

**62nd Technical Panel Meeting
Approved Minute**

Present

Derek Ellery (DE) – CMA (TP Chair)
Amanda Hancock (AH) – CMA (TP Secretary)
Jeremy Atkinson (JA) - CMA
Andrea Mancini (AM) – Commission
Laima Andrejevaite (LA) - Commission
David Innes (DI) - Commission
Belinda Oldfield (BO) – Scottish Water
Duncan Innes (DI) – Business Stream
Peter Strain (PS) – Castle
Mike Brindle (MB) – Water Plus Ltd
Ian Grundy (IG) – Pure Utilities
Paul Connelly (PC) – Blue Business Water
Alastair Ross (AR) – CWS
Neil Hemmings (NH) – Scottish Water (Part)

Apologies

David Sigsworth (DS) – CMA (TP Chair)
Tony March (TM) – AWBN
Tom May (TMV) – Veolia
Rich Rankin (RR) – Brightwater

1. Introductions and Minute

AH confirmed that no comments had been received on the minute. There were no further comments in the meeting. The minute was approved by the meeting.

2. Actions and Administrative Update

AH provided an update on the action log, noting that all outstanding actions had now been closed off.

AH noted that no proposals had been withdrawn or rejected since the last meeting.

AH noted that M CCP220 had been approved, and would be implemented with the February Release.

AH noted that no Commission Changes had been implemented since the last TP meeting, and M CCP222 – CC Criteria for Live RV Data Updates had been introduced since the last meeting.

There was one new Bulletin, BU121 for the Office and CS availability over the Christmas period, issued on 6th December 2017. No Guidance Notes had been issued, and no change to the TP meeting dates.

3. Change Proposals in Progress

AH noted that there were no change proposals in progress at this time.

4. New Change Proposals

MCCP215 CSD0104 Redraft

AH advised that this proposal had been brought forward by the CMA in an attempt to streamline the CSD and make it easier to interpret. AH advised that the documentation had been presented at the October MPF, and then subsequently circulated with some additional comments from SWW. No comments were received on the papers. DE asked the meeting for approval of the proposal, the meeting unanimously approved MCCP215.

AP444 AH to prepare final report and forward MCP215 to WIC for consultation.

MCCP222-CC Criteria for Live RV Data Updates

This proposal was presented by AM who talked the meeting through the proposal, detailing the circumstances where a SPID would be subject to transition, and also indicating the impact any changes to LRV would have. No comments were received in the meeting, however AM advised that he was happy to take any comments offline on this paper.

MCCP219 February 2018 Release

AH advised that this proposal had been brought forward by the CMA and was the standard release proposal, designed to capture any final refinements to the MC and CSDs as well as consolidate changes being delivered in this release. AH advised that this suite of documentation captured all previously approved changes, along with changes identified in MCCP215 and MCCP222-CC which had been presented earlier in the meeting. DE asked the meeting for approval of the proposal, the meeting unanimously approved MCCP219.

AP445 AH to prepare final report and forward MCP219 to WIC for consultation.

MCCP223 Additional SAA Absence Codes

BO introduced this proposal and advised that as part of the ongoing SAA work, SW had identified a number of new absence codes for SAA references which would provide a more accurate description of why codes are missing. All members were supportive of this proposal and as such, it was unanimously approved by the meeting.

AP446 AH to prepare final report and forward MCP223 to WIC for consultation.

OCCP056 GAP Site Processing Timescales

AH advised that this proposal had been brought forward by Business Stream, and looks to add the operational code changes required to align the code with the changes approved in MCCC220 which was approved by the meeting in October. These changes will improve the New Connections process by aligning timescales and remove unnecessary delays.

DE asked the meeting for approval of the proposal, the meeting unanimously approved OCCP056.

AP447 AH to prepare final report and forward OCCP056 to WIC for consultation.

5. Forward Planning Report

AH presented the forward planning report and confirmed that there were three new CMAPx changes that were new, and since publication of the report had now been approved. CMAPx177 picked up issues that had been raised by participants included formatting for SAA reference numbers, clarification on the transfer window and pre-population of submit transaction page. CMAPx178 is a replacement of all Symantec SSL certificates as a result of a number of providers ceasing to place trust in the certificates issued by Symantec. AH added that this would be undertaken in March / April, following the February release. The last proposal, CMAPx179 was the projected RF settlement runs that the CMA has agreed to provide to participants in support of the changes to LRV to allow LPs to generate glide paths for each of their customers. This will be provided as an additional service, however will not be a chargeable service.

AH concluded that if anyone would like further detail on any of these proposals, then please contact the office.

6. Performance Enhancement Project – Landlord SPIDs – SWBS

DI introduced this paper and advised that this had been drawn out of ongoing discussions at the MPF around the need for a link between landlord SPIDs and the sewerage / drainage SPIDs they service. DI noted that SWBS would be looking to provide a formal MCCP at the February 2018 meeting, but wanted to bring forward a paper to the December TP as SWBS would be looking to deliver this project as a performance enhancement project, and would therefore be looking to take a proposal to the January CMA Board asking for funding for the project.

DI was mindful of the fact that the CMA Board would look for views of the TP whilst considering any proposal. DI then talked the meeting through the detail of the proposal. MB asked whether the request for funding was linked to pushing forward with the project, or would it come to a halt without the funding. DI confirmed that it could go ahead as a BAU project, but that it would not be delivered as quickly, or indeed as successfully if it were not managed as a standalone project.

JA asked whether the project was time sensitive, or would it be more pertinent to wait until the March Board and ensure that all the required data on the projected work and costs was available. DI stated it was time critical as the current estimates were based on utilising the resource currently due to be released from the SAA project, which would allow the project to hit the ground running with staff fully up to speed. If there was a delay, it may be more costly to recruit new staff, and would take additional time to train them up.

IG stated that conceptually, Pure supported the requirement, but asked about the proportionality of the benefits across the Market. Would the incumbent not benefit most from this proposal, and therefore potentially making the proposal revenue biased. DI agreed, but added that the additional benefits to accurate data and ease of switching would benefit the Market as a whole. DI also added that due to its size, the incumbent also contributed more in CMA charges, thus was all relative.

BO added that from a Market data perspective, SW would support this project. MB asked how much a change on CS would cost to implement this. AH advised that the CMA would need to undertake an impact assessment to advise. AR asked whether it was intended to cleanse data as part of the project. DI advised he was unsure that this time, but if not, it could be built in to the proposal.

MB commented that Water Plus was supportive of the change in principle, however had some concerns around whether this should be a performance funded project. MB further suggested that perhaps it could be jointly funded between the performance pot and the proposer. PC supported the proposal, adding that it was often difficult to switch in a multi tenancy scenario due to lack of information.

DE asked about next steps for the proposal. BO commented that if SWBS intended on utilising the existing SAA resource, then it would be good for DI to attend the next steering group in January. AH asked whether the proposal needed to be a joint proposal given it originated from SWBS but was proposing to utilise SW resource. This needed to be considered. JA added that there would need to be more detail on the costings for any paper to be considered by the CMA Board. IG asked whether the project was likely to exceed 3 months. DI advised that this was unlikely based on current estimations.

7. Live Rateable Value Communications Plan – WIC {Neil Hemmings joined the meeting for this Agenda Item}

AM introduced this item and advised the meeting that it was imperative that communication was consistent and clear. AM further stated that this was an

opportunity for LPs to feed into the process to ensure any help was provided from Scottish Government in keeping your customers up to date. NH then took the meeting through the papers that had been circulated. NH advised that a number of comments had already been incorporated, but that any further comments would be welcomed. NH then advised that the SG could provide either one sided or two sided postcards with official government logos setting out the details of the LRV changes stating that this is a policy change. A number of LP's expressed an interest in getting an electronic copy of any official letter rather than a postcard.

NH advised that there would also be a notice going out to industry bodies and non industry bodies in the standard format reiterating the detail of this policy in order to reach as many customers as possible.

NH also advised that the government would look to do a social media relaunch, but would like an indication of timing to ensure it tied in with LP communication plans. MB stated that so long as it was in plain English and had an official government logo on it, an electronic copy of any letter / FAQ document would be preferable as they would integrate it into their own comms plan.

NH agreed to draft an email with a list of requirements that LP's could choose from. CMA would then collate this and circulate, and feed responses back to SW.

AP448 NH to draft an email with list of requirements for the CMA to issue. AH to collate responses and circulate to SW.

AR asked if the current Scottish Government FAQ link from December 2016 could be refreshed as part of the communications plan.

8. Any Other Business

New Licensed Providers

AH advised that The Water Retail Company had received their License, and was now active on the Central Systems. AH further advised that ADSM had now received their License, but were not yet CMA Members, or active on the Central Systems.

SW Systems Update

BO confirmed that SW's new financial system was now up and running and they were now billing on the new system. Their CRM system's GIS system was now live in August last year. BO advised that this was a major IT transformation internally, and if there were any service issues please ensure they let their account team know.

CMA Charges

DI introduced this and advised that due to a number of data errors by an LP, there had been some significant fluctuations in CMA charges (~5% in market share). DI suggested it may be worth doing a reconciliation at the year end to ensure is disparity was rectified.

BO would it not be a question of materiality to determine whether additional steps are required. DE questioned whether there was anything in the Market Code to deal with this. AH advised that there was no provision for this at present, and that a formal code change would be required to allow the CMA to do this. AM asked if there was any precedent. AH advised that this has not been raised as an issue before. JA added that given we have done a number of these additional service runs, it was unlikely to be a new issue, but one that had not been raised before.

DE suggested it may be worth everyone taking this away to think through possible options for addressing this issue, and possibly bring forward at a later date.

DE asked the meeting whether there was any other business for discussion. The group confirmed there was not. There being no other business, DE formally closed the meeting.

Action Summary

Action	Subject	Update
<i>From the minute of the 61st Meeting (19th October 2017)</i>		
AP442	DI to review Operational Code and advise if any changes required as a result of M CCP220.	Complete
AP443	AH to prepare final report and forward MCP220 to WIC for consultation.	Complete
<i>From the minute of the 62nd Meeting (14th December 2017)</i>		
AP444	AH to prepare final report and forward MCP215 to WIC for consultation.	
AP445	AH to prepare final report and forward MCP219 to WIC for consultation.	
AP446	AH to prepare final report and forward MCP223 to WIC for consultation.	
AP447	AH to prepare final report and forward OCCP056 to WIC for consultation.	
AP448	NH to draft an email with list of requirements for the CMA to issue. AH to collate responses and circulate to SW.	