

Operations and Release Working Group



Minutes of the Operations and Release Working Group

Location: Virtual

Date and time: 10/02/2026 1:00 pm to 2.30 pm

Status of minutes: Final

Meeting Minutes

Members

Name	(Initial)	Role/Organisation
Ricardo Wissmann-Alves	RWA	MOSL
Alex Crosbie	AC	MOSL
Chris Dawson	CD	MOSL
Hannah Allardice	HA	MOSL
Olivia Bletsoe	OB	MOSL
Spencer Mattia	SM	MOSL
Anna Chuter		Water Scan
Chris Williams		Thames Water
Christopher McNally		Severn Trent Water
Clare Green	CG	Affinity Water
Dan Bown		Wessex Water
David Halliday		Northumbrian Water
David Moss	DM	Castle Water
David Oliver-Sheppard		Wave Utilities
Ellie Norwood		Pennon Water Services
Gordon Sawers		Castle Water
Graeme Skene		Castle Water
Harry Joseph		Castle Water
Jacob Head	JH	Water2Business
James Sands		Southern Water
Katy Stokes		Yorkshire Water
Mark Deacon		Gentrac
Mark Reeves		Affinity Water
Mark Whitall	MW	Water Plus
Martin Ginn		CGI
Martin Pope		Southern Water

Mathew Roberts	CGI
Pam Nash	C&C
Phil Robertson	Yorkshire Water
Rebekah Cameron	Wave
Robert Kirkham	United Utilities
Stephanie Tucker	Severn Trent Water
Stephen Mattock	Severn Trent Water
Steven Haldane	Business Stream
Thomas Hicks	AGSM
Tom Bell	Northumbrian Water
Tom Wells	Southern Water

1. Welcome and Introductions

- 1.1 RWA welcomed attendees to the December Operations and Release Working Group (ORWG) meeting. AC took attendee list.
- 1.2 RWA proceeded to provide a brief run-through of the meeting's agenda.

2. MOSL Updates and TP discussion

- 2.1 RWA went over the maintenance schedule for 25/26 and reminded attendees the maintenance coming for the rest of the year can be found on the website [here](#) (CMOS – CMOS Current Release).
- 2.2 RWA presented the dates for the upcoming CMOS and Bilaterals releases for 2025 and 2026. Link [here](#).
- 2.3 HA updated on release 19.0 content confirmed so far will be NCC037 and NCC044 - details can be found on the MOSL website [here](#).
- 2.4 HA gave an update on the defects listed for Release 19.
- 2.5 RWA gave an update on Bilaterals Release 15.0 and what can be expected for Bilaterals Release 15.0 and explained the process for how future changes will be made in line with how they are made currently for CMOS.
- 2.6 RWA provided an update on the candidates scheduled for release on 2 March for Bilaterals.
 - Q. TW - Are SLA reports in the Bilateral Hub data extracts the enhanced versions, or will they be updated?
 - A. RWA – Confirmed they are enhanced version.
 - Q. JH - With regards to the new Bilaterals enhanced reports, are the files in MYFILES the final format? No planned changes are going to be made between now & 02/03/2026?
 - A. AC – Currently in the testing phase. Feedback has been requested from TPs by Friday 13 February. Confirmation will be provided in the week commencing 16 February, subject to any changes.
- 2.7 RWA confirmed the current system code versions for all environments will be aligned to Version 18.0.1 by the end of the day.
- 2.8 RWA went over the Settlement timetable, this can be found [here](#) and reminded attendees that reports will be available by 6pm on the day of the publication, please don't raise tickets if they are not published before then.
- 2.9 RWA provided the graph on G reads generation since market opening and said there has been another big improvement over the last year and the G reads have decreased 17% over the last 12 months. The last six months saw the lowest G reads generated since market opening.
- 2.10 RWA went over the scheduled Estimated Reading process run dates until the end of December 2026.
- 2.11 RWA informed attendees about the Non-code change process and where they could submit ideas or any info about the guidance.
- 2.12 HA provided an update on the e-learning videos, requested feedback and suggestions, and stated there are plans to switch to a new learning platform.
 - Q.DM - Can you confirm what e-learning platform you are using i.e. is it an out of the box solution or otherwise?
 - A. HA – It's Talen LMS, out of the box solution
- 2.13 RWA requested users to provide feedback when surveys are sent from tickets to MOSL and CGI ServiceNow.
- 2.14 RWA requested ticket requesters to let MOSL know when an issue is resolved if they've been chased for confirmation.

- 2.15 RWA provided the contact details of the Service Desk for trading parties. If there is an urgent issue outside working hours, trading parties need to raise the incident over the phone to the Service Desk. RWA also encourage trading parties to use the Service Desk for any questions, queries and issues related to CMOS and Bilaterals instead of My MOSL. Although, IP whitelisting, certificate requests and creation/removal of ServiceNow users should still be raised via My MOSL.
- 2.16 AP reminded Trading Parties to use the latest proforma template available on the MOSL [website](#). and advised that the SLA is 5 business days to add a certificate/IP whitelisting.
- 2.17 AP went through the upcoming industry changes related to the lifespan of certificates.
- Q. CG - What will happen to the current certificates that may have been recently renewed prior to the new changes ?
- A. AP – They will not be affected.
- 2.18 AP reminded about CMOS SSO setup process and guidance available on [website](#).

3. Forthcoming Changes with Olivia Blestoe

- 3.1 OB provided an update regarding the latest change proposals. Details for each code change can be found within the slides.

4. Improvements / Data Issues

- 4.1 HA went through Tariffs information.
- 4.2 HA reminded attendees about the recently sent audit regarding the authorised user list and advised that action be taken before the deadline.

5. My MOSL Website Access Role changes

- 5.1 AC went over upcoming changes to MOSL website access roles. Advised that users need to be added during the transition period, and that after 1 April, users without the appropriate permissions will not be able to access the site. AC also reminded attendees that User Admins can assign permissions via My MOSL.

6. Smart Meter Read Hub

- 6.1 SM Provided an update on the current progress of the SMRH programme and the progress of the software development. Also went over the indicative timeline.
- Q. MW - Are you still planning to go live on 1 April?
- A. SM - Yes, as planned. Going live at the beginning of April is optional.
- 6.2 SM reminded about the upcoming Contract Manager planning update and mentioned that there will be a demo of the SMRH during this.
- 6.3 CD provided an update on the high-level architecture and security of the SMRH.
- 6.4 CD talked about the current working groups related to the SMRH programme.
- 6.5 CD mentioned the names of the early adopters and reminded others to sign up soon.
- 6.6 SM provided an overview of the upcoming activities related SMRH.
- 6.7 RWA reminded how to sign up as an early adopter.
- Q. MW - Asked if connectivity testing is the first phase of early adopter testing, with subsequent phases covering data exchange.

A. RWA - Confirmed that the initial phase will involve B2B users completing connectivity testing, with progress monitored before moving to the next phase.

7. Improvements / Data Issues

- 7.1 AC talked about the active and blocked users in CMOS. AC asked members to review and maintain if the blocked users needed to be removed, as there is a significant number and trading parties need to comply with CSD006, maintaining their user accounts. Users can obtain their own CMOS accounts by pulling a report from CMOS, this was shown in the previous ORWG but a video is also on the website. Service Now users have gone up and if there's any feedback trading parties would like to provide trading parties to send a ticket via My MOSL.
- 7.2 AC mentioned the transaction limits in CMOS HVI and MVI. If users need to submit more than the limit on the MVI, they need to raise a ticket in My MOSL and MOSL will examine and plan how the transactions submission can be done. Also, MVI guidance has been published on our website to inform trading parties how MVI accounts can be set up and how maintenance occurs.
- 7.3 AC reminded users that the MVI pre-prod is available Monday to Friday from 8am to 6pm. Users that attempt to submit out of hours will receive an error message.
- 7.4 MDS Reports: Although the MDS reports are usually available in the morning, AC reminded Trading Parties that MOSL has until 6pm each business day to publish them. Sometimes they can be published later that day due to other processes.

8. Any Other Business (AOB)

- 8.1 Slides for December ORWG will be published by tomorrow and minutes in two days.
- 8.2 RWA asked if there was any specific content that trading parties would like to see in the next ORWG, and if so, to email itsupport@mosl.co.uk. Next meeting will take place on 07 April, virtual.
- 8.3 09 June has been suggested for the following ORWG meeting. RWA also asked whether trading parties were happy with the date and it is confirmed in principle.
- 8.4 RWA reminded trading parties to make sure their subscriptions are up to date, in order to receive communications related to the Market Systems.