

Operations and Release Working Group

Ricardo Wissmann-Alves – Head of IT Operations

6 April 2021

Agenda

Item	Description	Who	Time
1.	Welcome and introduction	RWA	10:00–10:15
2.	MOSL updates <ul style="list-style-type: none">• CMOS Maintenance schedule 2021• Release Schedule 2021• Release 10.0 content• Release 10.5• Release Schedule 2022• Settlement• G readings• General information/discussion – including:<ul style="list-style-type: none">• Service Desk feedback, email contacts, Bilaterals Proformas, simplified NCC process	RWA RWA RWA RWA RWA RWA RWA RWA RWA/HA	10:15-10:45
3.	Forthcoming changes update	AR	10:45–11:00
4.	Data Issues / Improvements <ul style="list-style-type: none">• CMOS / Remedy users / MVI users	RWA	11:00–11:15
5.	AOB and wrap up	All	11:15–11:30

Welcome and Introduction

- ◆ Participants
- ◆ Dynamics of web conference
- ◆ Hannah Allardice (IT Functional Consultant) will take the minutes
- ◆ Alex Crosbie (Digital Support Analyst) will state your name, please tell us your company name
- ◆ Feel free to switch your camera on

MOSL Updates

Maintenance Schedule 2021

May		
Monday 24/05/2021	Tuesday 25/05/2021	Wednesday 26/05/2021
MPS2 Outage between 10am and 4pm	MPS Outage between 10am and 4pm + 30 min outage from 6pm for both MPS and MPS2	Mop Up
Saturday 29/05/2021		
PROD Outage between 11pm and 6am		

September		
Monday 20/09/2021	Tuesday 21/09/2021	Wednesday 22/09/2021
MPS2 Outage between 10am and 4pm	MPS Outage between 10am and 4pm + 30 min outage from 6pm for both MPS and MPS2	Mop Up
Saturday 25/09/2021		
PROD Outage between 11pm and 6am		

Published on MOSL website
[CMOS > CMOS Releases](#)
Last updated **24/02/2021**

Maintenance Schedule 2021

Published on MOSL website

[CMOS > CMOS Releases](#)

Last updated **24/02/2021**

November		
Monday 22/11/2021	Tuesday 23/11/2021	Wednesday 24/11/2021
MPS2 Outage between 10am and 4pm	MPS Outage between 10am and 4pm + 30 min outage from 6pm for both MPS and MPS2	Mop Up
Saturday 27/11/2021		
PROD Outage between 11pm and 6am		

Release Schedule 2021

Release	Deployment date	Time	Environment
10.0	16.04.2021	10am-8am	MPS2
	30.04.2021	10am-5pm	Patch drop MPS2
	14.05.2021	6pm-2pm	PROD
	18.05.2021	10am-5pm	MPS
10.5	Cancelled - no content		
11.0	01.10.2021	10am-8am	MPS2
	15.10.2021	10am-5pm	Patch drop MPS2
	05.11.2021	6pm-2pm	PROD
	09.11.2021	10am-5pm	MPS

Published on MOSL website [CMOS > CMOS Releases](#), including the Release Notes for the latest Release, which is updated on a weekly basis if changes have occurred

Release Management – R10.0

- 💧 NCC016 – Same Day Meter Readings Display
- 💧 NCC017 – Meter DPID Association History
- 💧 NCC019 – SPID status to be displayed on Premises screen
- 💧 NCC021 – Addition of business transactions button to search market information screen
- 💧 NCC022 – Meter Network Display
- 💧 NCC023 – SPID Tradability Check
- 💧 CPW089 – T101 Adding Billing Address fields

Further details for **NCCs** on MOSL website ([Market Codes > Change > Non Code Change Requests](#)) or [MOSL Extranet - Non code change requests tracker](#)

Further details for **CPWs** [Market Codes > Change > Changes](#)

Release Management – R10.0

- NCC016 – Same Day Meter Readings Display
 - Display of all meter readings (included retired readings) within the meter readings screen
 - Current heading of the column stating “Removed” will be changed to Retired

Release Management – R10.0

- NCC017 – Meter DPID Association History
 - Expand Meter / DPID association displays to show a historic meter / DPID association
 - All meter / DPID associations that have been active at the SPID will be shown
 - Trading Parties will be able to see when the active Meter / DPID ended and any reactivations that may occur after.

Release Management – R10.0

- NCC019 – SPID status to be displayed on Premises screen
 - SPID status to be shown on the Premises tab of the SPID
 - Addition to the Core Data section of Premises where it displays the details of the Supply Points

Release Management – R10.0

- NCC021 – Addition of business transactions button on to search market information screen
 - A new button (B) for the BTD (Business Transactions Dossier) will be added on the results for the “Search Market Information” on the CMOS Portal.
 - This will be a shortcut to go directly to the BTD

Release Management – R10.0

- 💧 NCC022 – Meter Network Display
 - 💧 Full visualisation of the Meter Network Display, regardless of the meter selected
 - 💧 If the meter selected is a sub-meter, then the Meter Network Display will show the main meter
 - 💧 If the meter selected is a main-meter, then the Meter Network Display will show the sub-meter(s)

Release Management – R10.0

- 💧 NCC023 – SPID Tradability Check
 - 💧 New Market Function in CMOS Portal called “SPID Tradability Check” under “Market Information” menu
 - 💧 Fill in with as many Partial SPIDs as the user wishes
 - 💧 Results will be provided with the reasons SPID is not Tradable

Release Management – R10.0

- ◆ CPW089 – T101 Adding Billing Address fields
 - ◆ T101.W / T102.M New Data Items
 - ◆ **Developer/Business name***
 - ◆ Customer Banner Name (if different from Customer Name)
 - ◆ Billing Address Building Name
 - ◆ **Billing Address Line 1***
 - ◆ Billing Address Line 2
 - ◆ Billing Address Line 3
 - ◆ Billing Address Line 4
 - ◆ Billing Address Line 5
 - ◆ **Billing Address Postcode***
 - ◆ Contact Name
 - ◆ Contact Email
 - ◆ Contact Number

* Mandatory fields: if they are not known, then fill in with “Not Known”.
Remaining fields are optional and will be included in T102.M if provided in T101.W

Release Management – R10.5

- 💧 Release cancelled
- 💧 No content

Release Schedule 2022

Release	Deployment date	Time	Environment
12.0	15.04.2022	10am-8am	MPS2
	29.04.2022	10am-5pm	Patch drop MPS2
	13.05.2022	6pm-2pm	PROD
	17.05.2022	10am-5pm	MPS
12.5	29.07.2022	10am-8am	MPS2
	12.08.2022	10am-5pm	Patch drop MPS2
	26.08.2022	6pm-2pm	PROD
	30.08.2022	10am-5pm	MPS
13.0	28.10.2022	10am-8am	MPS2
	11.11.2022	10am-5pm	Patch drop MPS2
	02.12.2022	6pm-2pm	PROD
	06.12.2022	10am-5pm	MPS

Published on MOSL website [CMOS > CMOS Releases](#)

System Code versions

System	Version	as of date
PROD	9.0.1 (60111)	06/04/2021
MPS	9.0.1 (59141)	06/04/2021
MPS2	9.0.1 (59141)	06/04/2021

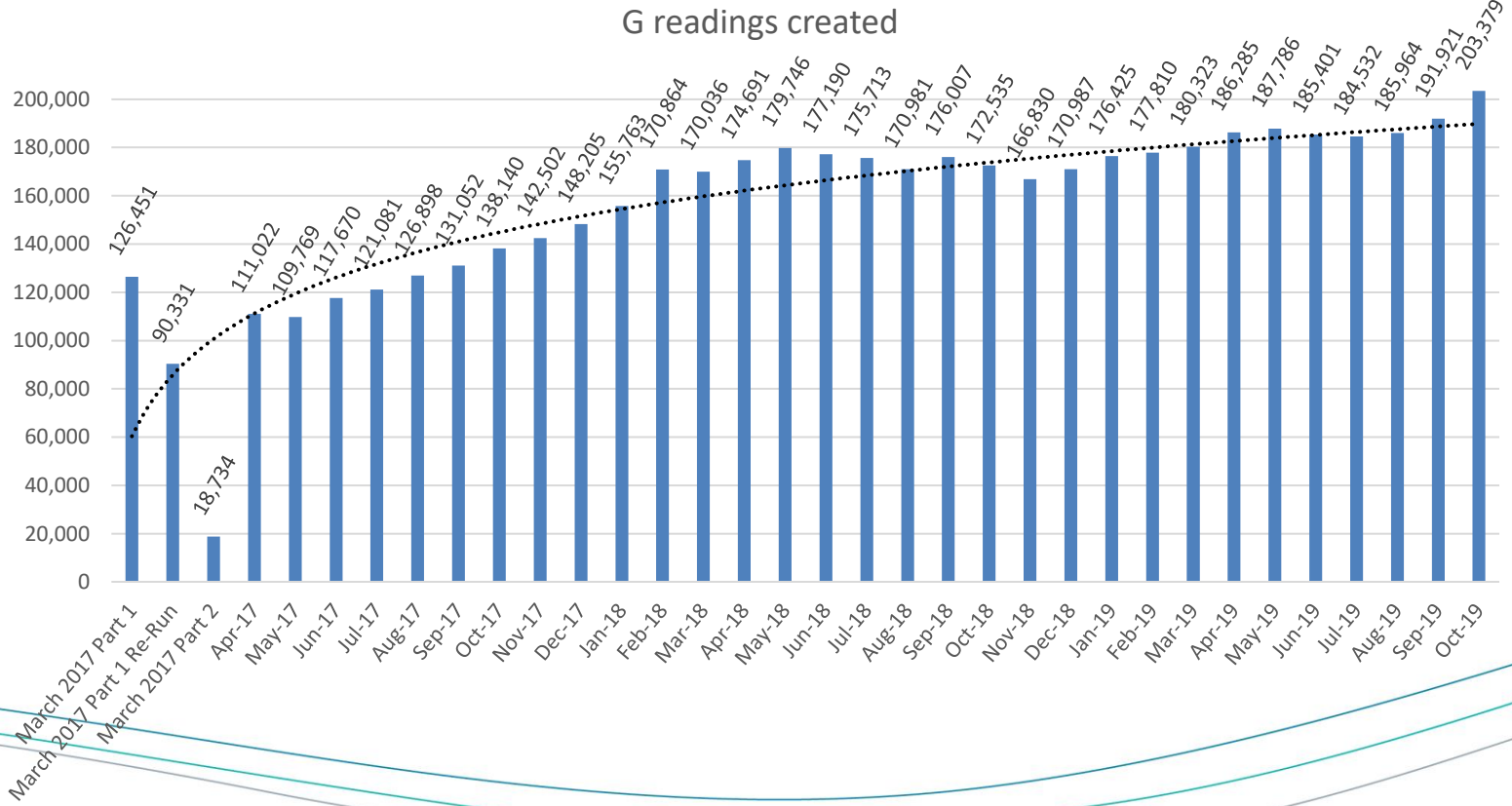
Settlement

Settlement timetable

Published on MOSL website [Customer Journey > Settlement > Settlement Runs](#)

Month	Publication date	R1	R2	R3	RF	P1
Dec-20	04/12/2020	Nov-20	Sep-20	Mar-20	Jul-19	-
Dec-20	08/12/2020	-	-	-	-	Jan-21
Jan-21	07/01/2021	Dec-20	Oct-20	Apr-20	Aug-19	-
Jan-21	08/01/2021	-	-	-	-	Feb-21
Feb-21	04/02/2021	Jan-21	Nov-20	May-20	Sep-19	-
Feb-21	05/02/2021	-	-	-	-	Mar-21
Mar-21	04/03/2021	Feb-21	Dec-20	Jun-20	Oct-19	-
Mar-21	10/03/2021	-	-	-	-	Apr-21
Apr-21	08/04/2021	Mar-21	Jan-21	Jul-20	Nov-19	-
Apr-21	09/04/2021	-	-	-	-	May-21
May-21	07/05/2021	Apr-21	Feb-21	Aug-20	Dec-19	-
May-21	07/05/2021	-	-	-	-	Jun-21
Jun-21	04/06/2021	May-21	Mar-21	Sep-20	Jan-20	-
Jun-21	09/06/2021	-	-	-	-	Jul-21
Jul-21	06/07/2021	Jun-21	Apr-21	Oct-20	Feb-20	-
Jul-21	09/07/2021	-	-	-	-	Aug-21
Aug-21	05/08/2021	Jul-21	May-21	Nov-20	Mar-20	-
Aug-21	09/08/2021	-	-	-	-	Sep-21
Sep-21	06/09/2021	Aug-21	Jun-21	Dec-20	Apr-20	-
Sep-21	09/09/2021	-	-	-	-	Oct-21
Oct-21	06/10/2021	Sep-21	Jul-21	Jan-21	May-20	-
Oct-21	08/10/2021	-	-	-	-	Nov-21
Nov-21	04/11/2021	Oct-21	Aug-21	Feb-21	Jun-20	-
Nov-21	09/11/2021	-	-	-	-	Dec-21
Dec-21	06/12/2021	Nov-21	Sep-21	Mar-21	Jul-20	-
Dec-21	08/12/2021	-	-	-	-	Jan-22

RF Settlement runs – G Readings



General information / discussion

- Service Desk feedback
 - Please respond to “Satisfaction Survey Request” from the Service Desk whenever you receive an email (noreply_itsm.uk@cgi.com)

MOSL email contact

- 🔹 Email sent on 22.03.2021 – MOSL mailboxes, include:
 - 🔹 itsupport@mosl.co.uk – queries/questions related to IT Operations, including MOSL partners accounts, MVI, Remedy user issues, SharePoint access issues and **Proformas**.
 - 🔹 MOSLservicedesk.uk@cgi.com – queries and issues related to CMOS.
 - 🔹 operations@mosl.co.uk – queries/questions related to market operations, including settlement, market assurance, market entry, disputes, compliance and audit and R-mex.
 - 🔹 bilaterals@mosl.co.uk – queries/questions related to Bilaterals.
- 🔹 New MOSL website launching at the end of April

Bilaterals Proformas

- IT Operations took over the management of the Bilaterals Proformas as well
- There is a backlog that will be cleared in the next couple of weeks
- We will be in touch once the certificates have been applied so that TPs can do their connectivity tests

Non-Code Change Process - simplified

Guidance and template: [CMOS > Training & Guidance > MOSL Guidance > Non-Code Change \(NCC\) Request Guidance](#)

- ◆ Simplified process
- ◆ Allows changes to CMOS or MOSL systems to be requested and considered
 - ◆ Fill in the template and email itsupport@mosl.co.uk

NCC tracker

Request title	Date submitted	NCC Ref	Trading party Category	Trading party Name	Describe the issue	Status	Target Release	
SPID Tradability Check	16/12/2020	NCC023	LVI	MOSL	Ricardo Wissmann-Alves	Currently Trading Parties have some difficulty in the identification of why a SPID status does not go to Tradable and remains as Partial. This generates queries to the Service Desk and MOSL directly, which in turn can take a while to analyse and therefore cause delays and frustration to Trading Parties.	Review	CMOS 10.0
Meter Network Display	22/10/2020	NCC022	LVI	MOSL	Ricardo Wissmann-Alves	Currently a meter network is only displayed from the main meter downwards, with no information linked directly to the sub meter. In the "Meter Network" section of the Meter tab in the CMOS Portal, it shows the sub-meter(s) details associated with the main meter. When clicking on the sub-meter, regardless of the sub meter type, the user can't see that this meter is actually a sub-meter in a meter network. So any updates must be made with existing knowledge of the meter network that the user wishes to amend, which will have to be found in the Business Transaction Dossier or in Core Data.	Review	CMOS 10.0
Addition of business transactions button on to search market information screen	09/11/2020	NCC021	LVI	United Utilities Water Limited	Michael Floyd	CMOS offers users the option to select one of up to 5 buttons in the search market information screen to enter into a SPID depending on the set up of the SPID. As below where a SPID is set up for water & sewerage changes with an active meter & active DPID all 5 buttons are displayed. You are taken into the part of the SPID you wish to view depending on the button selected. Selecting P as an example will take you straight into the premises tab as below. Note that there is an additional tab not displayed on the front screen which is for business transactions. To navigate to the business transactions page you have to select one of the 5 buttons above then tab into the business transactions page. There is currently no way of going directly into the business transactions page. We often go into this page directly to find out granular information on transactions performed against a SPID.	Review	CMOS 10.0

Meter details in transactions

- ◆ MOSL is looking at possibly make the Meter Manufacturer / Serial number case insensitive in the transactions
- ◆ If the changes goes ahead it will be part of a CMOS Release
- ◆ E.g.: Meter reading submitted as Meter: Elster, Serial Number: 15M123456
 - ◆ This matches in CMOS as **ELSTER** and Serial number 15**m**123456
- ◆ The .M notification would return the details in CMOS (not the submitted ones, if matched). In the above example, it would return: ELSTER and 15m123456
- ◆ Do you see any issue for your systems if this change is implemented?

Forthcoming Changes Update

Abu Rashid, Senior Market Design Analyst

In-flight Changes

In-flight Change Proposals

Planning and Design			Consulting			Recommendation			Ofwat Decision			Awaiting Implementation			
Ref	Process	Title	Ref	Process	Title	Ref	Process	Title	Ref	Process	Title	Ref	Process	Title	Release
CPW070	S	Bilaterals Phase 1	CPW106	C	Management of Long Term Vacants	CPW116/ CPM038	C	Clarification and removal of redundant clauses in the Unified Disputes process	CPW071/ CPM015	S	Panel Self-Governance	CPM033	C	Improved process for managing Data Subject Rights Requests (14-May-21
CPW070a	S	Bilaterals Phase 2: Meter verification/C1							CPM035	M	Panel Election Streamlining	CPM037/ CPW113	M	Housekeeping Changes to fix typographical errors and ensure	14-May-21
CPW110	S	Sharing Non-Household Emergency Contact Details							CPW067.R1	S	Bulk submissions of service requests via MS	CPW089	M	T101 Adding Billing Address fields	14-May-21
CPW085.R1	M	Premise Vacant transaction link to DPID							CPW080	C	Simplification of Default and Termination Process	CPW099	M	Clarify the responsibilities of Trading Parties during a	14-May-21
CPW117	M	Shortening the late payment default timeline							CPW105	M	Provisions of Information Obligation	CPW114	M	Housekeeping Changes to fix typographical errors and	14-May-21
									CPW109	S	Changing the constraints on customer reads				
									CPW111	M	Housekeeping change to align the codes with CMOS				
									CPW112	M	Clarifications to CSD 0102 and CSD 0105				
									CPW115	M	Amending and updating the definition of Insolvency Event to				

Change Proposals in Design (1/2)

Reference	CPW070
Title	Bilaterals Governance
CMOS Impact	Y
Group	Code Advisory Group
Update	<ul style="list-style-type: none"> • Phase 1: 'Initial set up' completed 31 Oct 2020. • Phase 2: 'CPW070a Meter Verification Process C1' to be presented to the Panel via code drops from Jan 2021. Panel approval will be sought Apr 2021 for implementation by 31 Jul 2021. • Phase 3: 'CPW070b Various Operational Terms Processes 1' due to be implemented by 30 Nov 2021. • Phase 4: 'CPW070c Various Operational Terms Processes 2' due to be implemented by 31 Mar 2022. • Phase 5: 'CPW070d Various Operational Terms Processes 3' due to be implemented by 30 Jun 2022.

Change Proposals in Design (2/2)

Reference	CPW085.R1	CPW110	CPW117
Title	Premises Vacant transaction link to DPID	Sharing non-household emergency contact details	Shortening the late payment default timeline for a credit support reduction
CMOS Impact	Y	Y	N
Group	MOSL	MOSL	MOSL
Update	<p>MOSL is working with the proposer to address concerns raised by the Panel at its Feb 2021 meeting.</p> <ul style="list-style-type: none"> • Earliest Implementation Date: May 2022 	<ul style="list-style-type: none"> • Panel Recommendation: June 2021 • Implementation Date: May 2022 	<ul style="list-style-type: none"> • Panel Recommendation: June 2021 • Implementation Date: 5 Nov 2021

Change Proposals in Consultation

Reference	CPW106
Title	Management of Long-Term Vacant Supply Points
CMOS Impact	N
Group	MOSL
Update	<ul style="list-style-type: none"> • This change seeks to improve the verification and management of Supply Points associated with long term vacant premises. • Following an earlier consultation in November 2020, the solution has been amended to extend the minimum read frequency for long-term vacant SPIDs to five years. Therefore, this change is being re-consulted upon.
Consultation	24 Mar – 11 Apr
Panel Recommendation	29 Jun 2021
Implementation	27 Aug 2021

Change Proposals for Panel Recommendation in Mar 2021

Reference	Title	CMOS Impact	Group	Implementation
CPW116/ CPM038	Clarifications to CSD 0102 and CSD 0105	N	MOSL	27 Aug 2021

Awaiting Ofwat Decision (1/2)

Reference	Title	Projected Implementation Date
CPM015/ CPW071	Panel Self-Governance	27 Aug 2021
CPM035	Panel Election Streamlining	14 May 2021
CPW067.R1	Bulk Submission of Service Requests via MS Excel	27 Aug 2021
CPW080	Simplification of Default and Termination Process	14 May 2021

- **CMOS impact:** none

Awaiting Ofwat Decision (2/2)

Reference	Title
CPW105	Provisions of Information Obligation
CPW109	Changing the constraints on customer reads
CPW111	Housekeeping change to align the codes with CMOS
CPW112	Clarifications to CSD 0102 and CSD 0105

- **Projected implementation date:** 14 May 2021
- **CMOS impact:** none

Awaiting Implementation

Reference	Title
CPM033	Improved process for managing Data Subject Rights Requests
CPW089	T101 Adding Billing Address Fields
CPW099	Clarify the responsibilities of Trading Parties during a planned event
CPM037/ CPW113	Housekeeping Changes to Correct Typographical Errors and Enhance Standardisation
CPW114	Housekeeping Changes to Correct Typographical Errors and Enhance Standardisation

- **Implementation date:**
14 May 2021
- **CMOS impact:**
Only CPW089

Ofwat Rejected

Reference	Title	Reasons for rejection
CPW115	Amending and updating the definition of Insolvency Event to remove the 'negative net assets' criterion	<ul style="list-style-type: none"> • A Wholesaler can still terminate a Wholesale Contract due to a Retailer having negative net assets under CPW115. • To date, no Wholesaler has sought to terminate a Wholesale Contract due to an Insolvency Event. • Currently, a Wholesalers must provide evidence that a Retailer cannot pay its debts if it chooses to commence Wholesale Contract termination on this basis. • The definition of Insolvency Event in the WRC does not replicate insolvency legislation and instead is a common commercial contractual provision.

Data Issues / Improvements

Data issues – CMOS/Remedy users

- ◆ CMOS users – February we had 5,497 active users. Today 5,239
 - ◆ A good decrease of 258 users since February but still too high
 - ◆ CSD006 – Trading Party Administration and Notification Process ([Market Codes > Codes](#))
 - ◆ Trading Parties are responsible for maintaining user accounts on the Market Operator Systems, including the termination of accounts as part of the exit process for leavers, but **always within one (1) week of the user having left the Trading Party.**
- ◆ Remedy users – maximum 10 users per Trading Party – on track
- ◆ If you would like a list of your active users in CMOS to review, request it via email to itsupport@mosl.co.uk (Needs Contract manager approval)

Data issues – MVI users

- ◆ Contract Managers were contacted with a list of MVI users to review
- ◆ Whenever a MVI user leaves the company or no longer needs access to MVI, the Contract Manager needs to email the details to itsupport@mosl.co.uk so the user can be blocked

Improvement – Observation Log

- ◆ Purpose: To simplify the observation/workaround log process internally and externally – discussed at the last meeting.
- ◆ Implementation this month

New CMOS Training Material / e-learning

- ◆ Work is ongoing and the first e-learning will be Market Entry
- ◆ Followed by Trading Party Reassurance
- ◆ And General training
- ◆ Details will be communicated to the TPs

Data issues – Transactions' submission

💧 HVI Transactions

- 💧 Maximum number of transactions to be submitted: **3,600/hour/TP** (since the end of March 2020 increased to **4,000/hour/TP** from 8am to 6pm and, 6,000/hour between 6pm and 12am and 3:30am to 8am). No transactions to be submitted between 12am and 3:30am.

💧 MVI Transactions

- 💧 5,000 transactions/TP/month
- 💧 We have increased this since the end of March 2020 for specific situations, but larger volumes **need to be communicated in advance** for acceptance and planning.
- 💧 In any case, **only submit one batch at a time**. Once that batch is finished processing, then another one can be submitted

AOB and wrap up

- ◆ Slides will be published on the website this afternoon
- ◆ Meeting minutes to be published on the website in 2 days ([CMOS > ORWG](#))
- ◆ Date of next meeting: 8 June 2021 – virtual meeting
- ◆ August meeting: 11 August 2021 – virtual meeting
- ◆ Everyone subscribed to the mailing list on our website? “CMOS outages, updates and release notes” and “Operations and Release Working Group (ORWG)”