

## Operations and Release Working Group – meeting minutes

11 February 2020 | 10:00 – 15:00  
Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ  
Conference Call: 0203 3215 238  
Conference ID: 831982217  
Status of Minutes: Final

### MEMBERS PRESENT

Member	Organisation
Ricardo Wissmann-Alves	MOSL
Alex Crosbie	MOSL
Chris Dawson	MOSL
Mayuresh Tamboli	MOSL
Pam Nash	MOSL – Teleconference
Mark Reeves	Affinity Water
Manesh Patel	Affinity Water
Clare Green	Affinity Water
Andrea Leeson	SES Water
Keith Gladstone	South Staffs Water
Ian Carrington Porter	Water 2 Business
Quentin Gallagher	Portsmouth Water
Jerry Lunn	Thames Water
Mark Whitall	Water Plus

Nathan Morgan	Waterscan
Dan Sharpe	Waterscan
Tas Hussain	Thames Water
Lishan Zeng	Thames Water
Subhash Marti	Thames Water
Mark Emmett	Yorkshire Water – Teleconference
Michael Floyd	United Utilities – Teleconference
Steven Bates	Business Stream Yorkshire – Teleconference
Stuart Mercer	Southern Water – Teleconference
Tony Golder	C&C Group – Teleconference
Brian Traynor	Southern Water – Teleconference
Zuhen Chowdhury	Welsh Water – Teleconference
Graeme Skene	Castle Water – Teleconference
Frederico Santos	Southern Water – Teleconference
Stephanie Croft	Wessex Water – Teleconference
Adam Peters	Wessex Water – Teleconference
Michaela Finlayson	Southern Water – Teleconference
David Oliver-Sheppard	Northumbrian Water – Teleconference
Steve Mattock	Severn Trent – Teleconference

## 1. Welcome and Introductions

**PURPOSE: FOR INFORMATION**

- 1.1 RWA welcomed attendees to the February 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 went through the maintenance schedule, reminding that the next maintenance is on April 20<sup>th</sup> and 21<sup>st</sup> and asked that attendees always use the MOSL website to get that latest updates.
- 2.2 There have been complaints from Trading Parties that they are not receiving the communications on maintenance and completion of maintenance in CMOS. Trading Parties need to subscribe on the MOSL website to the following mailing lists - CMOS outages, updates and release notes and Operational and Release Working Group.
- 2.3 RWA went through the Release schedule, there is 1 change, if a patch drop is needed it will be on the 4<sup>th</sup> May instead of the 1<sup>st</sup> of May due to a Polish bank holiday

## 3. Release Management

**PURPOSE: FOR INFORMATION**

- 3.1 RWA did a rundown of R8.0, the defect log is being changed to make it easier to understand the defect, with a better description of it as well as when the defect is fixed, a description of the resolution. There is no definite timescales to implement this but it's being treated as a high priority. The list of defects (Observations Log) is updated weekly and can be found on the MOSL website, RWA has spoken to CGI about prioritising certain defects such as issues with meter readings and settlements to make sure they are high priority.
- 3.2 RWA did a rundown of R8.5, no changes currently, there might be some NCCs. Possible to include SPIDs status on the search results on the CMOS Portal.
- 3.3 RWA did a rundown of R9.0, CPW077 is planned to be part of this release in November if all approvals and go-ahead are granted in time.
- 3.4 Release schedule for next year follows the same pattern as this year and is published on the MOSL website.

## 4. Settlement Timetable

**PURPOSE: FOR INFORMATION**

- 4.1 Settlement timetable is published on the website
- 4.2 Estimated reading process may need to be run in 2 stages depending on how many days CGI need to run process, but TPs will be notified.
- 4.3 G reads are increasing, they should be going down, so we need to investigate why these are being generated, MOSL will also look into it. We will also support TPs if they need it so please get in touch if help/support is needed.

- 4.4 RWA mentioned there has been other instances of trading parties querying too many SPIDs with partial status and not being tradeable, a lot of these queries can be avoided by reading the CSDs, so it was reinforced the need to read the CSDs to understand the processes. An attendee asked if there was any way to make the process more sturdy, RWA says the best way is to make a change request if something can be improved.
- 4.5 RWA also said for any other processes that you think can be done better or improved in any way to raise a change request, speak to MOSL for support.
- 4.6 RWA asked if there were any questions so far:
- Q: on the T181, wanted to know if affected trading parties would be aware if they had those records that were affected?
  - A: Some would as in some scenarios where they would be trying to submit a transaction, they would be rejected. Others will be contacted directed to help identify the correct information that should be in CMOS.
  - Q: Will there be a design document for new solutions, quite often we get a message back saying the system is working as expected
  - A: refer to CSD in most instances, and also RWA to speak to CGI to improve responses from the Service Desk.
  - Q: what volume of tickets are the service desk getting?
  - A: Not a huge amount – (RWA showed a report) RWA gave some examples of tickets that come to MOSL and what should go to CGI, if something is urgent then speak to MOSL to escalate
- 4.7 RWA is travelling to Poland every 6 weeks now to work more closely with the CGI developers to improve and speed up data fixes in the system as well as defect fixing.

## 5. Non Code Change (NCC)

- 5.1 The NCC tracker can be found on extranet, if you have any issues accessing please let MOSL know.
- 5.2 Tariff Uploads – how is everyone getting on? Only one issue in the room in the draft stage, but all resolved now

## 6. Data Purge with Mayuresh Tamboli

- 6.1 MT provided a presentation about the Data Purge. The data purge is being done because of GDPR. MPS and MPS2 environments will be purged and there will be a limit of 100,000 supply points per trading party.
- 6.2 There are 2 ways of data being uploaded, provide anonymised/pseudonymised data set to MOSL or provide a list of their SPIDs to MOSL and MOSL would anonymise/pseudonymise and load them.
- 6.3 TPs are concerned over SPID numbers being changed MT to take concerns offline and speak to John Briggs (MOSL)
- 6.4 Discussion over what information is going to be purged and anonymised/pseudonymised, document can be found on the website under GDPR
- 6.5 Data load process explained for option 1 and 2
- 6.6 Q: How are validation failures communicated? A: TPs will be contacted directly.

- 6.7 Discussion about how SPIDS in test environment should be replaced with newly owned SPIDS was of concern from TPs. MOSL will take this back to John Briggs/MOSL technical team to look at alternative methods that don't involve changing SPID numbers once final upload is done.
- 6.8 Q: WOC SPIDS? Is there any formal agreement in place about paired SPIDS? A: MT explained that only SPIDS owned by the TP will be uploaded. If the SPID is paired to another SPID owned by another TP, they will have to coordinate themselves with the other TP for them to upload the SPID as well and therefore the SPID would be paired.
- 6.9 Other key points presented, data must be anonymised in line with the guide, it's TPs responsibility to do this, only load current state of supply point
- 6.10 Same data will be uploaded to both environments, unless specifically requested by the TP and do it in good time
- 6.11 Proposed timeline discussed; process starts in Feb 2020 Purge completed by end of July 2020.
- 6.12 Concern over the validation being needed at the same time as CMOS 8.0 release, MOSL are not expecting TP's to do a big amount of testing, just to spot test to make sure that the upload is working correctly and checking things are working as expected with the data loaded as expected, this is just spot test exercise by the TP.
- 6.13 Some questions:
- Q: Is a backup going to be done before the data is loaded in?
  - A: No
  - Q: Will there be any more purges going forward
  - A: Maybe in the future but this won't be something we will be doing every year or so and it is the TPs responsibilities to keep the data without any personal data (GDPR guidelines).
  - Q: If a TP has already supplied their data, should they resupply it again if they have made changes?
  - A: Yes, that's fine no issues with that as long as it is in good time
  - Q: What is the exact date MOSL need the data by?
  - A: MOSL will update the slide to show specific dates, MOSL only need a couple more TP's to help with testing by the end of next week, if going for option 1 need the data by end of march, if going for option 2, list of SPIDS need to be provided by the 1st week of April, so 1 week later, Data will not be uploaded until after release 8, TPs will still be able to upload data in test environments after the purge in the usual way through, HVI, MVI and LVI
- 6.14 Keep checking MOSL website for updates on the data purge, we won't be sending out emails every time an update is made, all documents on the website will be up to date and kept as live documents
- 6.15 TPs to drop an email to Mayuresh Tamboli <Mayuresh.Tamboli@mosl.co.uk> with what option you are likely to go for so we can gauge what TPs are doing

## 7. Forthcoming Changes with Chris Dawson

- 7.1 Updates on CPM021, CPW085 & CPW086 , CPW080, CPW059, CPW067, CPW069
- 7.2 TPs commented the feeling is that it's good to get updates on these as even if it directly doesn't affect CMOS, it can still have an impact on the back end systems for TPs.
- 7.3 Inflight changes presented

#### 7.4 Feedback on some proposed changes:

- CD asked the participant about the Wholesaler being able to submit a meter reading that is non settlement affecting. Thames thinks it's a good idea, Waterscan too, would like notifications in CMOS.
- CD discussed the ownership of meter location and its conflicts on updating X,Y coordinates and meter location - Most TPs think it's a good idea.
- CD mentioned about a possible change to help bring SPIDs into tradeable and the difficulties for Retailers to know what is the billing address - add additional fields in to the T101 to provide more information about the billing address of the SPID

#### 7.5 Request for CD to go over the whole change process.

## 8. Data Issues

8.1 Some TPs have a huge amount of users in CMOS LVI - request to TPs to make sure their accounts are up to date as per CSD006, TPs are in breach of code and also GDPR, liaise with contract managers to update, RWA to talk to CGI to see if users can be removed completely or if this will have an impact on audit trail, TPs are not inactivating accounts and CMOS only blocks after 90 days of inactivity.

8.2 Any data issues for the TPs? Metered networks showing confusing view on the portal, Thames to forward examples to RWA.

8.3 Tariffs not showing correctly, Thames to send example to RWA.

8.4 TPs incurring fines from defects isn't right, examples to be sent to RWA.

#### 8.5 Question

- Q: Thames water, affinity sewage, paired SPID, will wholesaler receive notification?
- A: Yes

## 9. Bilaterals Update

9.1 RWA gave an update on Bilaterals programme

### Any Other Business (AOB)

9.2 Please check the website for updates, anything major will be mailed out

9.3 Next meeting agreed to 21<sup>st</sup> of April. Location? Send emails to RWA with suggestions, if not, MOSL will arrange.

9.4 June meeting confirmed for the 16<sup>th</sup> hosted by Thames Water in Reading

9.5 RWA reminded everyone to subscribe to the communication groups on the MOSL website, CMOS Outages and ORWG to get all the latest comms.

9.6 RWA asked the TPs that any pending defects that are blocking them, to let us know the defect number so we can set priorities correctly and get you an update

9.7 Any other issues to let MOSL know