

Operations and Release Working Group – meeting minutes

06 April 2021 | 10:00 – 12:00
 Microsoft Teams
 Conference Call: 0203 3215 238
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 Status of Minutes: Final

MEMBERS PRESENT

Member	Organisation
Ricardo Wissmann-Alves (RWA)	MOSL
Alex Crosbie	MOSL
Hannah Allardice (HA)	MOSL
Abu Rashid	MOSL
Andrea Leeson	SES Water
Anne Smart	Water2Business
Elvia Balogun	Affinity Water
Cat Blair	Veolia Water
Amaresh Das	Thames Water
Dan Bown	Wessex Water
David Oliver	Northumbrian Water
Michael Floyd	United Utilities
Graeme Skene	Castle Water
Greg Hammond	Severn Trent Water

Jane Downing	Southstaffs Water
Jeremy Lunn	Thames Water
Jo Dando	Smarta Water
Lewis Conlon	Welsh Water
Mark Moulton	Severn Trent Connect
Mark Whittall	Waterplus
Mark Russell	Yorkshire Water
Stephen Mattock	Severn Trent Water
Quentin Gallagher	Portsmouth Water
Mark Reeves	Affinity Water
Sandy Johnstone	Yorkshire Water
Silpi Mitra	Thames Water
Steven Bates	Business Stream Yorkshire
Geoff	Smart Water
Clare Green	Affinity Water
Greg Hammond	Severn Trent
Nic Clay-Michael	Gentrack
Richard Varley	Southwest Water
Jordan Wilburn	Southern Water

Emily Workman	United Utilities
Yasmin Ali	Thames Water
Adam Peters	Wessex Water
Lucy Cooper	Thames Water

1. Welcome and Introductions

PURPOSE: FOR INFORMATION

- 1.1 RWA welcomed attendees to the April 2021 Operations and Release Working Group (ORWG) meeting.
- 1.2 RWA proceeded to provide a brief run-through of the meeting's agenda.

2. MOSL Updates

PURPOSE: FOR INFORMATION

- 2.1 RWA provided an update regarding the latest CMOS maintenance schedule.
- 2.2 Next maintenance this year will take place in May 2021 and the last in November 2021. Details can be found on the website [CMOS > CMOS Releases](#) He also advised that a new MOSL website will be launched this month but the PowerPoint presentation will hold the links to the current website.
- 2.3 Release 10 to be deployed 16 April 2021 on MPS2. Release 10.5 has been cancelled due to having no content.
- 2.4. RWA provided details off the NCCs to be deployed in release 10:
 - ◆ NCC016 (Same Day Meter Readings Displayed) will display all meter readings (including retired meter readings) on the meter reads screen. Column currently named 'Removed' will be changed to 'Retired'
 - ◆ NCC017 (Meter DPID Association History) Trading parties can view whether a Meter/DPID association is active, has ended or reactivated, on the expanded associations screen.
 - ◆ NCC019 (SPID status to be displayed on Premises screen) This will be added to the core data of the portal screen under the 'Premises' tab, so the SPID status is viewable without the need to click on the SPID tab.
 - ◆ NCC021 (Addition of business transactions button on to search market information screen) Button 'B' will be a shortcut to the business transaction dossier page.

- ◆ NCC022 (Meter Network Display) Full visualisation of the Meter Network Display regardless if the user are looking at a sub meter or main meter.
- ◆ NCC023 (SPID Tradability Check) New function called 'SPID Tradability Check' in the 'Market Information' menu. Users will be able to input as many Partial SPIDs they wish to be checked. This will provide reasons on why the SPID is reflecting 'Partial Status' and not 'Tradable'.

Change proposal to be deployed as part of Release 10:

- ◆ CPW089 (Adding new data items for T101.W) twelve new fields will be added to the T101.W. It will be Mandatory for the wholesaler to add the below:
 - Developer/Business name
 - Billing Address Line1
 - Billing Address Postcode

If these details are unavailable, the wholesale must add 'Not Known'. Market Design will update the CSD for the Postcode data item to 9 characters in CSD0301. If these fields are not added, then the transaction will be rejected. All other fields are optional. [Change > Changes > CPW089](#)

Q. Will there be a new error code?

A. There will be new error codes. We are still waiting for the final version of the error code list. We will be looking to publish in the next few days.

2.4 RWA confirmed that the majority of the defects still open should be fixed as part of Release 10.

2.5. Release schedule for 2022 has been published. Release 13 has been extended to December due to a clash during the year.

2.6 RWA informed trading parties that there had been a big increase of G reads compared to the previous month. In addition, the next G read run is showing another massive jump for the next RF. Some trading parties had been contacted in relation to meter read rejections. The most common issue seemed to be related to systems requiring to be updated. For example, systems trying to add reads back from 2015 or trying to add reads where there are already reads accepted in CMOS. RWA also asked Wessex for confirmation on whether resending old G read notifications are required. This needs to be checked internally.

2.7 RWA asked trading parties who used the remedy service frequently to respond to the service desk feedback. This allows MOSL to see whether possible improvements can be made to the service.

2.8 Communications have been sent to trading parties regarding an update to emails contact within MOSL. RWA confirmed what emails trading parties should be using when contacting the IT Operations and Some relevant email addresses to this audience:

- ◆ itsupport@mosl.co.uk – queries in relation to IT, partners accounts, MVI, remedy users, SharePoint and proforma access.

- ◆ MOSLservicedesk.uk/cgi.com – Issues related to CMOS.
- ◆ operations@mosl.co.uk – queries related to market operations, settlement, entry and assurance, dispute, compliance.
- ◆ bilaterals@mosl.co.uk – queries related to bilaterals.

The full list of email addresses are in the communication sent by MOSL to all TPs on 22.03.2021.

2.9. RWA also informed trading parties that Bilateral proformas are now being overseen by IT support. There is currently a backlog, but this should be cleared within the next couple of weeks. At present the aim will be to get trading parties set up on the Bilaterals pre-prod environment. At present the focus is on the B2B connection.

2.10. In addition, some minor updates were made to the NCC process. HA informed trading parties that the process had been reviewed and simplified for trading parties. Trading parties can find the new guidance on the website. [CMOS > CMOS Releases](#).

2.11. RWA informed trading parties that MOSL is looking at potentially changing the Meter Manufacturer/ Serial number to case insensitive. If approved, this will be part of a CMOS release. RWA asked trading parties what their first impressions of the change would be. Overall, most trading parties believed that the change shouldn't cause any problems and was a good step forward, but they would need to double check that it didn't cause an impact on their systems and would get back to RWA. NCM and GS mentioned that they would need to make changes to their systems.

Q. Our system checks case sensitive as well and was wondering if this go in line with MOSL business plan. Would it not be easier to get all submissions in line?

A. The codes do not provide any restriction on how this information should be submitted. This is just the way CMOS was designed. We wouldn't see it as a step back as it currently causes more work for retailers, as they have to resubmit the information again.

Q. When would you expect this to be released? It's going to need an XSD chance to 26 T-flows?

A. No, there won't be any changes in the XSD as we are just changing the way CMOS processes the transaction.

Q. Shouldn't everyone be using the same formatting to have the same naming conventions.

A. This won't interfere with wholesalers submitting data. This will purely be related to trading parties submitting meter reads to try and make this process easier.

2.12 No further comments from trading parties.

3. Forthcoming Changes with Abu Rashid

PURPOSE: FOR INFORMATION

3.1 AR provided an update regarding the latest code proposals and changes. There are several changes in flight across planning and implementation.

3.2 Change Proposals in Design:

- ◆ CPW070 (Bilateral Governance) This is currently at Phase 2. Panel is currently happy with this change and looking to implement in July 2021.
- ◆ CPW085.R1 (Premises Vacant transaction link to DPID) Ofwat rejected the change due to some SLAs not being adequately addressed. This has been redesigned and is waiting for Panel to review. Originally predicted for November 2021 but has not been approval by panel due to concerns around the change. Looking to get additional consultant for the change.
- ◆ CPW110 (Sharing non-household emergency contact details) Currently looking to get consultant within the next few weeks.
- ◆ CPW117 (Shortening the late payment default timeline for credit support reduction) Market Design looking for consultation at the end of April.

3.3 Change Proposals in Consultation:

- ◆ CPW106 (Deregistration of long-term vacant premises) Based on the consultation received the solution has been re-designed and MOSL are looking to push forward. This won't have a CMOS impact but may have an operational impact.

3.4 Awaiting Ofwat Decision:

- ◆ CPM015/CPW071 (Panel Self Governance) An expedited route to pass proposals through quicker. Looking to implement 27 August 2021.
- ◆ CPM035 (Panel Election Streamlining) Trying to streamline the panel election process by allowing digital use, etc. Looking to implement 14 May 2021.
- ◆ CPW067.R1 (Bulk Submission of Service Requests via MS Excel) Looking to change the ops terms to allow bulk requests to be submitted through spreadsheets. Looking to implement 27 August 2021.
- ◆ CPW080 (Simplification of Default and Termination Process) Trying to simply the default and termination process in the Business Terms. Looking to implement 14 May 2021.

- ◆ CPW105 (Provisions of Information Obligation) Trying to amend an obligation in the Market Terms. Small tweaks have been added to streamline the processes.
- ◆ CPW111 (Housekeeping change to align the codes with CMOS) So the codes will be aligned with CMOS common sense design. Looking to implement 14 May 2021.
- ◆ CPW109 (Changing the constraints on the customer reads) Looking to implement 14 May 2021.
- ◆ CPW112 (Clarifications to CSD 0102 and CSD 0105) Clarification to the wording for two CSDs as there was confusion around the wording and also to align the codes with CMOS functionality. Looking to implement 14 May 2021.

3.5 Awaiting Implementation:

- ◆ CPM033 (Improved process for managing Data Subject Rights Requests) Trying to improve the process for Data Subject Rights Requests. Implementation date set for 14 May 2021.
- ◆ CPM037/CPW113 (Housekeeping Changes to Correct Typographical Errors and Enhanced Standardisation) Code clean up. No impacts to trading parties or CMOS. Implementation date set for 14 May 2021.
- ◆ CPW114 (Housekeeping Changes to Correct Typographical Errors and Enhance Standardisation) No impacts to CMOS. Implementation date set for 14 May 2021.
- ◆ CPW089 (T101 Adding Billing Address Fields) Part of the Release 10 and codes to be implemented date set for 14 May 2021.
- ◆ CPW099 (Clarify the responsibilities of Trading Parties during a planned event) Trying to clarify the responsibilities of trading parties during an event. Implementation date set for 14 May 2021.

Ofwat Rejected

- ◆ CPW115 (Amending and updating the definition of Insolvency Event to remove the 'negative net assets' criterion) This was rejected because wholesalers can still terminate contract due to negative net assets. Also, no wholesaler has tried to terminate the contracts due to settlement and customer impact.

3.6 No further comments from trading parties.

4. Data issues and Improvements

PURPOSE: FOR INFORMATION

4.1 Back in February MOSL reported 5,497 active users. Currently, the number has decreased to 5,239 users. RWA said trading parties may request a list from MOSL to assist with checking these user accounts, as part of their duties under CSD0006. Remedy users are still on track with 10 or less users. MOSL are happy to provide these lists but it must be requested by a Contract Manager. HA has also contacted trading parties in relation to MVI accounts and managing these accounts.

4.2. HA confirmed that the new observation log has now been added to the website. This was done to streamline the process on MOSL side and make the log more presentable to trading parties.

4.3. Work is ongoing for e-learning material for market entry, reassurance and general training. HA and CGI are still in the process of creating more content base training rather than just transaction submission. MOSL will look to communicate once completed.

4.4. RWA reminded trading parties for the maximum amount of transactions required for HVI and MVI.

- ◆ HVI – 4000/hour/TP from 8am -6pm. 6000/hour between 6pm and 12 am and 3.30 to 8am. No transactions submitted between
- ◆ MVI – 5000/TP/month. Larger volumes need to be communicated for acceptance and planning.

4.10 No further comments from trading parties.

5. Any Other Business (AOB)

PURPOSE: FOR INFORMATION

5.1 RWA confirmed that the slides will be published this afternoon and the meeting minutes will be published within two days.

5.2 Invitations will be sent for the new ORWG meetings on the 8 June 2021 and 11 August 2021. RWA also reminded trading parties to sign up to the mailing list.

5.3 No further comments from trading parties. Meeting ended.