

Minutes of the Metering Committee Meeting 39

18 June 2024 | 09:30 – 11:15

Via MS Teams

Status of the Minutes: Final

MEMBERS PRESENT

Spencer Mattia	SM	Chair*	Angela Brown	AB	Wholesaler Member
Mark Doherty	MD	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
Christina Blackwell	CB	Customer Representative Member	Steve Formoy	SF	MOSL Affiliate Member*

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Chris Dawson	CD	MOSL Presenter	Alex Cowie	AC	Secretariat
Liz D’Arcy	LD	MOSL Presenter	Simon Bennett	SB	MOSL Presenter
Simon Norie	SN	Custerian Presenter	Jak Davidson	JD	MOSL Presenter
Adrian Smith	AS	MOSL Observer	Sam Webb	SW	MOSL Observer
Flo Monea	FM	MOSL Observer	Emily Lovejoy	EL	MOSL Observer

APOLOGIES

Richard Barton	RB	Retailer Member
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Welcome, Apologies and Compliance

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and noted that apologies had been received from 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.

Minutes and Actions from Previous Meetings

- 1.4. The Committee agreed to approve the minutes of the Metering Committee meeting held on 21 May 2024 as an accurate record of the meeting.
- 1.5. The Committee noted that there were no actions proposed for closure.
- 1.6. The Committee noted an update on the following actions, which would remain open: A15_05, A29_02 and A37_01.

National Metering Strategy and Granular Data Sharing Process Update

- 1.7. The Committee noted a brief update on the progress of the workstreams being taken forward as part of the National Metering Strategy and Granular Data Sharing Process project.
- 1.8. CD noted that the National Metering Strategy continues to be well received, having been downloaded in excess of 1,000 times and with over 200 downloads of the launch webinar slides and positive coverage and feedback received. CD outlined the timeline for the publication of the PR24 draft determinations and noted that the MOSL team had been working to put a plan in place to review the draft determinations and develop targeted feedback for Ofwat based on the National Metering Strategy. It was noted that this feedback was likely to be provided as part of any Strategic Panel response to the draft determinations.
- 1.9. CD outlined the next steps for the Granular Data Sharing Process project, which were:

- In June - to review the work undertaken by Custerian to define the data-led use cases and run a request for information on data sharing practices and plans.
- In July – to review market participant feedback received as part of the data sharing request for information and undertake visits and deep dives with trading parties that are further ahead in their smart metering journey. A report on the requirement specification for the granular data sharing process was also expected to be commissioned in July.
- In August – to feed back on the requirement specification report, undertake cost analysis of the options identified and develop an initial draft proposal and consultation with input from the Committee.
- In September and beyond – to undertake a market consultation on the proposed solution and seek endorsement of the proposed solution from the Committee and the Strategic Panel.

1.10. The Chair thanked CD for the update.

Non-Household Market Data Use Case Project Update

- 1.11. LD introduced SN and reminded the Committee of the purpose of the work that had been undertaken by Custerian to map out the use cases for data in the non-household water market.
- 1.12. LD provided an overview of the Market Data Strategy, noting that it contained four main themes, these being to: establish a framework for prioritising data activity based on the cost and value of data; address long-standing data quality issues that impede market operation; develop an enduring market framework for managing and governing data; and identify how data can be used most effectively to deliver value to the market, the environment, to trading parties and their customers. LD noted that the data and analytics use case work was part of theme four (identifying how data can be used most effectively to deliver value to the market) and reflected the evolution of the market and increased ambition to capture and take advantage of granular consumption data.
- 1.13. Overview of work and how it was carried out. Thanks to everyone who had participated in the interviews including a number of Committee members.
- 1.14. SN described the work that had been undertaken by Custerian, noting that because it was based on interview responses the data set that had been produced was largely qualitative in nature. SN noted that Custerian had expanded their interview targets to include actors

outside of standard non-household water market participants (e.g. by including a property agent acting on behalf of large users). SN noted that there had been a varied response in terms of how respondents wanted to use data, with some wanting water-specific data and others wanting a combined utilities view so they could consider a holistic picture of the impact on their Environmental, Social and Governance agenda. SN also noted feedback from those who were heavily involved with smart metering not to confuse the need to use data with the need to hold data and that so long as access to data is straightforward, there might not be the need for a central platform.

1.15. SN provided an overview of the most important use cases identified via the interviews, while noting that all of the use cases identified broadly fell under the heading of consumption reduction. The principal use cases identified were:

- Billing accuracy to facilitate timely and ore flexible settlement.
- Water efficiency benchmarking and targeted interventions.
- Leakage detection and reduction.
- Incident management and response.
- Vacant property identification.
- Water scarcity and risk mapping.
- Consumption forecasting and network planning.
- Tariff design and impact assessment.
- Market performance reporting and benchmarking.
- Customer segmentation and targeting.
- Data availability to enable more open innovation.
- Time of use tariffs and dynamic pricing.
- Smart metering services.

1.16. The Committee discussed the findings of the data use case work, noting the following points:

- It would be beneficial to draw out the joint responsibility of wholesalers and retailers to deliver water efficiency targets more strongly as context for the use cases. Similarly,

there was potentially a missing use case around the role of granular data in assessing the effectiveness of water efficiency interventions. It was mentioned that assessing the effectiveness of water efficiency interventions was an area being looked at by the Retailer Wholesaler Group Water Efficiency Subgroup and that it would be worth discussing this potential use case with that group.

- A question was raised as to the extent to which data sharing would be required to deliver the ‘water scarcity and risk mapping’ and ‘consumption forecasting and network planning’ use cases. It was noted that while wholesalers used self-generated data for risk mapping purposes, data sharing could be required for forecasting and network planning in order to more fully engage customers and retailers as part of the risk identification and scenario planning process (and that doing so would potentially improve customer satisfaction).
- SN clarified that the ‘tariff design and impact assessment’ and ‘time-of-use tariff and dynamic pricing’ use cases had been separated out on the basis that one was retailer-led and the other wholesaler-led.
- While it would be important not to be prescriptive in terms of the technology used by wholesalers or to suggest that 15-minute data should be supplied as standard, customers should not be disadvantaged by the move to a smart meter and wholesalers and retailers should work together to identify customers that are used to and/or require 15-minute data and to offer them a suitable solution as part of smart meter roll outs.
- It was noted that questions around how data should be protected was not part of the scope of the Custerian work and that this would need to be considered separately as specific projects were taken forward.

1.17. The Chair thanked CD, LD and SN for their presentations.

QSP16: Continuous Flow

1.18. The Chair introduced the discussion on the draft Continuous Flow Definition and Guidance document, noting that it had been subject to extensive discussion at previous meetings and that it was now coming back with a request for sign off for publication from the Committee.

1.19. RR briefly outlined the purpose and content of the document, noting that its publication would deliver one of the actions identified in the National Metering Strategy.

1.20. The Committee discussed the draft Continuous Flow Definition and Guidance document, noting the following points:

- The 'Communications and activities process flow' diagram description on the first action should be amended to read 'Retailer and/or the wholesaler notify the customer'. In that same section, on the P1 large continuous flow section, the final action should be amended to read 'Notify customer to fix within specified days or assist fix in line with policy'. In this section a caveat should also be added to the s75 notice element to make it clear that this route would only be followed where appropriate and it would not be an action to be taken in every instance.
- AS would review and tweak the document prior to publication to add in some additional context and AS, RR and SB would pick up and discuss how best to communicate the report to the market following publication. Adding a caveat that states that the standard processes described may change in a drought event should be considered as part of the context-setting piece.
- The document would be a living document and would be revisited and updated following feedback from the market on how it had been received and used. It would be beneficial to call out up front in the document that there is not necessarily a one-size-fits-all solution on the continuous flow definition and that the effectiveness of the definition will be reviewed after an appropriate period (e.g. six months). However, at the same time there was an expectation that trading parties should adopt the roles and responsibilities described immediately.

1.21. Following discussion, the Committee:

- **AGREED** to endorse the Continuous Flow Definition and Guidance document for publication, with RR and the MOSL team picking up the points discussed and incorporating them prior to publication.

1.22. The Chair thanked RR for her presentation and for her work in driving this project.

QSP17: Internal Meter Access

1.23. The Committee noted that the request for approval of the Internal Meter Access Guidance document had been postponed following contact from the Retailer Wholesaler Group (RWG) Access Subgroup to allow for additional engagement with that group. As a result the draft document would come back with a request for sign off for publication at a subsequent meeting.

Bilateral

- 1.24. JG provided an update to the Committee on a potential addition being looked at as part of phase 14 of the enhancements to the Bilateral Hub. Broadly, this enhancement would capture where: a retailer wants to raise a request to install a data logger; the retailer wants to inform the wholesaler that they are going to install, or have installed, a data logger; where a wholesaler or a retailer wants to raise a data logger enquiry; and where a wholesaler or a retailer wants to raise a data sharing request. JG noted that, at present, the data sharing enquiry aspect would be limited to data loggers but that she wanted to gauge the Committee's view on whether this should be expanded to encompass smart meters.
- 1.25. Following discussion, it was generally agreed that while the Committee was supportive of the introduction of a bilateral form covering data logger requests it was not supportive of including data sharing as part of this same form. The rationale behind this was that any move to introduce a bilateral form for smart meter data sharing risked misalignment with ongoing work to identify a solution for granular data sharing.

Tabled Updates

- 1.26. The Committee noted the Tabled Updates paper circulated in advance of the meeting detailing progress on the Committee's workstreams and metering-related projects and a request from the Chair for a Committee member to volunteer to sponsor QSP24 'Improving XY Coordinates for Meter Location'.
- 1.27. SF noted that the National Metering Strategy highlighted the one-off opportunity presented by smart meter roll outs to improve the quality of meter data in CMOS and that QSP24 'Improving XY Coordinates for Meter Location' offered the opportunity to have a significant influence if it was taken forward in a timely fashion.
- 1.28. The Committee noted an update from PH on the work being undertaken by QSP11 'New Connections' and a request for any interested parties to contact him directly if they would like to be involved in that work. The Customer Representative requested that a colleague at the Consumer Council for Water who had subject matter expertise be added to the group.

AOB incl. Reflections on the Meeting

- 1.29. The Committee reflected on the meeting.
- 1.30. There being no further business, the Chair closed the meeting.

To promote, challenge and lead the operation and evolution of the market for the benefit of business water customers

