

TDC Meeting 11 – Minutes

18th April 2018 | 10:30 – 12:00 | Teleconference

Status of the minutes: Draft

MEMBERS PRESENT

Name	Role
Elsa Wye	Chair
Jesse Wright	Committee Member (Wholesaler)
Tim Orange	Committee Member (Wholesaler)
Cleo Acraman	Committee Member (Associated Retailer)
Julian Tranter	Committee Member (Wholesaler)
Emma Taylor	MOSL (Observer)
Abu Rashid	MOSL (Secretary)
Pavindeep Dosanjh	MOSL (Observer)

APOLOGIES

Name	Role
Martin Mavin	Committee Member (Wholesaler)
Kirstie King	Committee Member (Associated Retailer)



1. Welcome

PURPOSE: FOR INFORMATION

- 1.1 The Chair began proceedings by welcoming members of the Trading Disputes Committee (TDC) to its eleventh meeting and noted that the committee would not be able to make any decisions at the meeting, as quorum had not been reached.
- 1.2 The Chair suggested a minor amendment be made to point 3.14 of the minutes to the tenth meeting of the TDC, to link settlement automation with settlement reruns and the workload of the Digital Strategy Committee (DSC).
- 1.3 The Chair also informed the TDC of an upcoming Panel strategy meeting where Panel members will be working with the Market Operator (MOSL) to identify market-facing issues and how these can be addressed moving forward.
- 1.4 A committee member queried whether a re-review of data management concerns would be undertaken, as issues regarding data quality and management have been raised at several committees.
- 1.5 The Chair stated that MOSL is currently undertaking work to identify market-facing issues with the DSC. An initial assessment and plan, which will consider the circumstances of all trading parties in the market, will be formulated. The Chair stated that this could possibly be part of the Market Performance Operating Plan (MPOP).

2. Update of Change Proposal Related Work

PURPOSE: FOR INFORMATION

- 2.1 MOSL presented an update of work that had been carried out in relation to the potential change proposal which seeks to extend corrective runs' deadlines and lower materiality thresholds for unplanned settlement runs.
- 2.2 MOSL stated that the potential change proposal had been presented to April's user forum, where it had been received generally well. A few questions had been raised surrounding settlement reruns and the materiality threshold value of £10,000.
- 2.3 MOSL further stated that the potential change may have an effect on the Business Terms of the Wholesale Retail Contract (WRC), in particular the payments terms, as extending corrective runs' deadlines may impact the processes behind trading party invoicing. MOSL stated that, as it cannot lead on changes that impact and change aspects of the Business Terms, it is inviting the TDC to consider
 - (i) whether it should include the questions regarding the extension of corrective runs' deadlines in the Request For Information (RFI) that it will be issuing; and



- (ii) whether two change proposals should be raised going forward; one which seeks to extend the corrective runs' deadlines, which may affect the Business Terms, and the other which proposes a lowering of the materiality thresholds for unplanned settlement runs.
- 2.4 A committee member queried the extent to which the payment terms in the Business Terms would be affected. MOSL stated that the full impacts had not yet been analysed; however, the different dates in the market codes for pre and post-payment may be impacted as a consequence of extending corrective runs' deadlines.
- 2.5 A TDC member stated that when corrective runs are requested, the member's company delays the issuance of invoices in order to take into account the new corrections, but ensures that payment terms are not breached. Another committee member stated that this is what also occurs at the member's organisation.
- 2.6 The committee requested MOSL to clarify its concerns in relation to impacts of the potential change proposal on the payment terms of the Business Terms. MOSL agreed to circulate a paper with TDC members detailing the issue week commencing 23 April 2018.

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3. Draft Annual Report

PURPOSE: FOR INFORMATION

- 3.1 MOSL presented the TDC draft annual report for 2018 and stated that it will look to finalise the report before the next TDC meeting, currently scheduled for 23 May 2018.
- 3.2 MOSL further invited members to review the report and send any comments or suggested amendments by 11 May 2018.
- 3.3 A committee member suggested that the report expands on the disputes process and the general feeling from trading parties on whether the process is efficient or if it is not functioning as intended. MOSL stated that it would look to incorporate industry opinions on the disputes process into the report.
- 3.4 A TDC member stated that the current state of business in the market of companies agreeing on plans to rectify data errors is promising, and that the limited number of officially raised disputes in the market is indicative of positive behaviour.
- 3.5 Another committee member stated that the limited number of raised disputes needs to be considered alongside the fact that Market Performance Standard (MPS) Charges are not yet live and that once trading parties are obligated to commit to certain Service Level Agreements (SLAs) or face financial penalties, there may be certain non-positive changes.



- 3.6 A member stated that, while a broad statement cannot be made that everything is functioning smoothly in the market, it appears trading parties are able to resolve low-level issues and disputes bilaterally.

4. Update of Recent Trading Disputes

PURPOSE: FOR INFORMATION

- 4.1 MOSL stated that, since the last TDC meeting, it has closed four trading disputes raised by Castle Water regarding inaccurate meter data. In all four cases, neither Castle Water nor the other disputing party requested the execution of dispute settlement runs.
- 4.2 MOSL also informed the TDC of three more disputes being raised by Castle Water against Thames Water regarding inaccurate postcodes. Two further disputes have been raised between Northumbrian Water Limited (NWL) and NWG Business, but these disputes were only raised to request the running of dispute settlement runs.

5. Any Other Business (AOB)

- 5.1 The Chair requested members endeavour to attend TDC meetings or send Alternates in their stead, as the TDC cannot operate effectively without input from members.
- 5.2 MOSL noted that the next scheduled meeting for the TDC is 23 May 2018. It stated that the TDC secretary would inform members of whether the meeting will proceed and distribute all relevant papers at least five days prior to the meeting.

There was no further business and the Chair closed the meeting.