

**69th Technical Panel Meeting
Minute for Approval**

Present

David Sigsworth (DS)– CMA – (TP Chair)
Amanda Hancock (AH) – CMA (TP Secretary)
Jeremy Atkinson (JA) – CMA
Andrea Mancini (AM) – Commission
David Innes (DI) - Commission
Robin Donald (RD) – Castle
Fiona Matheson (FM) - SWBS
Stephen McIntosh (SM) – Scottish Water
Ian Grundy (IG) – Pure Utilities
Fraser Gourlay (FG) – EarlsGate Water
Tony March (TM) – Wave
Mike Brindle (MB) – Water Plus Ltd
Lynda McKay (LM) – ThreeSixty
Catriona Blair (CB) – Veolia
Alastair Ross (AR) – Commercial Water Solutions
Ewan Hardy (EH) - Lettermay

Apologies

Belinda Oldfield (BO) – Scottish Water
Tom May (TMV) – Veolia
Rich Rankin (RR) – Brightwater

1. Introductions and Minute

AH advised that no comments had been received on the Minute. The Minute was approved by the meeting.

2. Actions and Administrative Update

AH noted that AP459 was still outstanding. The Commission confirmed that this action was still ongoing. All other actions were complete.

AH noted that no proposals had been withdrawn, rejected, or approved since the last meeting. OCCP058 was implemented on 4th February 2019.

AH noted that there were no Commission Changes implemented and one Commission Change, MCCP237 CC has been introduced since the last meeting.

One new Bulletin, BU126 advising participants of the deadline for data submissions for RF. No Guidance Notes had been issued since the last TP Meeting, and no new TP dates were proposed.

3. Change Proposals in Progress

There were no Change Proposals in progress at this time.

4. New Change Proposals

MCCP236 – March 2019 Release Documentation

AH introduced this proposal advising that the MCCP pulls together all the documentation changes for the March Release, and captures any changes not already captured, or any inconsistencies. Changes that had not already been captured are the documentation to revert to the original timescales for remedial reporting as a result of a fix to the performance measures. AH noted that there will no longer be a requirement to delay the running of the measures, so the original timescales will be achievable. MB asked if the CMA would be sending out a guidance note to the Market. AH advised that a note could be sent out, but it would most likely be a bulletin rather than a guidance note. In addition, a few definitions will be added to the Market Code in relation to Live RV, and some additional error codes will be added.

On that basis the TP approved this proposal. AH to forward the proposal and a final report to the Commission for consultation.

AP472 CMA to prepare final report for MCCP236 and forward to WICs for consultation.

MCCP237 - CC POLR Cap

AH advised that as a result of the Commissions Determination in December 2018, the CMA will be introducing a cap on the number of SPIDs an LP can be allocated under the POLR process to twice the number of existing SPIDs they have, plus 1. AH noted that the CP is due to be delivered in September this year, so will not be in place at the start of the new FY.

AM added that as part of this process, if a group of SPIDs were to take an LP over this cap, then they would not be allocated the group, but would still be eligible for future SPID allocations.

MCCP239 – Change of SSPID Connection Date Ownership

SMCl advised that the change proposal was a follow on from MPF061 and looks to transfer ownership of the T007.1 SS Connection date from LP ownership to SW. The rationale being that it is linked to a number of transactions when undertaking configuration changes and it can be difficult to get these aligned to ensure charging commences at the correct time.

TM asked whether the difference was down to error or disagreement on dates. SMCl advised that the majority were down to genuine mistakes or administrative errors. SMCl then talked the meeting through the proposed legal drafting and changes. AH noted that depending on the output from the IA, there may need to be tweaks to the drafting, but this would be run past SW and could be captured in the sweep up MCCP. AH also noted that the proposed

delivery of Sept 19 was unachievable and that it would likely fall into the March 20 release.

DS asked if the meeting was happy to approve the proposal, the TP unanimously approved the proposal. AH to draft final report and forward to Commission for consultation.

AP473 CMA to prepare final report for MCCP239 and forward to WICs for consultation.

OCCP060 – LP Complaints KPI's

This OCCP was introduced by SW. SMCl advised that the majority of KPIs in Scotland and England are aligned, however this is one area where the processes are not aligned. This CP looks to shorten the timescales for SW to respond to LPs within 8 business days (from 15). SMCl noted that the proposal also includes a notification for LPs to notify SW within 1 business day of receiving a customer complaint.

DS asked whether there was any evidence to support the move to 8 Business Days. JA also asked whether the processes were in alignment. SMCl suggested there may be subtle differences in the processes and advised that the customer forum was looking at these more broadly. SMCl further added that SW was performing well above the 15 business days, and was happy to shorten the timescales in Scotland to achieve alignment across both Markets

On this basis DS asked the meeting to approve the proposal. The TP unanimously approved the proposal. AH to draft final report and submit to the Commission for consultation.

AP474 CMA to prepare final report for OCCP060 and forward to WICs for consultation.

MB asked when this was likely to come into force. SMCl advised that the aim was to implement this by 1st April 2019 provided LPs were happy with their obligation to notify SW within 1 business day. The meeting was happy with this timescale.

5. Forward Planning Report

AH noted that CMAPx187 had been introduced and was established to pick up a refinement to MT SPIDs in order that they can cease to be MT SPIDs where all unit SPIDs had been removed from the MT SPID. A script has been created to deal with short term issues, and a longer enduring fix will go into the March 20 Release.

AH noted that there was no change in the performance pot and took the opportunity to ask participants if they had any initiatives that they would like to be

considered. Finally, AH noted that the payment table had been updated to reflect the most recent position.

DS noted that there had been a number of discussions at Board level on prospective projects. JA added they are in the early stages, and that projects may be forthcoming, and that the Board would still welcome any prospective ideas.

6. CMA Budget

AH advised that the budget was issued last week, and that the deadline for feedback is 13th March 2019. AH highlighted that the budget is below the 2018_19 budget and is in fact the lowest it's been in the 10 year history of the CMA. AH noted that the budget is similar in format to previous years, with two notable variances. The first is a substantial saving as a result of bringing the Market Audit in house (more than £100k). The second is a one of cost of running a re-procurement exercise which is likely to cost in the region of £95k).

Finally, AH advised that there is likely to be a refund to participants this year. As a result of live RV, some development work was deferred, and staffing levels are currently below the steady state.

DS added that in addition to the cost savings identified from bringing the Market Audit in house, the results have been more effective. JA also added that as a result of the additional resource coming on board for the Market Audit, the budget for technical advice has reduced. As we have additional resource, our capacity and knowledge has been built up in house.

MB asked if any additional budget had been added last year as a result of TP input. JA advised that an additional line for contingency had been added, and also for any additional work in relation to the English Market. This has been catered for in the current proposal this year.

7. Any Other Business

New Entrant Activity

AH advised that both Smarta Water and Affinity for Business were now CMA members and are active on the Central Systems.

GAP / POLR Opt Out Window

AH advised that the window was now open for LPs to opt out of the above processes for the forthcoming financial year if this is their wish.

LP Nominations

JA added for clarity there would be no nominations meeting today as Tony March was the only nominee and as such would be the LP Representative for the next two years.

There being no further business, DS closed the meeting.

Action Summary

Action	Subject	Update
<i>From the minute of the 64th Meeting (26th April 2018)</i>		
AP459	WIC / SW looking at legal issues associated with the terminology.	Ongoing
<i>From the minute of the 69th Meeting (21st February 2019)</i>		
AP472	CMA to prepare final report for M CCP236 and forward to WICs for consultation.	
AP473	CMA to prepare final report for M CCP239 and forward to WICs for consultation.	
AP474	CMA to prepare final report for O CCP060 and forward to WICs for consultation.	