

## 110<sup>th</sup> Technical Panel Meeting Approved Minute

### Present (via conference call)

Bob Downes (BD) – CMA (Chair)  
Amanda Hancock (AH) – CMA (TP Secretary)  
Jeremy Atkinson (JA) – CMA  
Calum MacLeod (CMaL) - Castle  
Jonathon Astley (JAS) – Pure Utilities  
Kristina MacEachern (KMac) – WICS  
Matthew Glover (MG) – Wave  
Thomas McDade (TMcD) – IBW  
Alastair Ross (AR) – Commercial Water Solutions  
David Morris (DM) - WPL  
Fiona Matheson (FM) – SWBS (Part)  
Camilla Fortuna (CF) – W2B  
Cosmin Diaconita (CD) – WICS  
Stephen McIntosh (SMcI) – Scottish Water  
Letoia Mann (LM) – CBW  
Emily Willans (EW) – Everflow  
Mark Cassidy (MC) - WICS

### Apologies

Damian Sharp (DS) – CMA  
Nicola Balfour (NB) – Veolia

#### 1. Minute

AH advised that no comments had been received, and none were raised in the meeting. The Minute of 16 October 2025 was approved by the meeting.

#### 2. Actions and Administrative Update

AH noted that AP587, AP588, AP589, AP590 and AP591 were complete. AP592 was ongoing, and as mentioned in the earlier MPF meeting, the CMA was currently working with its developers to extend the window for the March 2026 Release test window.

There were no Change Proposals withdrawn, rejected or implemented since the last meeting. AH noted that MCCC317 had now been implemented from 1<sup>st</sup> November which extended the Business Day on the Central Systems to 5am-11pm. This was introduced following feedback from Participants at the LP Lunches, during stakeholder calls and also on the Participant Experience Survey. The CMA would welcome any feedback on the new opening hours. TMcD thanked the CMA, noting this would be particularly beneficial for IBW and allow more flexible work patterns for its staff.

AH noted that MCCC316 Performance Standards Review, MCCC318 Amendment to T020, MCCC321 SWW Estimation of Meter Reads and MCCC322 Additional Return Codes had all been approved by the December MPF and were now under consultation.

AH noted no new Commission Changes had been approved or introduced. No new Guidance Notes had been issued since the last meeting, and one bulletin issued since the last meeting:

- BU173 Extending the Business Day issued 5<sup>th</sup> November 2025

AH noted that no new meeting dates had been proposed, however new dates would be put forward at the February meeting, noting the next in person meeting was set for April 2026.

### 3. Change Proposals in Progress

AH noted that there were no Change Proposals currently in progress.

### 4. Potential Change Proposals brought forward from MPF

AH noted that there were no new Change Proposals brought forward from the MPF

### 5. Forward Planning Report

AH noted that CMAPx292 had now been implemented, the CMA updated around 40k Meter Location Codes, and all Participants should now have received a file with all the relevant changes to your organisation. Participants should also have seen that SWW has submitted a number of future dated transactions to cater for the forthcoming LRV changes as part of the revaluation. Participants can find this report on their FTP site, please contact the CMA if you are unable to find it.

AH also noted that some additional services to amend specific data items had also been implemented.

AH noted that the November CMA Board approved the use of £19.5k of performance charge cash to support the proposal from Castle Water for a research study on golf course water usage. Castle Water will look to set up a Steering Group to manage the governance of this project, and would welcome any interested party to contact the CMA. BD invited any interested party could also get an overview of how these projects are run should they be interested in bringing one forward.

The available performance charge cash now stands at just under £2.5m. AH noted that remedial reporting was now being captured under this item, and reminded Participants that they have an obligation under the Market Code to complete these remediation reports. If any Participant would like a refresher on what is required, then AH would be happy to take some time to walk through the reports. BD added that it was his intention to flag this at the CMA Board and look at how we can improve the overall compliance level.

### 6. Water Commission Update

CD noted that Mitie Waste and Environmental Services were granted a License on 27<sup>th</sup> October. CD noted that WICS also issued a "Minded to Consent" notice in relation to the License Transfer of Brightwater Services Limited to Castle Water.

CD expressed his gratitude to Licensed Providers for their continued co-operation with the Market Health Check, reminding Licensed Providers that the next deadline for submission of data was tomorrow, Friday the 12<sup>th</sup> December 2025. WICs will then undertake a review of the information provided and may reach out to seek any further clarifications. It is our intention to complete the review in the next 50-60 working days, and will provide some updates as we go through the process. MC added his personal

thanks for the positive engagement during this process, and also more widely to all Participants who have engaged with him during the commencement of his tenure at WICS. It has been extremely helpful and informative for him personally and he looked forward to working with you all to develop and improve the Market.

## 7. Any Other Business

### Smart Meter Working Group Update

AH took the opportunity to update the group on the continued discussions at the above working group, specifically around enduring roles and responsibilities. Whilst it was a somewhat disappointing level of attendance with only half of Market Participants in attendance, it was a very beneficial meeting.

One of the key discussion points was the on the smart meter data hub, and Scottish Water talked the meeting through two options moving forward. The first option would be developed by SWW and would capture and share smart meter reads with Participants through a series of APIs. The second option was a CMA delivered hub that would interface with SWW and LPs with the opportunity to interface with the Central Systems at some point. The CMA Board was keen to understand whether the Market was supportive of the CMA taking on this work, and from Monday's meeting, there was a clear mandate that the CMA was best placed to deliver a Smart Meter Hub, which was supported by SWW.

There was a lengthy discussion on the costs to develop this hub, along with any ongoing maintenance costs. The CMA Board was prepared to support the use of performance funds to deliver the Hub (likely to be in the region of £300k) however there would be a requirement to cover the maintenance costs, which were in the region of £50-60k per annum. JA also added that the maintenance costs were indicative and had not been fully impact assessed at this stage, but was keen to get the views from the Market on these costs to take back to the CMA Board in January.

CF asked whether these costs were for each LP or in total, AH confirmed that this would be the magnitude of costs for the Market as a whole. JA thanked participants for their input and would take this back to the CMA Board and recommend progressing on this basis.

AH noted that no further AOB had been raised in advance, and none was raised in the meeting.

There being no further business, BD closed the meeting.

### Action Summary

Action	Subject	Update
<i>From the minute of the 109<sup>th</sup> Meeting (16 October 2025)</i>		
<b>AP587</b>	CMA to prepare the Final Report for MCCC316 and forward to WICS for consultation.	Complete
<b>AP588</b>	CMA to prepare the Final Report for MCCC318 and forward to WICS for consultation.	Complete
<b>AP589</b>	CMA to prepare the Final Report for MCCC321 and forward to WICS for consultation.	Complete

Action	Subject	Update
<b>AP590</b>	CMA to prepare the Final Report for M CCP322 and forward to WICS for consultation.	Complete
<b>AP591</b>	LPs to provide any feedback on the golf course water usage paper to the CMA by Friday 31st October. Any feedback will then be shared with Castle in advance of any submission to the CMA Board for funding.	Complete
<b>AP592</b>	CMA to look at the current release timetable to understand what changes can be implemented to provide earlier access to documentation, along with the possibility of a lengthier test window.	Ongoing