



Name of Group: Planned and Unplanned Subgroup

Meeting Number: 8

13 March 2025 11:30-12.30

Attendees:

Meeting Chair: Mary Porter-Chorley (MPC)

Members: Monica Falasca (MF) MOSL, Zoe Barron (ZB) Yorkshire Water, Matthew Mcleod (MM) Waterscan, Anna Muskett (AM) Wessex Water, Sian Forward (SF) Northumbrian Water, Lauren Walsh (Wave), David Moss (Castle Water), Pam Nash (C&C), Emma Elmes (South East Water).

Secretariat: Sam Mawby

Agenda Item	Meeting Minutes
1. Welcome and Apologies	MPC welcomed everyone to the meeting and noted the following apologies: Ally Logan (Business Stream), Steph Williams (Dwr Cymru), Chris Dawson (MOSL), Katrina Johnson (South East Water).
2. Minutes from 27 November 2024	The minutes from the meeting of 27 November had been agreed ex-committee with no changes and had been published.
3. Actions Update	All actions from the last meeting had been completed or were on the agenda except for: <ul style="list-style-type: none">• The Sub-group agreed to summarise the survey findings and share these with Trading Parties. MPC will share the survey with members of the subgroup for reference.
4. Recommend Draft of Unplanned Events GPG	The sub-group had no further comments on the updated Unplanned Events Good Practice Guide (GPG) and agreed that it should be submitted to the RWG Steering Group for approval.
5. Recommend Draft of Planned Events GPG	Queried whether the planned events guidance for smart metering work needed to be reflected in the Planned Events GPG. Agreed that this was not required as the Planned Events Guide related to alignment with the codes.

	<p>The sub-group had no further comments on the updated Planned Events GPG and agreed that it should be submitted to the RWG Steering Group for approval.</p>
<p>6. Update re: wholesaler use of the Bilaterals hub in relation to Planned and Unplanned Events</p>	<p>The sub-group discussed the opportunity for standardisation in relation to the information submitted by wholesalers to retailers, for the benefit of customers.</p> <p>Noted the challenge to ensure Trading Parties aligned with the market codes/RWG guidance. Also noted challenges around generating standardised wording that goes out to household and non-household customers where different systems are used, in terms of cost and time.</p> <p>Noted that wholesalers would not be aware of how other wholesalers were using/sending the templates. Potential to review anonymised information to identify opportunities for standardisation.</p> <p>Noted that the issue could be with the template itself with mandatory information potentially being submitted in differing formats by wholesalers.</p> <p>MF commented that a letter had been sent to Trading Parties to remind them about the obligation to comply with the notification process outlined in the code, including the template. To date no concerns had been flagged by Trading Parties in relation to ability to comply with the template or processes. MF added that the template would be subject to an audit in 2025-26 in terms of whether it was being used as it should be to comply with the codes (noting that the codes do not mandate what should go in the free text fields).</p> <p>The sub-group discussed the potential to discuss the template at a future User Forum to encourage alignment of approach, to highlight how retailers are using the information and to explore whether the template is working for retailers.</p> <p>Noted that retailers are receiving more information than previously, but it was important to have consistency to facilitate automation and effective processing of the information available.</p> <p>Agreed to gather in anonymised wholesaler templates for the sub-group to review and explore opportunities for standardisation (send to SM at RWG@mosl.co.uk) Action.</p>
<p>7. AOB</p>	<p>n/a</p>

8. Date of Next meeting	6 th May 11:00-12:30
--------------------------------	---------------------------------

Actions from Meeting:

Action	Owner	Completion by
Summarise the survey findings and share these with Trading Parties. MPC will share the survey with members of the subgroup for reference.	MPC	December 2024
Send anonymised wholesaler templates for the sub-group to review and explore opportunities for standardisation (send to RWG@mosl.co.uk)	Wholesaler sub-group members	April 2025