

## Minutes of the Metering Committee Meeting 38

21 May 2024 | 09:30 – 12:00

Via MS Teams

Status of the Minutes: Approved

### MEMBERS PRESENT

Spencer Mattia	SM	Chair*	Christina Blackwell	CB	Customer Representative Member
Richard Barton	RB	Retailer Member	Michelle Thompson	MT	Wholesaler Member
Paul Heron	PH	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Claire Stanness	CS	Retailer Member	Rosie Rand	RR	Wholesaler Member
Sindiso Bango-Dube	SBD	Retailer Member	Mitchell Yeoman-Boldry	MYB	Wholesaler Member
Mark Doherty	MD	Retailer Member	Angela Brown	AB	Wholesaler Member
Steve Formoy	SF	MOSL Affiliate Member*			

*\*Non-Voting Members of the Committee*

### OTHER ATTENDEES

Chris Dawson	CD	MOSL Presenter	Alex Cowie	AC	MOSL Secretariat
Adrian Smith	AS	MOSL Presenter	Rummana Patel	RP	DEFRA Observer
Ivy Mandinyenya	IM	MOSL Observer	Martin Hall	MH	MOSL Observer

Abu Rashid	AR	MOSL Observer	Tom Daborn	TD	MOSL Observer
Samantha Webb	SW	MOSL Observer			

## 1. Welcome, Apologies and Compliance

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and noted that Simon Bennett’s apologies had been received.
- 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 16 April 2024 would be approved as an accurate record of the meeting ex-Committee, provided there were no comments by close of business on 24 May 2024.
- 2.2. The Committee agreed that the following actions would be closed: A16\_02.
- 2.3. The Committee noted an update on the following actions, which would remain open: A15\_05, A29\_02 and A37\_01.

## 3. National Metering Strategy

- 3.1. The Committee noted an update from SF on the launch of, and initial feedback on, the National Metering Strategy (the “Strategy”). SF noted that the Strategy had been published on 27 March, with more than 110 attendees present at a launch webinar held that afternoon, and that the Strategy itself had been downloaded more than 1,000 times and the launch webinar and slides had been downloaded more than 200 times. CD provided an overview of the communications activity that had been used to support the launch, with the Strategy having been issued directly to trading party CEOs, contract managers and other stakeholders, press releases issued to trade press and national media, multiple social media posts, a

presentation from the MOSL team to the Smart Water Systems Conference and features in the April and May Water Report including an interview with the Strategic Panel Metering and Data Subset members.

### **KM joined the meeting**

3.2. The Committee briefly reflected on the launch of the Strategy and how it had landed within their own organisations and the wider market, raising the following key points:

- The Strategy had landed very positively at trading parties, with Committee members noting an increase in the interest in the areas highlighted within their organisations.
- The Strategy had been well received by CCW, who had found it helpful in providing a sense of the industry's direction of travel within the conversations they were having with customers.
- While the Strategy's recommendation that wholesalers use the D1 and D2 bilaterals processes to provide advance notice of smart meter roll out plans and additional detail respectively was recognised, the approach being taken to additional customer communications had been identified as an issue that might require further clarity around best practice. However, it was noted that this would require a separate review by the Committee to review examples of best practice and agree any associated updates or guidance and that CCW should be involved in any work undertaken in this area.
- There was a push from wholesalers for guidance on the preferred approach to granular data sharing to come as soon as possible in order to inform related investment decisions. While this was noted, there was a recognition that, while the granular data sharing process work would need to move at pace, it would be even more important that it came to the correct long-term solution for customers and the market.

3.3. The Chair thanked SF and AS for their presentation.

## **4. Granular Data Sharing Process**

4.1. The Committee noted a reminder of the options being considered as part of the Granular Data Sharing Process workstream, which had been identified by Artesia in their report. These were:

- Organic Growth: Data providers (wholesalers and retailers) develop their own data platforms, determining data formats and sharing methods. Each provider assembles granular data from smart meters.
- Central Platform: Develop a centralized hub collating granular data from all providers. Includes quality assurance, governance, permissions, and open data provision.
- Peer-to-Peer Data Sharing: Data held by providers, directly accessed by end users. Trust framework ensures secure sharing at market-wide scale.

4.2. CD outlined the next steps for the project, which were to:

- Understand what the potential use cases for granular consumption data are, with work in this area currently being undertaken by Custerian (due to complete at the end of May) and potential additional, detailed, work required.
- Understand what the approach to granular data sharing currently being undertaken by, or planned by, market participants is, which would be informed by a Request for Information (“RFI”) which was due to be issued on 10 June with a response deadline of 28 June.

4.3. CD talked the Committee through the proposed questions for inclusion in the RFI. No comments were received in the meeting and CD noted that if Committee members did have any feedback they wished to provide outside of the meeting, this could be provided to him directly.

4.4. MH updated the Committee that MOSL had contacted Thames and Anglian with a view to arranging site visits with both to understand more about their current approach to data sharing so that this can be fed into the workstream. MH also noted that the MOSL team were looking to meet with Stream to understand their view on what ‘open data’ means in the water industry and what it could potentially be used for.

4.5. The Chair thanked CD and MH for their update and noted that if, on reflection, Committee members had any feedback on the draft data sharing RFI questions these should be shared by email to CD and that feedback on the work being undertaken by Custerian to identify use cases for market data, including granular consumption data, was expected at the July Committee meeting.

## 5. QSP11: New Connections

5.1. The Committee welcomed an update from PH on the progress of QSP11, which had so far considered common pain points for market participants, reviewed the findings of the Market Improvement Fund's NAPS Data Quality Project which identified New Connections as a root cause of the ongoing market data quality issues, reviewed the new connections processes in the English and Scottish non-household water markets to identify any quick wins and worked with MOSL's Data Assurance Programme to ensure the correct data items are captured for new connections.

5.2. PH further noted that although the Retailer Wholesaler Group's New Connections Subgroup had been put on hold pending the work of QSP11, the Chair of that Subgroup had been inputting onto the work being undertaken by the QSP11 team.

5.3. PH outlined the two potential actions identified by the QSP11 team which he was seeking feedback on from the Committee, these were:

- A potential Good Practice Data Request Form for New Connections Teams to provide to Wholesale Teams; and
- A potential Code change to strengthen the wording in the Business Terms around meter location and reading.

5.4. The Committee discussed the draft Data Request Form and proposed wording changes to the business terms, raising the following key points:

### *Data Request Form*

5.5. The Data Request Form would be for wholesaler Teams to work with their New Connections teams to complete and was a new process to support data quality in the market. The aim of introducing the form would be to assist the wholesaler and the retailer to ensure that accurate data is captured at the point the SPID enters the market and the SPID becomes tradeable. This would include temporary building supplies.

- The challenge of getting good data from self-lay suppliers was noted, along with access and other issues with new developments. A number of wholesaler members and the customer representative offered input from their wider teams and PH undertook to

set up a meeting to get input from those subject matter experts as part of the further development and iteration of the Data Request Form.

- It was suggested that the Data Request Form might be better positioned as a standardised set of data fields that would need to be captured and entered into CMOS and that flexibility could be provided that allowed wholesalers to enter this using their own systems rather than a specific form.

*Potential Change to the Business Terms*

- It would be worth reviewing the wording of the proposed changes to the Business Terms to ensure that any change provided sufficient teeth enforce installation of meters in easily accessible locations. It was also noted that any change proposal would need to be supported by sufficient quantitative evidence of the problem that the change was trying to address.

5.6. The Chair thanked PH for his presentation and Committee members for their input and support for the work.

## 6. QSP23: Operational Toolbox Talks

6.1. The Committee noted a brief update from AB on a series of 'operational toolbox talks' being produced to assist trading party operational teams with common metering issues. The Committee noted that the first four draft toolbox talks had been circulated in advance of the meeting, noting the following points:

- The Committee was highly supportive of the toolbox talks which they felt would be helpful for operational teams.
- The toolbox talks would be published via the MOSL website once they had been finalised and would be made generally available.

6.2. It would be beneficial to have a simple colour difference between the toolbox talks that helped identify whether they were of relevance to wholesaler or retailer teams. Note – they did have a colour difference already but was it clear enough.

6.3. It would be helpful to look at how the toolbox talks could be formatted to enable them to be easily accessed and read on handheld devices to assist teams in the field who want to refer to them.

6.4. The Chair thanked AB for her presentation.

## 7. FY24/25 QSP Sponsors

7.1. The Committee noted the request for volunteers to sponsor the following new Quick Start Projects:

- QSP22: Times 10 Meters
- QSP24: Improving XY Coordinate Data
- QSP25: Project NoFlow Next Steps

7.2. The Committee welcomed CS's offer to act as Sponsor for QSP22 Times 10 Meters and QSP25 Project NoFlow Next Steps.

## 8. Tabled Updates

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

8.2. RR provided a brief update on the production of the Continuous Flow Definition and Guidance under QSP16, noting that this was currently being finalised and that it would come back for sign off at the June Committee meeting.

8.3. SBD noted that the work of QSP19 Trade Effluent had been temporarily paused while they engaged with the Trade Effluent Practitioners Working Group to understand what they were doing. SBD further noted that depending on the outcome of that engagement, it was possible that QSP19 could be closed down to avoid duplication of effort.

8.4. The Committee noted that the Internal Meter access Guidance would be circulated ahead of the June Committee meeting, where there would be a request for sign off. MD noted that it had been tricky to get input from the Retailer Wholesaler Group Access Subgroup and that if any Committee members had contact with members of that group it would be appreciated if they could flag the request for input to them.

## 9. AOB incl. Reflections on the Meeting

- 9.1. The Chair noted that Committee members would shortly receive a link to complete a diversity questionnaire. The Chair briefed Committee members that the questionnaire was part of work being undertaken by the Secretariat on behalf of the Strategic Panel to benchmark diversity on the Panel and its committees, that responding to the survey was voluntary and that any response would be treated as entirely confidential.
- 9.2. CD outlined plans for the CPW120/130 post implementation review, noting that it had been decided not to issue a full market consultation and that instead targeted communications would be sent to specific trading parties identified as part of the review of the use of the reason codes since their introduction and that a workshop would be arranged to discuss use of the codes with those trading parties. IM invited Committee members to contact her if they would like to be involved in the workshop and it was noted that CS should be included in the workshop as the proposer of CPW130.
- 9.3. The Committee reflected on the meeting.
- 9.4. There being no further business, the Chair closed the meeting.