

**70th Technical Panel Meeting
Minute**

Present

Derek Ellery, (DE) – DWF (Acting Chair)
Amanda Hancock (AH) – CMA (TP Secretary)
Jeremy Atkinson (JA) – CMA
Belinda Oldfield (BO) – Scottish Water
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

Apologies

David Sigsworth (DS)– CMA – (TP Chair)
Tom May (TMV) – Veolia
Rich Rankin (RR) – Brightwater
Andrea Mancini (AM) – Commission
Ewan Hardy (EH) – Lettermay
Janet Judge (JJ) – Affinity for Business

1. Introductions and Minute

AH advised that no comments had been received on the Minute. The Minute from 21 February 2019 was approved by the meeting.

2. Actions and Administrative Update

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

AH noted that no proposals had been withdrawn or rejected since the last meeting. MCCP239 had been agreed and the following CPs had been implemented on 28th March 2019:

- MCCP230 Multi Occupancy Creation (Part 2)
- MCCP235 Peer Review Report
- MCCP236 March 2019 Release Documentation
- OCCP060 LP Complaints KPI's (implemented 2019-4-2)

AH noted that there were no Commission Changes implemented or introduced since the last meeting.

Two new Bulletins, BU127 in relation to the Software Release 5.3 and BU128 Extended Opening Times to CS Availability, had been published. AH added that the extended opening times had been introduced as a result of feedback received by Participants in the users survey. Although no feedback had been received AH hoped that the Market was finding these additional times useful. No Guidance Notes had been issued since the last TP Meeting, however new TP dates were proposed.

3. Change Proposals in Progress

There were no Change Proposals in progress at this time.

4. New Change Proposals

MCCP238 – CSD0201 Update

AH noted that this CP had been brought forward by the CMA and looked to amend the CSD to reflect current practice. Whilst pulling together the annual information, it was noted that CSD0201 currently states that the CMA will send out Scottish Water Data (namely the WCS), when in fact this is distributed by Scottish Water directly to Licensed Providers. This proposal looks to remove this obligation from the CSD.

There were no comments or discussion points raised, and the TP approved this proposal. AH to forward the proposal and a final report to the Commission for consultation.

AP475 CMA to prepare final report for MCCP238 and forward to WICs for consultation.

MCCP240 – Discontinuation of the Vacancy Admin Scheme

AH noted that this CP has been brought forward to remove the now redundant Vacancy Admin Scheme functionality on the Central Systems. The scheme has not been used since 2014, however the software and corresponding documentation has not been removed.

AH further added that now was a prudent time to undertake these changes. As we are undergoing a full software upgrade it would be pointless to upgrade the functionality to then remove it at a later date. DE asked if there were any comments. There was agreement around the table, and the proposal was then approved by the meeting.

AP476 CMA to prepare final report for MCCP240 and forward to WICs for consultation.

OCCP061 – Trade Effluent Changes to Form H

This proposal was brought forward by Scottish Water. BO noted that this proposal sought to make the relevant Operational Code forms more transparent in an attempt to reduce the error rate for submissions.

There were no comments on the proposal and the TP approved OCCP061.

AP477 CMA to prepare final report for OCCP061 and forward to WICs for consultation.

5. Forward Planning Report

AH noted that a change to the Forward Planning Report for the upcoming release had been made. The September 2019 Release has been pushed back to October 2019 due to the size and scale of it. FM noted that there is a large MOSL release at the start of November (9th) so the earlier in October the better in case there was any delay.

AH noted that CMAPx187 had been approved and would be delivered in March 2020. This would implement the automatic removal of MT SPID status when all unit SPIDs were decoupled.

AH advised that CMAPx181, a copy of which was handed out at the meeting, would form the bulk of the October Release. This CP started out as a proposal to update the CS Software to become more mobile friendly, however it transpired that the underlying software was becoming obsolete, and therefore should be replaced. AH advised that whilst the technical impact on Participants will be minimal, there may be an operational impact as the new and improved CS would look and feel different. SMCI asked that visibility of the new screens be made available as soon as possible. AH advised that there would be a roll out of functionality as soon as possible. AH encouraged trading parties to engage in the Release calls and workshops held by the CMA to ensure they were prepared for the release.

AH then talked through the CP and specifically some of the key benefits the new software would bring, addressing a number of issues that were brought out in the most recent user survey. IG asked if there was scope for LP feedback to be implemented if a major issue was identified in the CP. AH advised that this would depend on timing and the scale of the feedback. If it was looking to address an error then this may be considered, however if it was simply enhancing the current functionality, then this would likely be considered at a future release.

FM asked if the proposal could be sent electronically. AH to forward on to the TP.

AP478 CMA to issue CMAPx181 to the TP for information.

6. Any Other Business

New Entrant Activity

AH advised that there was no movement on new entrant activity.

WICS Consultation Update

DI advised that the next stage of the consultation would be out some time in May, slightly later than expected. It would likely cover market arrangements, gap site scheme, license fee's, acquisitions, consolidations and JVs, and the licensing process. A draft has been prepared but is currently out for legal advice and likely to be with participants in May. AH asked if DI had an indication of when in May, DI advised he did not.

TM asked how long the Consultation would be. DI confirmed it was likely to be 3-4 weeks.

SW Customer Experience Survey

BO advised that SW is currently working on SR21 and one of their ambitions is to become a great wholesaler. SW has been in discussions with the Customer Forum, and wanted to expand this to liaise with Licensed Providers through a series of smaller sessions, or perhaps at a session after the TP.

Emails will be going out this week, and BO asked that LPs provide feedback on what type of sessions they would like, and things they would like to see SW focus on. Some examples of discussions to dates include getting closer to customers, as well as tightening up the wholesale KPI's. To that end a number of CPs are likely to come through the TP in the coming months to drive improvements.

TM stated that something around the TP would suit AWB, as well as some smaller sessions where TP representatives can bring along other personnel who may be appropriate for these discussions.

TM also asked if the Customer Forum were planning to come back to the TP with an update following their previous visit in December. BO advised that she would mention this at the forum as she was heading there after this meeting.

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>		

Action	Subject	Update
AP472	CMA to prepare final report for MCCP236 and forward to WICs for consultation.	Complete
AP473	CMA to prepare final report for MCCP239 and forward to WICs for consultation.	Complete
AP474	CMA to prepare final report for OCCP060 and forward to WICs for consultation.	Complete
<i>From the minute of the 70th Meeting (18th April 2019)</i>		
AP475	CMA to prepare final report for MCCP238 and forward to WICs for consultation.	
AP476	CMA to prepare final report for MCCP240 and forward to WICs for consultation.	
AP477	CMA to prepare final report for OCCP061 and forward to WICs for consultation.	
AP478	CMA to issue CMACPx181 to the TP for information.	