

Minutes of the Metering Committee Meeting 37

16 April 2024 | 09:30 – 14:00

Via MS Teams

Status of the Minutes: Approved

MEMBERS PRESENT

Spencer Mattia	SM	Chair*	Christina Blackwell	CB	Customer Representative Member
Paul Heron	PH	Retailer Member	Michelle Thompson	MT	Wholesaler Member
Lisa Clarke	LC	Alternate 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
Simon Bennett	SB	MOSL Presenter	Liz D’Arcy	LDA	MOSL Presenter
Simon Norie	SN	Custerian Presenter	Adrian Smith	AS	MOSL Observer
Tammy Bailey	TB	Custerian Presenter	Martin Hall	MH	MOSL Observer

Florentina Monea	FM	MOSL Observer	Sam Webb	SW	MOSL Observer
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APOLOGIES

Richard Barton	RB	Retailer Member	Kevin McCalliskey	KM	Wholesaler Member
Claire Stanness	CS	Retailer Member			

1. Welcome, Apologies and Compliance

- 1.1. The Chair welcomed everyone to the Metering Committee (“Committee”) meeting and noted that apologies had been received from CS, with LC acting as alternate and that late apologies had also been received from RB and KM. It was also noted that SBD.
- 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 agreed to approve the minutes of the Metering Committee meeting held on 19 March 2024 as an accurate record of the meeting.
- 2.2. The Committee agreed that the following actions would be closed: A36_01 and A36_02.
- 2.3. The Committee noted an update on the following actions, which would remain open: A15_05, A16_02 and A29_02.
- 2.4. In relation to action A36_01, AC noted that the comments and actions log circulated did not include the comments provided as part of the Granular Data Sharing Process Report project workshops, but that Artesia had indicated that they would be able to provide this information if it was requested. Following a brief discussion, it was agreed that AC would request the workshop comments from Artesia.

ACTION A37_01

3. Programme Objectives and Achievements

3.1. SF noted that, in the three years since its inception, the Committee had evolved and that, while Quick Start Projects remained important for addressing existing operational issues, more focus was now being placed on the larger strategic topics with the aim of supporting smart meter roll outs and maximising the opportunity they present. SF also observed that the role of the Committee had grown to incorporate oversight of metering-related Market Improvement Fund projects.

3.2. SF highlighted a number of the Committee's key achievements which included:

- Working with Artesia to build the business case for smart metering through the Enhancing Metering Technology report.
- Working with PA Consulting to produce the review of metering roles and responsibilities and taking forward the CPW142 'Wholesaler Smart Meter Reads' Code change.
- Working with Artesia to develop and publish the common Data Interoperability Standard.
- Working with MOSL and the Strategic Panel to develop the Interim National Metering Strategy, which had helped to drive ambitious smart meter roll out proposals.
- Developing a number of Good Practice Guides to help standardise and improve ways of working in the market, including: Hard to Read Meter Definitions; Hard to Read Meter Chamber Debris and Cover Guidance; Meter Data Logger to Smart Meter Process Guidance; and Standard Wholesaler Metering List Guidance. Additionally, the Committee has worked with the RWG to update its Meter Reading Standards, Standardising Meter Location Free Descriptor Good Practice Guidance and Standard Skip Codes and Processes Guidance.
- Introducing a number of Code changes such as: CPW128 'Volume Validation Tolerance'; CPW130 'Transfer Read Estimated Reason Codes'; and CPW143 'Wholesaler Maintenance of YVEs for Non-Market Meters'.
- Working with MOSL and the Strategic Panel to develop the National Metering Strategy for the Non-Household Market.

- Working with Artesia to undertake an initial review of potential granular data sharing solutions.

3.3. SF referred back to the Non-Household Metering Roadmap published in December 2022 noting that the majority of the Roadmap had now been delivered with the main remaining areas of work relating to identifying, developing the case for and implementing a granular data sharing mechanism. SF concluded by observing that the support and buy-in that the Committee has had from the Strategic Panel for its work had been very important in maximising its impact and noting that while the National Metering Strategy would set the framework for what is delivered by the Committee going forward, Quick Start Projects that sit outside that framework but address issues that are preventing meters from being read would need to continue to be delivered alongside that work.

MT joined the meeting.

3.4. The Committee briefly discussed the programme overview provided, expressing support for the increase in focus on strategic issues and delivery of the delegated elements of the National Metering Strategy and noting that, as well as the key achievements delivered that SF had highlighted, it was worth noting the robust assessment of potential changes or actions that the Committee had undertaken which had resulted in the proposed solutions not being taken forward, which also add value in their own way. A number of Committee members also reflected on the collaborative approach adopted by the Committee and the opportunities that it had fostered for knowledge sharing.

3.5. The Chair thanked SF for his presentation.

4. Programme Plan for FY24/25

4.1. CD provided an overview of the proposed key milestones for the metering programme in FY24/25 which were:

- launching the National Metering Strategy;
- developing smart meter roll out prioritisation guidance;
- establishing a method for publishing wholesaler smart meter roll out plans on a customer-friendly, standardised format and monitoring delivery of those plans;

- establishing a method for monitoring adherence to the Data Interoperability Standard and encouraging its use;
- agreeing what analysed data should be provided by wholesalers to retailers as standard;
- review the potential impacts of decreasing numbers of traditional meters (as a result of smart meter roll outs) and the impact on efficiency and economies of scale and identify and initiate any mitigating action to ensure customer service standards are maintained;
- support a review of potential improvements to settlement that could be implemented as a result of smart meter data provision;
- working to review potential granular data sharing mechanisms, including supporting the development of 'use cases', developing interim improvements and establishing the mechanism for taking a decision on a long-term solution and supporting planning for the implementation of the long-term solution;
- developing a standard definition of continuous flow and publishing the definition and supporting guidance; and
- completing existing Quick Start Projects and taking forward a number of new Quick Start Projects (including times ten meters, operational toolbox talks and taking forward the findings of Project NoFlow).

4.2. The Committee noted the planned programme objectives and outputs for FY24/25 including workstreams arising from the National Metering Strategy, the next phase of identifying an enduring solution for granular data sharing and new Quick Start Projects and expressed support for the proposed work programme presented by CD.

4.3. The Chair thanked CD for his presentation.

5. QSP16: Continuous Flow

5.1. RR set out the rationale for developing Guidance on Continuous Flow, noting that most of the nation was classified by the Environment Agency as being under water stress and that

national targets for reduction in water consumption and proposed smart meter roll outs presented a greater opportunity for continuous flow analysis to have an impact.

- 5.2. RR noted that the data used for development of the continuous flow definition was Thames Water data from 2021/22, which had been analysed by Artesia. The rationale for using 2021/22 data was that this data set was post-Covid pandemic restrictions and prior to the point at which Thames had started to share information on continuous flow with businesses (which could have driven interventions that would have skewed the data analysis).
- 5.3. RR provided a detailed run through of the Guidance, including the Definition of continuous flow (set at one litre an hour or more every hour for 14 days for identifying continuous flow and ten litres an hour or more every hour for 14 days for actioning) and recommended actions where continuous flow was identified, which varied according to the level of continuous flow that was identified.
- 5.4. The Committee discussed the draft Continuous Flow Management Guidance and definition noting the following points:
 - The example costs of continuous flow of circa £2,000 per year for a business was a cost per premises. It would also be worth confirming that the number of non-household premises mentioned in the Guidance was the relevant data point for the market and not a whole-UK number.
 - Part of the rationale for setting the standard definition of continuous flow at 14 days was that the analysis showed that this was the point at which you would see genuine continuous flow that needs an intervention from outside the business to highlight it and encourage an action to address the issue.
 - The rationale for setting the level of continuous flow that generates an intervention at ten litres per hour is that this is the equivalent to a very small leak on a toilet or a tap and that setting intervention below this level would not be economical (due to the likely difficulty in locating a leak below this level).
 - It would be beneficial, under wholesaler roles and responsibilities set out in the Guidance, to set the minimum data provision period as more frequent than monthly where there is a Priority One (more than 300 litres per hour) continuous flow to support actions.

- There should be an expectation that the retailer report back to the wholesaler whether any communication has been sent as the result of the provision of a continuous flow alert as well as any other activity undertaken to address the continuous flow or if the customer has confirmed that it is a genuine continuous flow. There was a risk that a lack of standardised method for communicating continuous flow and communicating back any subsequent activity could lead to inefficiency in the market and it was suggested that developing/recommending a standard form of communication could be a follow-on step to the Guidance. There was some suggestion that the Bilaterals Hub could be used for this communication (potentially via a standard template for use under the M1 process), although other potential methods were also acknowledged.
- It was suggested that a potential next step for the workstream, after the publication of the Guidance, could be to undertake a piece of analysis on the most effective method of customer communication to generate interventions that address the continuous flow (including whether the communication was more impactful coming from the wholesaler or the retailer).
- The importance of ensuring complete clarity around the roles and responsibilities for communicating continuous flow to the customer in order to avoid confusion was emphasised by the Customer Representative, along with the need to ensure that the Guidance did not stymie competitive market activity for water efficiency services.
- It was suggested that an expected time period within which retailers should communicate continuous flow to customers should be added to the Guidance and that this could be set at two weeks. Additionally, the Guidance should not be overly specific and unintentionally restrict the method of communication retailers can use.
- Introducing a genuine continuous flow flag was suggested as a potential next step. It was noted that even where there is genuine continuous flow there might still be a leak and that it would be important to try and understand how the level of genuine continuous flow could be benchmarked. It was suggested that using the Project Discovery schema for analysing against the benchmark for the business would be useful and could be included in the recommendations.

- LD noted the crossover between the Guidance and the work of the RWG's Water Efficiency Subgroup and suggested that RR and the Quick Start Project team engage with that group if they had not already done so.
- It was suggested that a central oversight role for MOSL to look at how action on continuous flow could be incentivised within the Market Performance Framework at a futures point could be added to the next steps.
- It was suggested that a survey of trading parties six months after the publication of the Guidance to understand what has been adopted and what has not should be included in the next steps.

5.5. The Chair thanked RR for her presentation and for all of the work she had put into developing the Definition and Guidance and noted that RR would take away the comments provided and work them into the Guidance document before bringing it back for approval at a future meeting.

6. QSP17: Internal Meter Access

- 6.1. MD described the background to the development of the draft Internal Meter Access Guidance, noting that there are 354,877 Internal Meters in the Market (86% occupied), 55,221 are classed as long unread and a further 12,237 are legacy long unread meters (not read in the market). Therefore, in the best interests of the market and its customers, the draft Guidance was developed to provide a framework for wholesalers and retailers to work collaboratively to: obtain a meter read from an internal meter; or make the asset readable; or progress an alternative long-term solution.
- 6.2. MD walked the Committee through the process map and noted that the project team would like to engage with the RWG's Access Subgroup on the process map prior to publication but that they have not been able to as yet.
- 6.3. The Committee discussed the draft Internal Meter Access Guidance noting the following points:
- A Committee member outlined their understanding that the market rules did not permit a move to an unmetered supply unless you are able to first find the meter and identify that it is broken and that a meter exchange is not possible. As a result it was

suggested that the potential move to an unmetered supply moves from its current position in the process map and becomes an option that can be considered where the meter has been found and is broken.

- The Customer Representative suggested that it would be useful to indicate on the process map what the timescale for each step should be and that it would be good to add a step that addresses a scenario where the property is identified as vacant as part of the process.

6.4. The Chair thanked MD for his presentation and his work in producing the Guidance and noted that the comments provided would be considered and further attempts made to engage with the RWG Access Subgroup and that the Guidance would be brought back to a future meeting for approval.

7. Smart Meter Data Analytics Use Cases

7.1. LD introduced Custerian, noting that the main objective of the work they were undertaking was to understand what the expectations of different stakeholders are in relation to market data and that their findings would help to inform the work of MOSL and the Metering Committee and that they would be particularly relevant for the work to identify a preferred granular consumption data sharing mechanism.

7.2. TB outlined how the use case activity linked to MOSL's and the market's strategic priorities, including maximising the benefits of smart metering and noted the significant improvements in data impact being delivered by machine learning, AI and large-language models. TB described the data maturity lens that Custerian would apply to their use case work and outlined a number of indicative example use cases that were being considered (such as smarter settlement, continuous flow / leak identification, tariff innovation, predicting meter failure). SN outlined the process that Custerian would use, which would be to interview individuals or groups of individuals within companies to try and identify the market opportunities and what different customer segments want from the data.

7.3. The Committee welcomed the presentation from Custerian and noted that it would be useful to get a sense of prioritisation from the use cases. The Customer Representative also requested that CCW be added to the list of stakeholders being interviewed by Custerian.

7.4. The Chair thanked LD, SN and TB for their update and noted that LD and Custerian would come back in due course to present the findings from their work.

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 other metering-related projects.

9. AOB incl. Reflections on the Meeting

9.1. The Committee reflected on the meeting.

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