July User Forum Q&A Transcript

Meeting Date:	Thursday 16 July 2020
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Attendees:	c. 70
Author:	Market Performance
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RWG update

Q. Are you expecting any of this work to require/warrant any Code changes? (John Vinson – Independent)

A. Simple answer "yes". Potentially, there will be a need to amend the code. Currently we have not gone into that level of detail although we'll cover that in the implementation plan.

Observation @18:51
Important to make sure we have a level playing field so that we don't dilute retailers' competitive advantage. We wouldn't want to stifle innovation amongst retailers by making requirements too prescriptive with regulatory commitments. Data is key, as always, in terms of ensuring confidence, fairness and accuracy. (Phillip Mills – Water Retail Council)

Q. Has consideration been given to incentives to promote sustainable drainage options for customers. (Jesse Wright – United Utilities)

A. Yes, this is part of Group 1's focus (chaired by Waterwise).

Observation @ 21:11:
This is within the power of the wholesalers. They have the power to encourage this through their charging mechanisms. (John Vinson – Independent)

Q. And will rain water harvesting/grey water recycling being included? (Phillip Mills – Water Retail Council)

A. This has been flagged as part of the initial action plan.

Observation:
Depends on whether you meter your waste water. Need to charge by site surface area - then there's an incentive. Only 4 WASCs do, though. Then you can charge for how much you use the infrastructure; much fairer, but has potential to unwind Wholesale internal cross subsidies. (John Vinson – Independent)

Q. Should there be a code change to allow Water Efficiency incentives to be paid through CMOS/settlement? (Andrew Lawson Severn Trent Water)

A. Possibly a reverse MPS/OPS or maybe an allowance.

Isle Utilities - Identifying Value in the Water Retail Market

Q. Is this project an output of the RWG water efficiency group or a standalone output? How will the two be brought together? (Nick Butt – ConservAqua)

A. They were separate, so MOSL put RWG in touch with Isle Utilities. Understanding consumption patterns in line with customer segmentation is key to MOSL's Business Plan. The Isle Utilities work is funded under the MOSL

2020/21 Business Plan.

Observation @ 10:35:
Consolidating feedback and drafting consultation document before going out to trading parties to identify blockers and barriers and how this might work. Looking to identify a specific region for a trial and map out the end to end journey with TPs in that area. (Ben Tamm – Isle Utilities)

Q. When do you start planning to consult stakeholders? (Phillip Mills – Water Retail Council)

A. Over the next two weeks.

Q. Are we including multi-site customers in the top 200 high users? (Chriss Duffy – Yorkshire Water)

A. When the initial analysis was completed, multi- site customers were included. The challenges of having accurate customer data (including locations) is recognised.

Bilateral Transactions Programme

Q. Have you a candidate in mind for the Business Product Owner yet? (Jeremy Lunn - Thames Water)?

A. Yes but open to recommendation

Q. Reference the 8 processes which are being delivered in sprints, are 80% of the top 8 being delivered by mid-March, or, the top 8 (80% of processes by volume) by mid-March?

A. All 8, representing 80% of processes by volume, will be delivered by end March 2021. Processes to be based on 'minimal viable product' initially - extent above and beyond MVP is currently being discussed.

Changes in progress

Q. Assuming it is approved, CPW067 is due in February 2021. As the MVP release of the Bilaterals Portal will be ready mid-March 2021, providing 80% of the market transactions by volume, does it make sense to put TPs through the costs of amending legacy systems to support this, while at the same time they will be getting those (or new) systems ready for the Portal?

A. Is it part of the sub group focus. To explain the difference between the Bulk Submission process and what the Bilateral Transaction process is delivering:

- Bulk Submission will facilitate those projects which trading parties want to work on with each other (generally which have an operational impact on the wholesaler). Such programs have their own informal SLAs between the two parties.
- The Bilateral Transaction Progam will facilitate efficiencies and provided updates to many existing processes which are already defined and have agreed service levels

- In summary this change is looking at the informal agreements which currently exist in the market, but which cannot be tracked and are not always visible.

Observation: this will still require wholesale changes to back end systems (Jeremy Lunn - Thames Water)