

Attendees

Jeremy Atkinson - CMA (Chair);

Alastair Ross – (Satec);

Tom May - Business Stream (BS);

Kevin Ensell – (Osprey);

Jessie McLeman - Scottish Water (SW);

Richard Khaldi - the Commission (attending as a non-voting Affiliated Member);

Alan Jones-CMA, TP Secretary and the CMA Technical Officer (TO)

David Nicol- CMA;

Judy Tait-The Commission attending for Item 7.

1. Minute of the Last Meeting held on 09/10/2008**1.1 Approval of the minute**

- The minute of the October TP was unanimously approved.

1.2 Note

- Subject to approval, the TP Secretary identified that item 2.1 should have read MCCP001 instead of MCCP011.

2. Current Status of Existing Change Proposals**2.1 MCCP001 Reconciliation Reports****2.1.1 Introduction by the CMA.**

- This work has been ongoing since the start of the year.
- There are some outstanding fields to be populated in the Settlement Extract; this is in the CS release plan.
- The extract of changes to the Standing data is in the CS release plan.
- The CSDs have yet to be updated with the specification; these will be updated in due course so the specification can be brought under formal change control.

2.2 OCCP014 – First Time Provision of Services

- Implemented 01/12/2008.

2.3 MCCP017 – Enable Re-Reads to be submitted in the T0017.n Meter Swap record:

- Implemented 01/12/2008.

2.4 MCCP016 –Baseline the format of the Aggregated Settlement Report

- Update pending.
- It is envisaged that work will be done in the same update to the CSD in relation to the Disaggregated Settlement Extract.

3. Code Releases

3.1 Releases of the Market Code, CSDs and Operational Code

- An Operational Code update was implemented 01/12/2008 for OCCP014.
- Updates to CSD0202 and CSD0301 were implemented 01/12/2008 as part of MCCP017.

3.2 Planned for the Market Code

- The next scheduled release date is April 1, 2009 although there will be interim releases if required.

3.3 Planned for CSDs

- CSD releases will be driven by specific MCCPs.
- MCCP001 will require an update to CSD 0201
- MCCP019 and MCCP020 require updates to CSD0204 and CSD0301.

3.4 Planned for the Operational Code

- OCCP017 will require an update.

4. Proposed Code Changes

4.1 Undetected Meter Rollovers (presented by the CMA)

- Paper TP016 Undetected MeterRollover December2008.
- MCCP019 Undetected Meter Rollover Interim Process.
- MCCP020 Improve Meter Reading Usage Validation.

4.1.1 Introduction by the CMA

- A feature of the current system design is that some rollovers are not detected by the system resulting in occasional large negative charges.
- Paper TP016 'Undetected Rollovers' was presented at the last TP meeting and was detailed at length in paper MPF002 at the last MPF meeting. The proposal was for an interim solution where interpolated readings would be entered into the system.
- We are at the stage where the business process and supporting CS changes have been fully defined.
- The paper to the MPF indicated that there was some debate about who is best placed to provide the interpolated meter readings. The outcome is that the **Interim Solution** will involve the CMA providing "candidates" for review by LPs and SW; once confirmed the CMA will initiate updates to the Central System.
- The update comprises of the insertion of the agreed interpolated readings.
- The first pass will deal with the majority of historical rollovers.
- Subsequent monthly activity will deal with undetected rollovers since the previous inspection and identify any outstanding historical items as set out in MCCP019
- The business process will be complemented by improvements to the meter read validation messages as set out in MCCP020.

- The correction of rollover in conjunction with the correction of EWA would zero out the large majority of negative charges.
- The CMA noted that there would need to be some coordination with SW to identify anomalies with regard to the maximum number of digits for a meter.
- The CMA noted that a by-product of the work was picking up other erroneous readings.
- During testing the correction of data for April to October had resulted in charges being increased by £2.5 million per bill period.

4.1.2 Discussion concerning M CCP019

- Scottish Water :
 - Had found some aspects of the paper difficult to follow;
 - Had concerns about the process and their preference was for the CMA to put in the re-read and not the LP; and
 - Had concerns about the effects of potential to delay payments due and hence cash flow and whether it was possible to reduce timescales, i.e. the timescales were open-ended in places and these could be either reduced or confirmed to meet the overall-process.
- The CMA noted that the meter reading warning messages would highlight potential rollovers so this should assist LPs/SW reviewing the candidate list or possible rollovers provided by the CMA.
- Business Stream were concerned that timelines were not well defined.
- The Commission noted that a developing process would need a longer start time than would be needed once the backlog of rollovers had been cleared.
- The CMA stated that the process was built on a cycle that commenced with the issue of the Market Dataset a few days after the end of each month. The CMA will provide a candidate list of potential rollovers. This list would exclude work in progress and candidates submitted earlier but not requiring interpolated reads.
- BS enquired as to whether a read type could be used to identify interpolated reads. The CMA advised that:
 - This had been considered in earlier papers and not taken forward because some read types triggered downstream activities; and
 - Most interpolations would be identified as a pair of readings either side of zero.
- BS advised that they did not want to send the interpolated readings due to the effect on their IT systems especially their billing engine.
- It was agreed that each month should be cleared before the running of the subsequent R2.
- After discussion it was agreed that the CMA should provide LPs/SW the opportunity to verify the proposed interpolated readings; if no response is received within an agreed timescale then a null response will be interpreted as acceptance.
- The CMA would amend M CCP019 to reflect point marked. **AP028 Action CMA.**
- It was agreed that the working of the process be reviewed after about six months **AP029 Action CMA.**

4.1.3 Discussion concerning MCCP020

- CMA confirmed that the messages are currently transmitted in the HVI as a single pair of letters; there were no plans to amend this approach. MCCC010 expanded the list of messages.
- SW raised the matter of meter advances that occur when premises are vacant.
- The CMA considered that this was a separate market issue and should not be rolled into this item.

4.1.4 Next Steps

- Documents to be reissued for approval by email with cut-off date of Wednesday December 17, 2008. **AP030 Action CMA and TP Members.**

4.2 OCCP018 Amendment to Meter Service Request Form F

4.2.1 Introduction by SW

- Operational experience had identified the need to add more information to the form.

4.2.2 Discussion

- The CMA noted that the change does not affect the CMA or the Central System.
- There was some concern from LPs that the form was not clear that the contact name and telephone number should be provided only if it was available.
- SW confirmed that form would be made available in electronic format as per other forms, i.e. as a Word document not as a web page form.

4.2.3 Decision Taken

- Unanimous vote to approve the form change in principle.

4.2.4 Actions

- SW to amend the form to reflect feedback and send to the TP Secretary. **AP031 Action SW**
- TP Secretary to circulate form for approval by email. **AP032 Action TP Sec and TP Members**

5. Standing Items

5.1 Working Procedures Issued – none

5.2 Issued Guidance Note GN004: Meter-ID

- At the last MPF SW made a proposal to use a modified Meter-ID in some circumstances.
- BS had concerns about one of the scenarios concerning the rejection of meter readings; BS considered that the underlying cause should be remedied.

The CMA advised that there had already been correspondence with BS on this matter

5.3 Issued Guidance Note GN005: Guidance on the Running of R3 and RF

- The first R3 will be run in late December.
- The CMA had considered it helpful to set out the implications of running the R3.

5.4 Issued Guidance Note GN006: Performance Measures Calculations

- The guidance note had been issued in response to CMA Action AP025.

6. AOB**6.1 Delivery Framework (presented by the CMA)****6.1.1 Introduction by the CMA**

- The CMA tabled a diagram that showed how issues which can arise from a range of sources feed into:
 - A Central System change in the release plan;
 - A non-system changes; or
 - Where an issue was ill-defined or solution unclear it will be placed onto the CMA Design Authority work schedule¹.
- The CMA has tabled a list of collated open issues 'Open Issues Log' based on feedback from market participants. This log consists of issues that:
 - feed directly into the release plan;
 - are under consideration by the CMA; and
 - that will become codified as Participant Action; many are data quality matters.
- The CMA notes that there was a lot of work to do and the release schedule is already full to the summer of 2009. There is no space for more to be added; items will need to be re-scheduled if significant new priorities arise.

6.1.2 Discussion

- Osprey considered that this was a positive step and formed a good starting point.
- It was considered helpful if the issues Log became a standing item at MPF meetings.
AP033 Action CMA.
- The issues log would enable preparatory work to be scheduled. An example would be the preparatory work required for Area Based Charging

6.1.3 Actions

- A forward plan for the CMA Design Authority would be issued for the next TP. **AP034 Action CMA.**
- The base-line issues log was subsequently issued to TP members in electronic format.

¹ i.e. The programme of design and development work carried out by the CMA in support of the Release Programme

6.2 System Release Plan

6.2.1 Introduction by the CMA

- A System Release Plan had been issued as part of the papers for the meeting.
- The release plan was a living document.
- The release plan would enable preparatory work to be scheduled that would feedback into a work schedule.

6.2.2 Discussion

- SW commented that: this was a release schedule; the overall plan would need to take account of Market Code and other changes which may have a long lead time to agree; and that a project plan would be helpful with key dates.
- The CMA confirmed that that a supporting plan to the System Release Plan was in development – this would identify milestones associated with delivery of items on the System Release Plan. Key dates from the supporting plan would be taken to the next TP. **AP035 Action CMA.**
- It was considered helpful if the System Release Plan became a standing item at the TP meetings. **AP036 Action TP Sec.**
- It was considered useful if the release plan referred to any MCCPs or OCCPs. **AP037 Action CMA.**

7. Paper on Reassessed Charges Paper TP017

7.1 Introduction by the CMA

- The CMA advises that the three TP017 documents issued last week had been updated to reflect revised wording concerning the planning assumption of the number of premises to be used.
- This subject of Assessed Meters was first discussed at the April TP (see April and subsequent TP minutes.) It was noted in the minutes that a final specification should be provided by August to avoid risk to the release programme.
- The user requirements were finalised in early November and the system proposal was finalised in late November.
- The Service Provider's high level impact assessment suggests a delivery time of 5-6 months. Additionally there will be a requirement for Market Participant Testing, which is likely to take 1-2 months. Costs are of the order of £120-£150k.
- The CMA and its Service Provider have developed two alternative approaches which minimise the changes to the Central System.
- These solutions are likely to cost £15-£20k and should be deliverable consistent with the published release plan.

7.2 Discussion

- SW asked if it were possible to have a phased delivery:
 - All parts of the change were interlinked so this would not be practical. The testing, which forms a considerable part of the elapsed time has to be end to end.
- Osprey asked if it would have to be available in April:
 - The Commission stated that Assessed charges will commence from 01/04/08. If a Reassessment takes place it will have to be backdated, to 01.04/2008. The system would need to be ready to support the outcome of the appeals process.
- The Commission stated that Option 2 was not viable but Option 3 was. However, it but had a concern about the note in the original TP017 paper about one aspect of Option 3's compliance with the Wholesale Scheme of Charges:
 - The CMA advised that since the original paper had been sent to TP members further investigation had taken place and there was no longer an issue.
- The Commission stated that it would not provide guidance on which option to choose but the TP needs to take a decision before the Christmas break and the option chosen must be a robust solution.
- There was considerable discussion concerning the number of successful reassessments. Using data from SW and SWBS there were some 11,000 candidate premises where no meter was fitted and under FBM some 80% of customer paid lower bills. This provided a top end figure of 9000. The CMA had assumed that some customers would not change because the saving was not worth the effort. The CMA had recently assumed that a figure of 7000 unmetered premises would be provided with assigned water and sewer volumes.
- The CMA noted that Option 1 carried a considerable opportunity cost as it would tie up resources for the first half of 2009 and would prevent any other significant piece of work being started. Work on developing the issues log has demonstrated the scale of the opportunity cost.
- SW and SWBS noted they had been assuming the use of Option 1 and work had already started. SW were concerned that there had been not advance notice of Option 2 and 3.
- SW had started work on the basis that the design was discussed and considered that it had been agreed during the various meeting held.
- SW did not support option 2 as it was unsound and had not studied Option 3 as it had just been proposed by the CMA and discounted in the paper with no recommendation.
- The CMA apologised but explained that these two options were developed over 48 hours in response to notification from the Service Provider that Option 1 would entail significant delay.
- BS highlighted some data issues and the fact that the project had been moved forward internally based on some assumptions.
- JA expressed surprise that SW and SWBS had started work as the business definition had not been finalised by SW until November and the paper had not been agreed Once the business definition had been finalised there was sufficient information to allow an impact assessment to be made. The impact assessment was received shortly before the TP papers were due out. The CMI (Charging Method Indicator) proposal was far reaching resulting in

an impact assessment higher than expected. The focus of the CMA’s attention was to formulate the two alternative options.

- Osprey advised that it already successfully operated a scheme similar to Option 3 in England and Wales. They considered that Option 3 was an ideal solution. Osprey would provide a summary of how it works in practice in one part of England.
- Satec thought that Option 3 would be far cheaper for LPs; they struggled to see why development costs would be higher than for Option 1.
- SW considered that more time was required to discuss Option 3 with their technical staff and supplier, particularly in the light of the increased effort that would be required if Option 3 was adopted.
- The Commission noted that whilst SW may not be happy this does not prevent the TP from making a decision.
- SW commented that if asked for a decision it supported Option 1. The CMA had not made a recommendation on Option 3 in its paper.
- BS also wanted time to consider Option 3 as it needed to time to review the matter with its software supplier and consider the development timeline once more information was available from the CMA.

7.3 The Way Forward

- The CMA to work with SW and BS to fill in the details of Option 3 to enable SW and SWBS to make an assessment of the impact.
- Hold an extraordinary TP meeting on Friday 19th December.
- The decision to be taken is whether to go forward with Option 1 or with Option 3.
- Arrangements would be made to enable a teleconference for those who wanted it.

8. Actions

8.1 Closed by end of this meeting

Action	Subject	Action
AP001 CMA	Minute Taker for TP minutes	<p>The TP Secretary is issuing minutes which capture the important points raised by participants and decisions taken; separately we are issuing completed briefing notes.</p> <p>From an administrative point of view this arrangement is satisfactory however we will keep the need for a dedicated minute take under review.</p> <p>As the current arrangement is satisfactory the action has been closed.</p>

Action	Subject	Action
AP002 CMA	Develop & document the workaround for TE Partial Treatment	SW will review the process and values used at the end of the year and will document the process as an outcome. This action is now closed.
AP003 BS	Comment on the method of publication of MCCPs and OCCPs	BS confirmed on October 13 that they were satisfied with the method of publishing the OCCPs and MCCPs. This action is now closed.
AP021 CMA	Clarify whether the specification for the market dataset had been issued	A working version of the specification was issued to BS on June 17 and to SW on June 20. The specification focused on the content of the records and was silent on the rules for extraction. This action is now closed.
AP023 CMA	Bring Market Dataset under change control	The CMA confirms that the market dataset will not be changed without prior agreement from CMA Members. The CMA proposes that this action be closed. This TP concurred with the proposal to close the action.
AP024 SW	Advise of the next publication date of the Operational Code	SW advised that the planned date was December 1 st , 2008; the change has been implemented. This action is now closed.
AP025 CMA	CMA to share information on its interpretation of performance measures that it has sent to SW	Guidance Note GN006 was issued prior to the TP meeting. This action is now closed.
AP026 CMA	Issue System Release Plan	A system release plan was issued to the CMA Board on 18/11/2008. The same plan was issued to TP members as part of the pack of papers for the December TP. This action is now closed.
AP027 CMA	Publish open issues list	The draft issues list has been presented at this TP. This action is now closed.

8.2 Carried forward to next meeting

Action	Section	Subject	Closed
From this minute of the October TP meeting			
AP022 CMA	2.1	Develop a change control mechanism for items that are not covered by CSDs. This is an ongoing action. The CMA intends to produce a simplified version of the change control mechanism. The objective is to ensure good governance whilst keeping the process as simple as possible.	
From this minute			
AP028 CMA	4.1.2	The CMA would amend MCCP019 to reflect points made.	
AP029 CMA	4.1.2	Meter Rollover Process to be reviewed after about six months – circa June 2009.	
AP030 CMA and TP Members	4.1.4	MCCP019/020 Documents to be reissued for approval by email with cut-off date of Wednesday December 17, 2008.	
AP031 SW	4.2.4	SW to amend the Meter request Form to reflect feedback and send to the TP Secretary.	
AP032 TP Sec. and TP Members	4.2.4	TP Secretary to circulate form for approval by email.	
AP033 CMA	6.1.2	Issues list to be a standing item on the MPF agenda.	
AP034 CMA	6.1.3	A forward plan for the Market Design Authority would be issued for the next TP.	
AP035 CMA	6.2.2	Present a key dates plan that supports the System Release Plan to the next TP.	

Action	Section	Subject	Closed
AP036 TP Sec.	6.2.2	System Release Plan to be a standing item on the TP agenda.	
AP037 CMA	6.2.2	Future system release plans to refer to and MCCPs or OCCPs.	

9. Future Meetings

9.1 Extraordinary Meeting Friday 19th December Meeting Number 8

- Stirling or Tele conference

9.2 General Meetings

- Next meeting; please note the change of date of the meeting to Tuesday 24/02/2009 with papers by Wednesday 04/02/09
- Future Dates

Meeting	Papers to the CMA by	Time of Meeting
9 th TP Meeting	Monday 09/02/2009 23:59	Tuesday 24th February 2009@10.00
10 th TP Meeting	Wednesday 01/04/2009 23:59	Thursday 16th April 2009@10.00
11 th TP Meeting	Wednesday 03/06/2009 23:59	Thursday 18th June 2009@10.00
12 th TP Meeting	Wednesday 05/08/2009 23.59	Thursday 20th August 2009@10.00

MCCP Changes

Reference No	From Whom	Title of Change Proposal	Date of Meeting	TP Approved	Date of Commission Response	Response	Comment
MCCP-001	Jessie McLeman-SW	CSD0201	Revised before meeting	NA			Revised before meeting
MCCP-001 V3	Jessie McLeman-SW	CSD0201 / Reconciliation	17/01/08				Work in Progress - see TP010
MCCP-002 MCCP-002	Gemserv	Monthly Read Meters	17/01/08 21/02/08	NA Yes	07/03/08	Accepted	Implemented 01/06/2008
MCCP-003 MCCP-003	Jeremy Atkinson CMA	Alignment of Article and Market Code	17/01/08 19/06/08	Yes Yes	12/02/08 08/07/08	Blocked Pending more work Accepted	Ongoing dialogue with CMA lawyers Implemented 15/07/2008
MCCP004	Alan Jones	Submission of papers to the TP Secretary	21/02/08	Yes	07/03/08	Accepted	Implemented 01/06/2008
MCCP005	Alan Jones	Amend scope of implementation details approved by the TP	21/02/08	N/A			withdrawn at the meeting will not be re-presented
MCCP006	Alan Jones	Revised the method of reporting the TP decision	21/02/08	N/A			withdrawn at the meeting will not be re-presented
MCCP007	Alan Jones	Simplify the procedure for an Urgent Change.	21/02/08	Yes	20/03/08	Blocked	
MCCP008	Alan Jones	Discretion to determine the frequency of Performance Standards reporting.	21/08/08	Yes	20/03/08	Blocked	
MCCP009	Alan Jones	Correction of Errata	21/02/08	Yes	20/03/08	Accepted	Implemented 01/06/2008

Reference No	From Whom	Title of Change Proposal	Date of Meeting	TP Approved	Date of Commission Response	Response	Comment
MCCP010	Business Stream	Customer own reads	21/02/08	Yes	07/03/08	Accepted	Implemented 01/06/2008
MCCP011	Alan Jones	Changes to CMA charges	21/02/08				withdrawn at the meeting pending more work
MCCP011	Alan Jones	Changes to CMA charges	19/06/08	Yes	08/07/08	Accepted	Implemented 01/08/2008
MCCP012	Jessie McLeman-SW	Use of TE Treatment Type Indicators in charging	17/04/08				TP sought clarification before item is sent for technical impact Business clarification obtained. High level technical impact indicated a significant change. TP sought further assessment of the current workaround Insufficient Business Case so change rejected by the TP
MCCP012	Jessie McLeman-SW	Use of TE Treatment Type Indicators in charging	19/06/08				
MCCP012	Jessie McLeman-SW	Use of TE Treatment Type Indicators in charging	28/08/08	No			
MCCP013	Kevin Milne - CMA	CSD0101 Errata	17/04/08	Yes	15/05/08	Accepted	Implemented 01/06/2008
MCCP014	Alan Jones - CMA	Remove Example Calendar from the CSD0201	17/04/08				withdrawn at the meeting pending more work
MCCP014	Alan Jones - CMA	Remove Example Calendar from the CSD0201	19/06/08	Yes	08/07/2008	Blocked	
MCCP015	Jessie McLeman-SW	Format of existing aggregated reconciliation reports	19/06/08				Work suspended after TP due to introduction of MCCP016

Reference No	From Whom	Title of Change Proposal	Date of Meeting	TP Approved	Date of Commission Response	Response	Comment
MCCP015	Jessie McLeman-SW	Format of existing aggregated reconciliation reports	19/06/08				Suspended pending review of MCCP016
MCCP016	Alan Jones - CMA	Baseline the format of the existing aggregated reconciliation reports	28/08/08	Business Case approved			CMA to refine specification and send for email review
MCCP017	Alan Jones - CMA	Enable Re-Reads to be submitted in the T0017.n Meter Swap record	28/08/08	Yes	08/10/08	Accepted	Implemented 01/12/2008
MCCP019	Alan Jones – CMA	Interim Processes to Identify and Correct Undetected Meter Rollover	11/12/08				Updated after TP feedback and reissued on 12/12/08 for sign-off by email
MCCP020	Alan Jones - CMA	Improve Meter Reading Usage Validation	11/12/08				For sign-off by email in association with MCCP019
MCCP021	Alan Jones - CMA	Monthly EWA Recalculation	Issued after meeting on 11/12/08				For sign-off by email

OCCP Changes

Reference No	Date Received	From Whom	Relative Process	Title of the Change Proposal	Date of Meeting	Evaluation Required Y/N	TP Approved	Date of Commission Response	Commission Decision	Comment
OCCP001	13/11/2007	Jessie McLeman-SW	Processes 1 & 2	Quotation for Connection						Withdrawn December 2007
OCCP002	13/11/2007	Jessie McLeman-SW	Processes 1 -4	New connection						Withdrawn December 2007
OCCP003	21/11/2007	Tom May-SWBS	Process 8	Existing unmetered supply point	17/01/08	Yes	No			
OCCP003			Process 8	Existing unmetered supply point			Yes	20/03/08	Blocked	
OCCP004	21/11/2007	Tom May-SWBS	Process 27	Application for a non-return to sewer allowance			Yes	12/02/08	Blocked	CMA modification was rejected by the Commission so original was resubmitted at following TP
OCCP004				-	21/02/08		Yes	20/03/08	Accepted	Implemented June 1. 2008
OCCP005	27/11/2007	Jessie McLeman-SW	Form H-Processes 22 & 25	Trade Effluent Form H	17/01/08		Yes	12/02/2008	Accepted	Implemented June 1. 2008
OCCP006	11/02/2008	Jessie McLeman-SW	Supply Point Process	Verification of Supply Point Request	21/02/08		Yes	20/03/08	Accepted	Implemented June 1. 2008

Reference No	Date Received	From Whom	Relative Process	Title of the Change Proposal	Date of Meeting	Evaluation Required Y/N	TP Approved	Date of Commission Response	Commission Decision	Comment
OCCP007	11/02/2008	Jessie McLeman-SW	Form A and B	Connection Quotation Request Form`	21/02/08		Yes	20/03/08	Blocked	
OCCP008	11/02/2008	Jessie McLeman-SW	Form A1	New Connection Request	21/02/08		Yes	20/03/08	Blocked	
OCCP009	11/02/2008	Jessie McLeman-SW	Forms C & D	Modification of Forms	21/02/08		Yes	20/03/08	Blocked	
OCCP010	11/02/2008	Jessie McLeman-SW	Forms C1 & D1	New Forms	21/02/08		Yes	03/04/08	Blocked	
OCCP011	11/02/2008	Jessie McLeman-SW	Form E	Development Appraisal Process	21/02/08		No			Withdrawn pending further work by SW
OCCP012	11/02/2008	Jessie McLeman-SW	Form J	Building Water	21/02/08		Yes	07/03/08	Accepted	Implemented June 1, 2008
OCCP014	18/08/2008	Jessie McLeman-SW	New Process 1a and 1b	First Time Provision of Services	28/08/08		Yes	08/10/08	Accepted	Implemented December 1, 2008
OCCP016	01/04/2008	M Powles - BS	Process 8	Amend Process 8 Performance Standard	17/04/08		Yes	15/05/08	Accepted	Implemented June 1, 2008
OCCP018	27/11/2008	Jessie McLeman-SW	Meter Processes	Amend Meter request Form F	11/12/08					Update form in light of feedback and circulate for email sign-off