned and installed networks and other networks wholesalers were able to use that were owned and installed by other organisations.
- It would be challenging to provide a one-size-fits all definition for operational smart meters and there would be some benefit to allowing the market to settle on an accepted approach to this as more smart meters are rolled out before introducing one.

12.3. The Committee reflected on the meeting.

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