

# User Forum

*Wednesday 24 February 2021*

# Agenda

Item	Description	Speaker	Time
1	Introduction: MOSL and RWG	Markus Lloyd and Richard Stanbrook	2 – 2.10pm
2	Market Operator code changes	Tom Daborn	2.10 – 2.20pm
3	Bilateral Transactions Programme update	Miles Robinson	2.20 – 2.40pm
4	RWG Water Efficiency Plan update	Holly Corns	2.40 – 2.55pm
5	Break		2.55 – 3pm
6	Data quality dashboard introduction	Luke Austin	3 – 3.20pm
7	The second Retailer Measure of Experience (R-MeX)	Sam Webb	3.20 – 3.30pm
8	Isle Utilities – “Identifying value in the market” project summary	Ben Tam	3.30 – 4pm
9	Close	Markus Lloyd	4pm

# User Forum - Change Update

Tom Daborn – Senior Market Design Analyst

# In-flight Changes

Design		Consulting		Recommendation		Ofwat Decision		Awaiting Implementation		
Ref	Process	Ref	Process	Ref	Process	Ref	Process	Ref	Process	Release
CPW070	S	CPW115	M	CPW085.R1	M	CPM015	S	CPW059.R1	M	15-Feb-21
CPW070a	S			CPW109	S	CPM033	C	CPW104	M	15-Feb-21
CPW106	C			CPW112	M	CPM035	M	CPW089	M	14-May-21
CPW110	S					CPM037	M	CPW099	M	14-May-21
						CPW067.R1	S			
						CPW071	S			
						CPW080	C			
						CPW105	M			
						CPW111	M			
						CPW113	M			
						CPW114	M			

## Change Proposals in Design (1/2)

<b>Reference</b>	<b>CPW070</b>
<b>Title</b>	Bilaterals Governance
<b>CMOS Impact</b>	Y
<b>Group</b>	Code Advisory Group
<b>Update</b>	<ul style="list-style-type: none"> <li>• <b>Phase 1:</b> 'Initial set up' completed 31 Oct 2020.</li> <li>• <b>Phase 2:</b> 'CPW070a Meter Verification Process C1' to be presented to the Panel via code drops from Jan 2021. Panel approval will be sought Apr 2021 for implementation by 31 Jul 2021.</li> <li>• <b>Phase 3:</b> 'CPW070b Various Operational Terms Processes 1' due to be implemented by 30 Nov 2021.</li> <li>• <b>Phase 4:</b> 'CPW070c Various Operational Terms Processes 2' due to be implemented by 31 Mar 2022.</li> <li>• <b>Phase 5:</b> 'CPW070d Various Operational Terms Processes 3' due to be implemented by 30 Jun 2022.</li> </ul>

## Change Proposals in Design (2/2)

Reference	CPW106	CPW110
Title	Deregistration of long-term vacant premises	Sharing non-household emergency contact details
CMOS Impact	N	Y
Group	MOSL	MOSL
Update	<ul style="list-style-type: none"> <li>• <b>Panel Recommendation:</b> June 2021</li> <li>• <b>Implementation Date:</b> August 2021</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Panel Recommendation:</b> June 2021</li> <li>• <b>Implementation Date:</b> May 2022</li> </ul>

## Change Proposals for Consultation (1/2)

<b>Reference</b>	<b>CPW106</b>
<b>Title</b>	Deregistration of long-term vacant premises
<b>CMOS Impact</b>	N
<b>Group</b>	MOSL
<b>Update</b>	<ul style="list-style-type: none"> <li>• Following November 2020 consultation feedback, the solution has been re-designed many times.</li> <li>• The proposer and MOSL are keen to obtain views on the revised approach.</li> </ul>
<b>Consultation</b>	Mar – TBC
<b>Panel Recommendation</b>	29 Jun 2021
<b>Implementation</b>	27 Aug 2021

## Change Proposals for Consultation (2/2)

<b>Reference</b>	<b>CPW110</b>
<b>Title</b>	Sharing Non-Household Emergency Contact Details
<b>CMOS Impact</b>	Y
<b>Group</b>	MOSL
<b>Update</b>	The change was discussed at the RWG Planned and Unplanned Events sub-group meeting on 21 January 2021. The group agreed to incorporate guidance on data formatting and frequency of sharing within a best practice document. The group also changed the solution to a CMOS-affecting one, so customer emergency contact data can be stored and maintained centrally. MOSL is working with the proposer and RWG on developing the best practice document and designing the CMOS solution. These will be discussed at the February 2021 RWG sub-group meeting.
<b>Consultation</b>	Mar – TBC
<b>Panel Recommendation</b>	29 Jun 2021
<b>Implementation</b>	May 2022

## Change Proposals for Panel Recommendation in Feb 2021

Reference	Title	CMOS Impact	Group	Implementation
CPW112	Clarifications to CSD 0102 and CSD 0105	N	MOSL	14 May 2021
CPW085.R1	Premises Vacant transaction link to DPID	Y	MOSL	May 2022
CPW109	Changing the constraints on customer reads	N	MOSL	14 May 2021

## Change Proposals for Panel Recommendation in Mar 2021

Reference	Title	CMOS Impact	Group	Implementation
CPW115	Amending definition of insolvency event	N	MOSL	31 Mar 2021
PIP098	Clarification and removal of redundant clauses in the Unified Disputes Process	N	MOSL	14 May 2021

## Awaiting Ofwat Decision (1/3)

Reference	Title
CPM015/CPW071	Panel Self-Governance
CPM033	Improved process for managing Data Subject Rights Requests
CPM035	Panel Election Streamlining
CPW067.R1	Bulk Submission of Service Requests via MS Excel

- No changes have impacts on CMOS.
- Projected implementation date: 14 May 2021

## Awaiting Ofwat Decision (2/3)

Reference	Title
CPW080	Simplification of Default and Termination Process
CPW105	Provisions of Information Obligation
CPW111	Housekeeping change to align the codes with CMOS

- No changes have impacts on CMOS.
- Projected implementation date: 14 May 2021

## Awaiting Ofwat Decision (3/3)

Reference	Title
CPM037/CPW113	Housekeeping Changes to Correct Typographical Errors and Enhance Standardisation
CPW114	Housekeeping Changes to Correct Typographical Errors and Enhance Standardisation

- No changes have impacts on CMOS.
- Projected implementation date: 14 May 2021

## Awaiting Implementation

Reference	Title	CMOS Impact	Release
CPW089	T101 Adding Billing Address Fields	Y	14 May 2021
CPW099	Clarify the responsibilities of Trading Parties during a planned event	N	14 May 2021

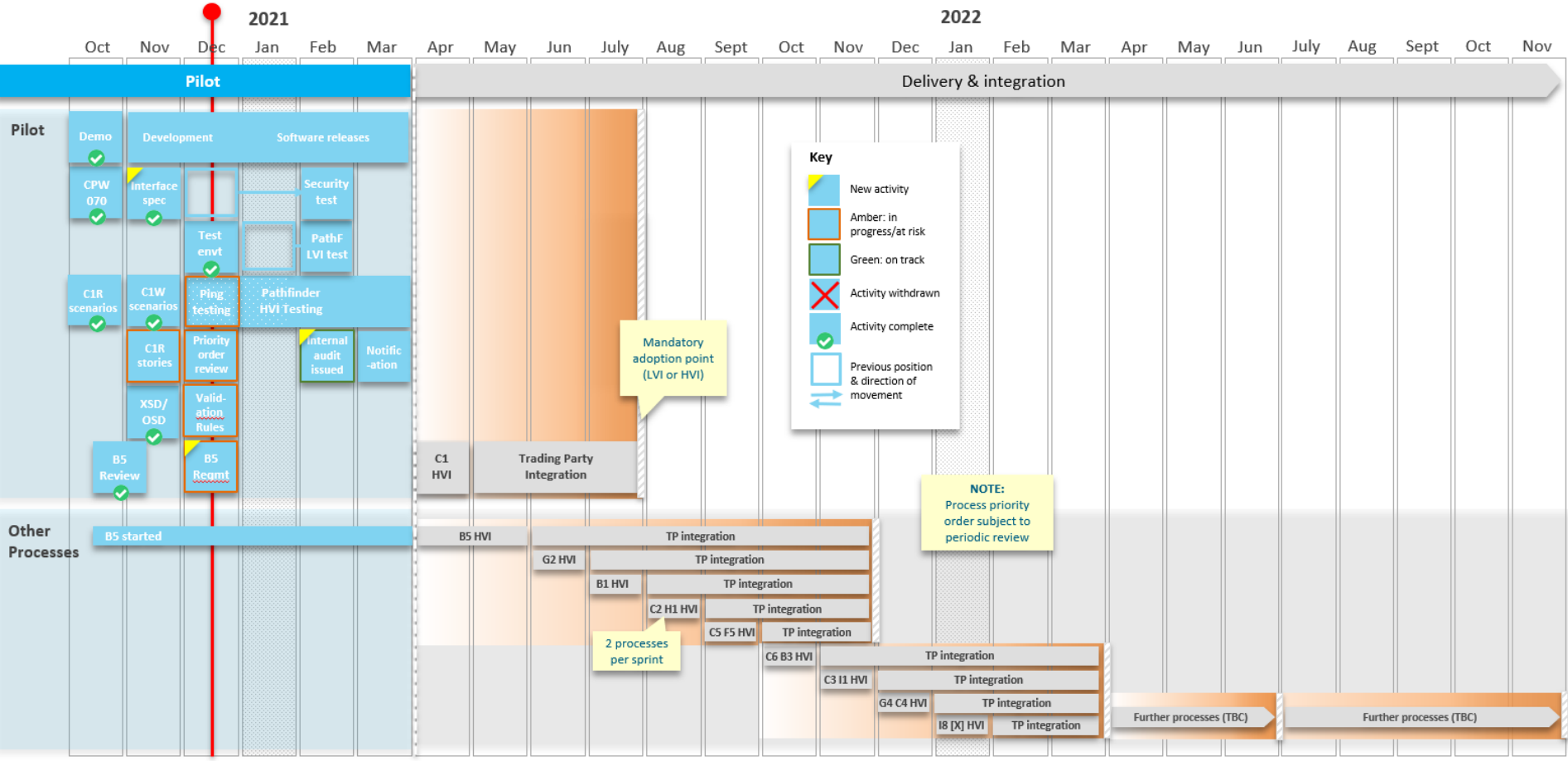
# Bilateral Transactions Programme

Miles Robinson

# Bilateral Transactions Programme

Programme Board 14 December 2020

Ofwat CPW070 timetable	<b>31 July 2021</b> Phase 2 1 process	<b>30 Nov 2021</b> Phase 3 +7 processes (total: 8)	<b>31 March 2022</b> Phase 4 +8 processes (total: 16)	<b>30 June 2022</b> Phase 5 +12 processes (tot: 28)	<b>30 Nov 2022</b> Phase 6 +TBC
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# Bilateral Transactions Programme

As at 29 January 2021

Ofwat  
CPW070  
timetable

31 July 2021  
Phase 2  
1 process

30 Nov 2021  
Phase 3  
+7 processes (total: 8)

31 March 2022  
Phase 4  
+8 processes (total: 16)

30 June 2022  
Phase 5  
+12 processes (tot: 28)

30 Nov 2022  
Phase 6  
+TBC

2021

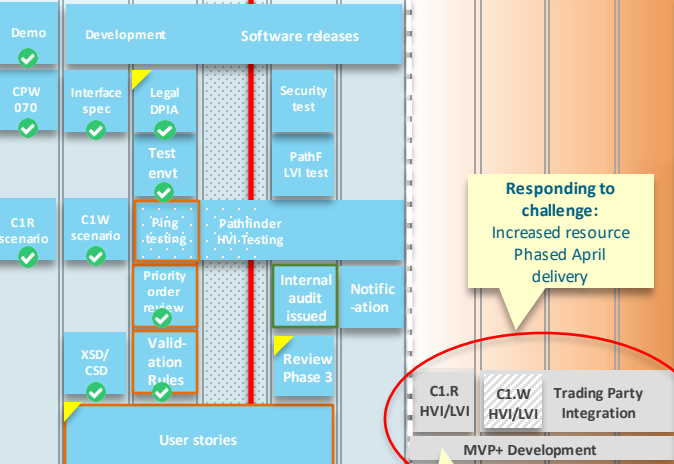
2022

Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sept Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sept Oct Nov

Pilot

Delivery & integration

Pilot



Mandatory adoption point (LVI / HVI)

Responding to challenge: Increased resource Phased April delivery

**Key**

- New activity
- Amber: in progress/at risk
- Green: on track
- Activity withdrawn
- Activity complete
- Previous position & direction of movement

Reminder Flexible/agile programme - not 'big bang'

C1.R HVI/LVI  
C1.W HVI/LVI  
Trading Party Integration  
MVP+ Development

Other Processes



MVP+ includes: deferrals, reporting, attachments, notifications, transfers, export, save as draft, third party input

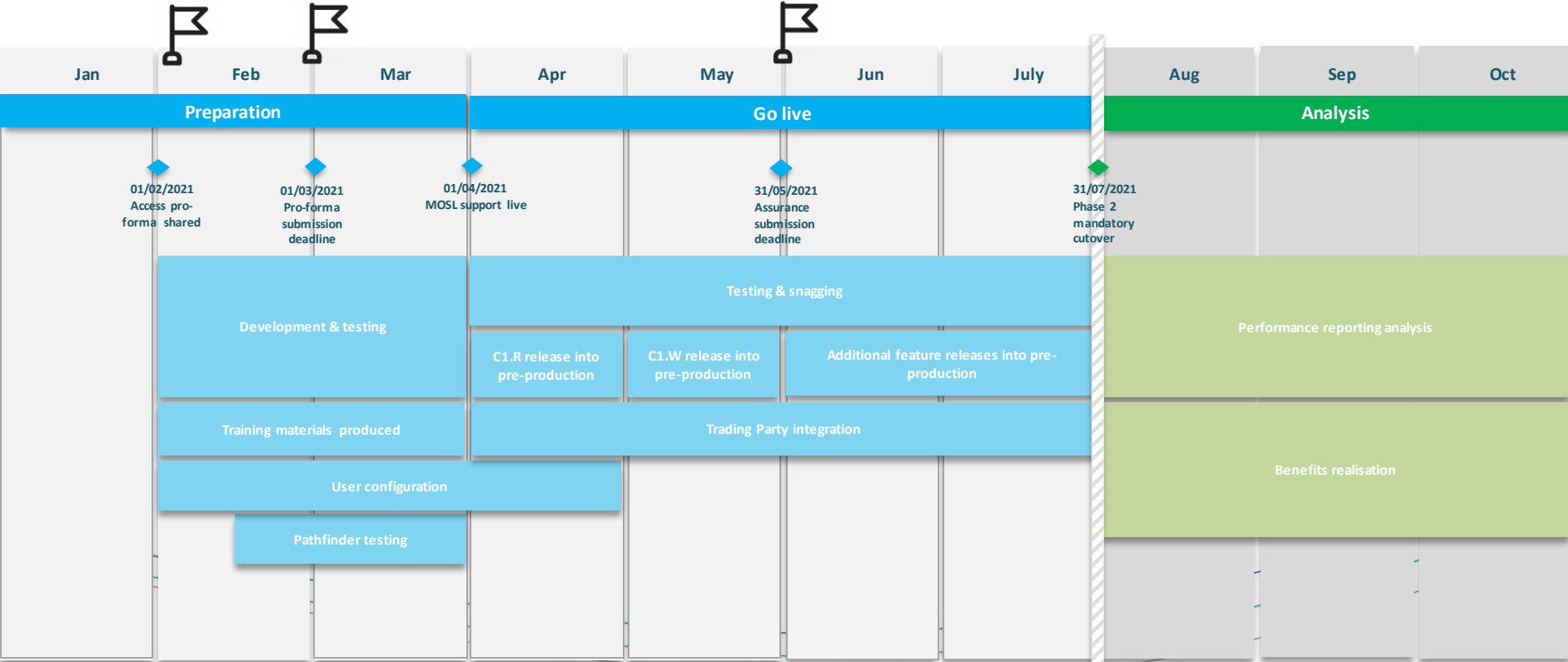
B5 TP integration  
B1 TP integration  
G2 TP integration  
C2 H1 TP integration  
C5 F5 TP integration

C6 B3 HVI TP integration  
C3 I1 HVI TP integration  
G4 C4 HVI TP integration  
I8 I1 HVI TP integration

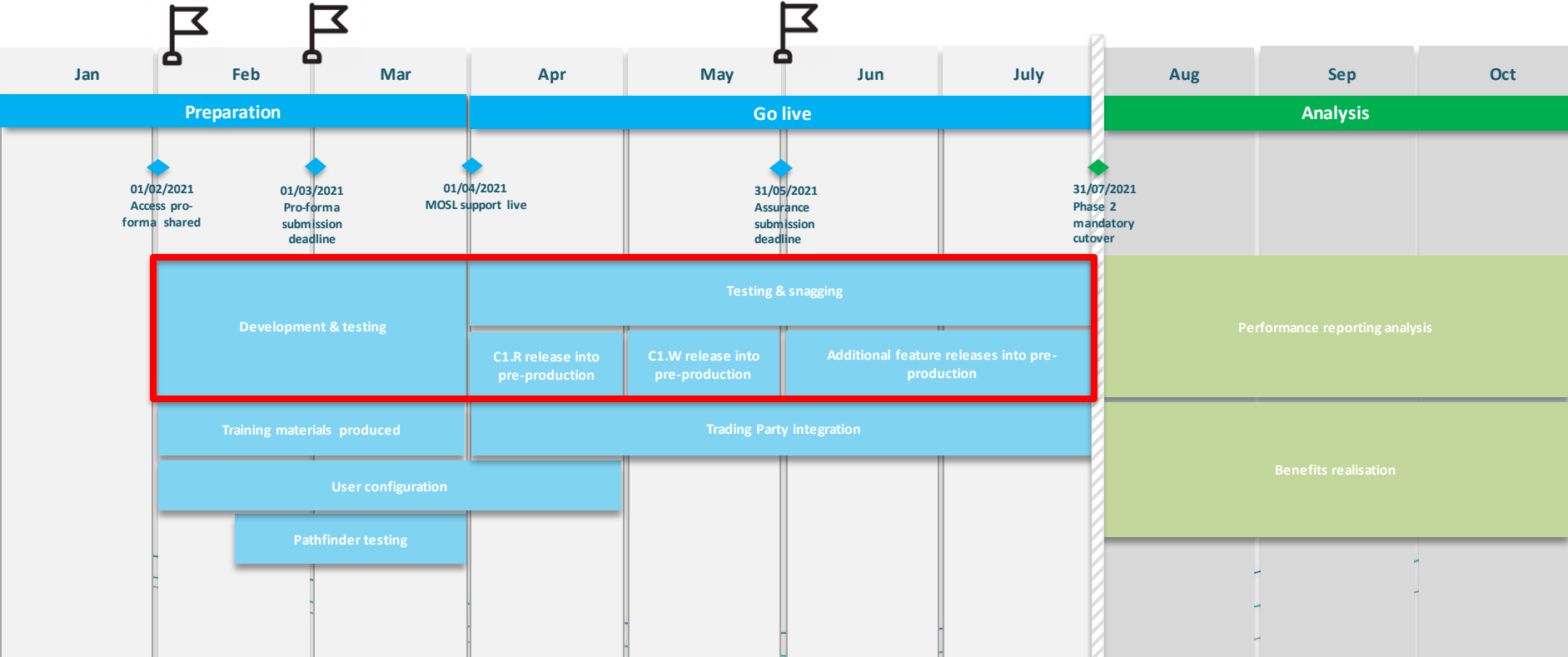
Further processes (TBC)

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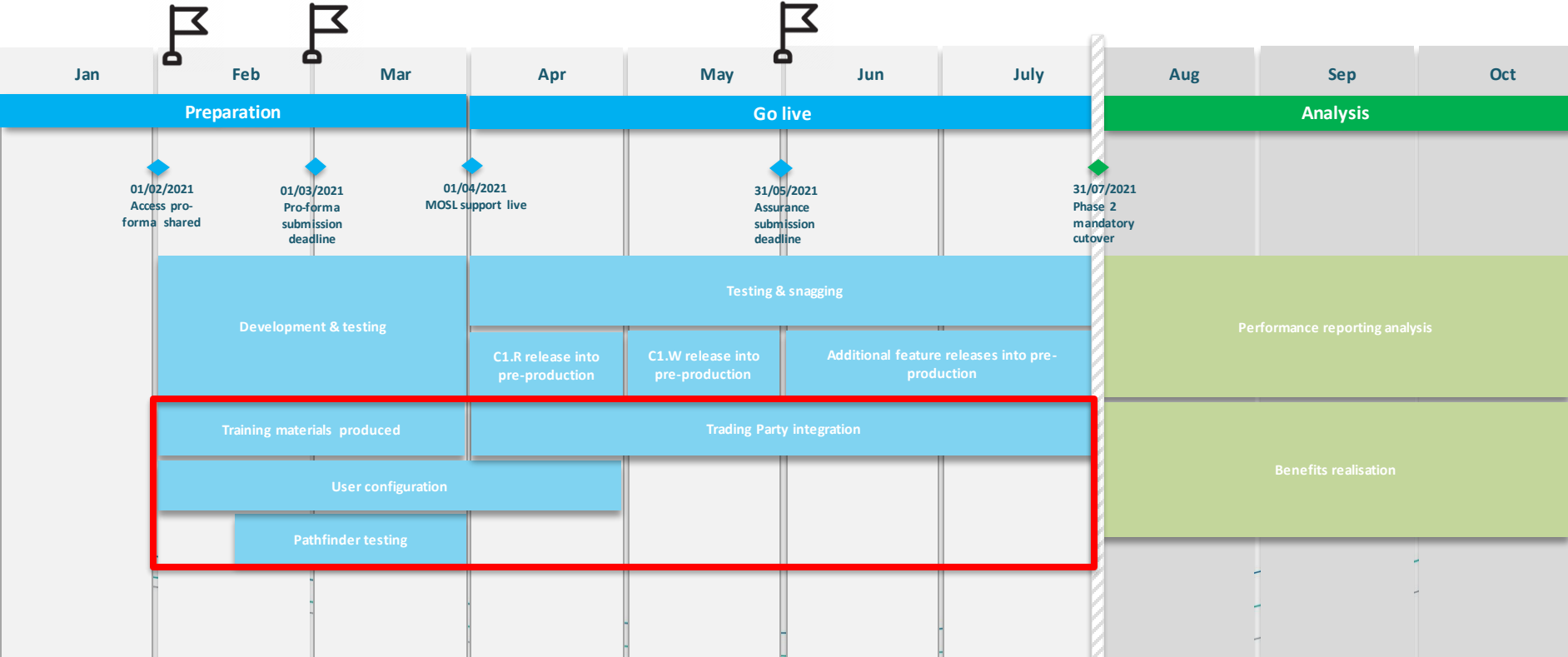
# Implementation (Pilot process – C1/meter verification)



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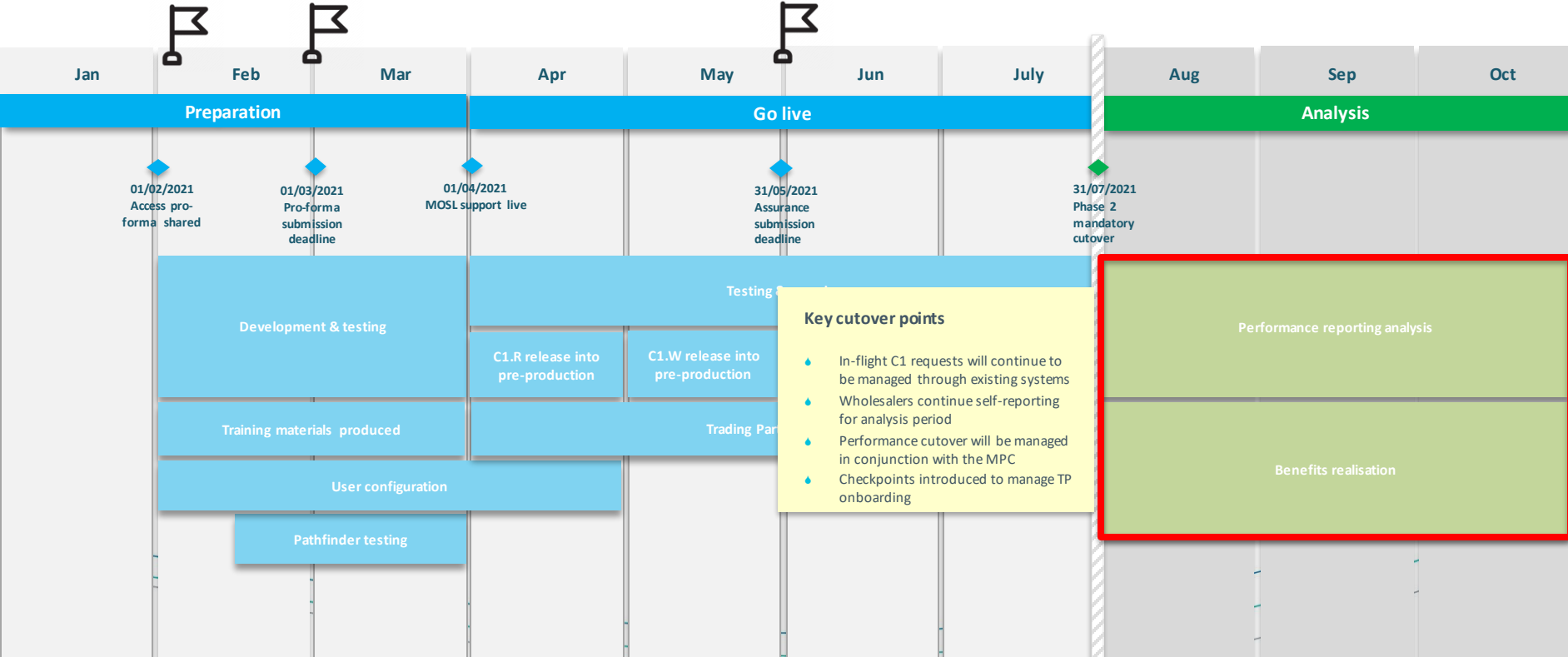
Training materials produced

User configuration

Pathfinder testing

Trading Party integration

# Implementation (Pilot process – C1/meter verification)



**Key cutover points**

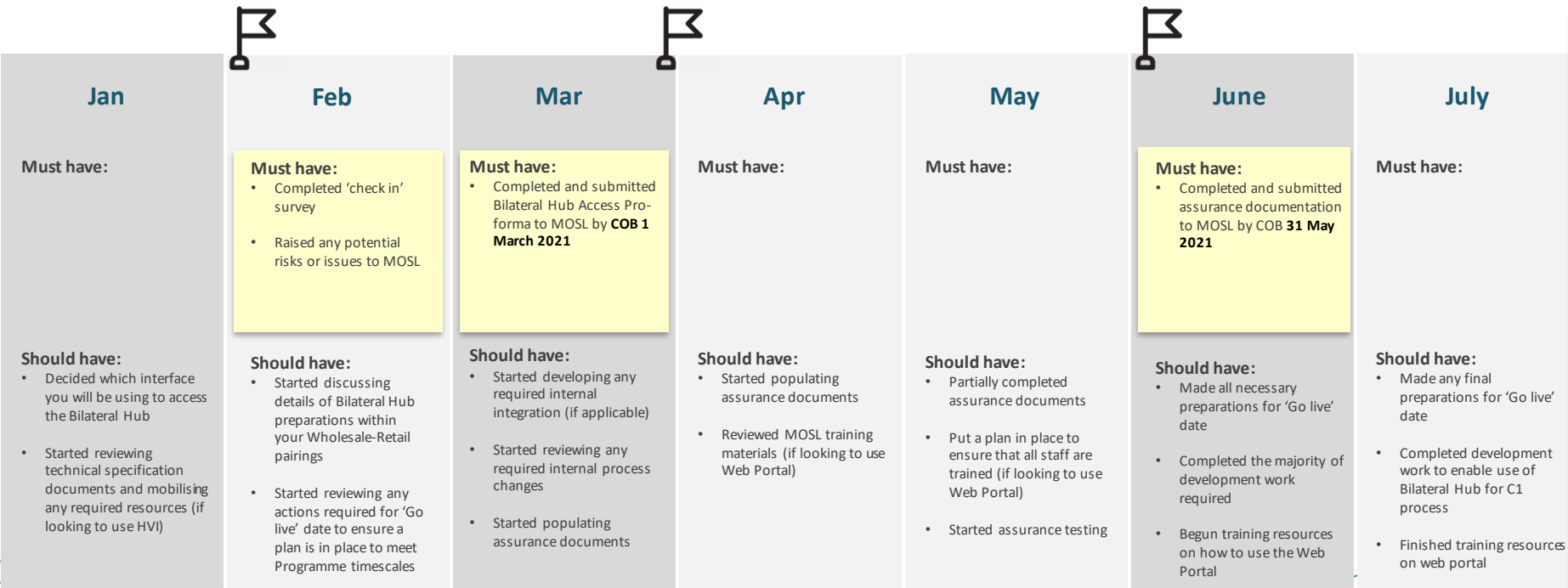
- In-flight C1 requests will continue to be managed through existing systems
- Wholesalers continue self-reporting for analysis period
- Performance cutover will be managed in conjunction with the MPC
- Checkpoints introduced to manage TP onboarding

**Performance reporting analysis**

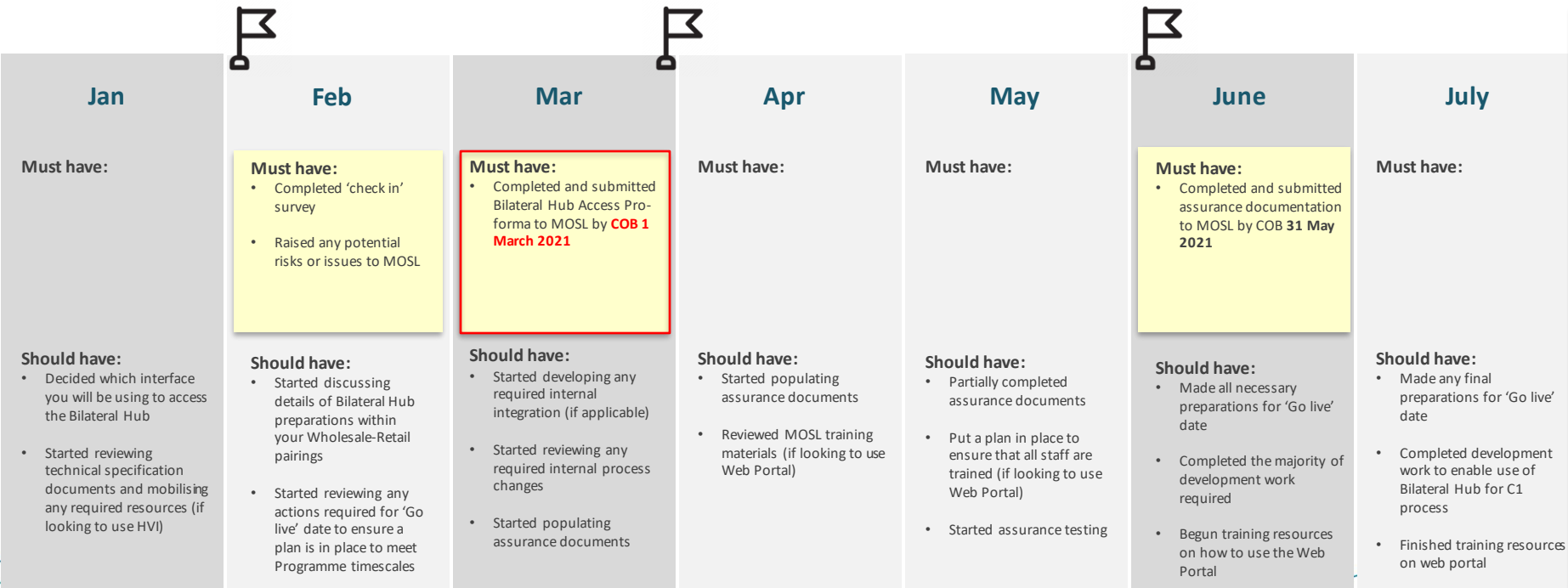
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**Benefits realisation**

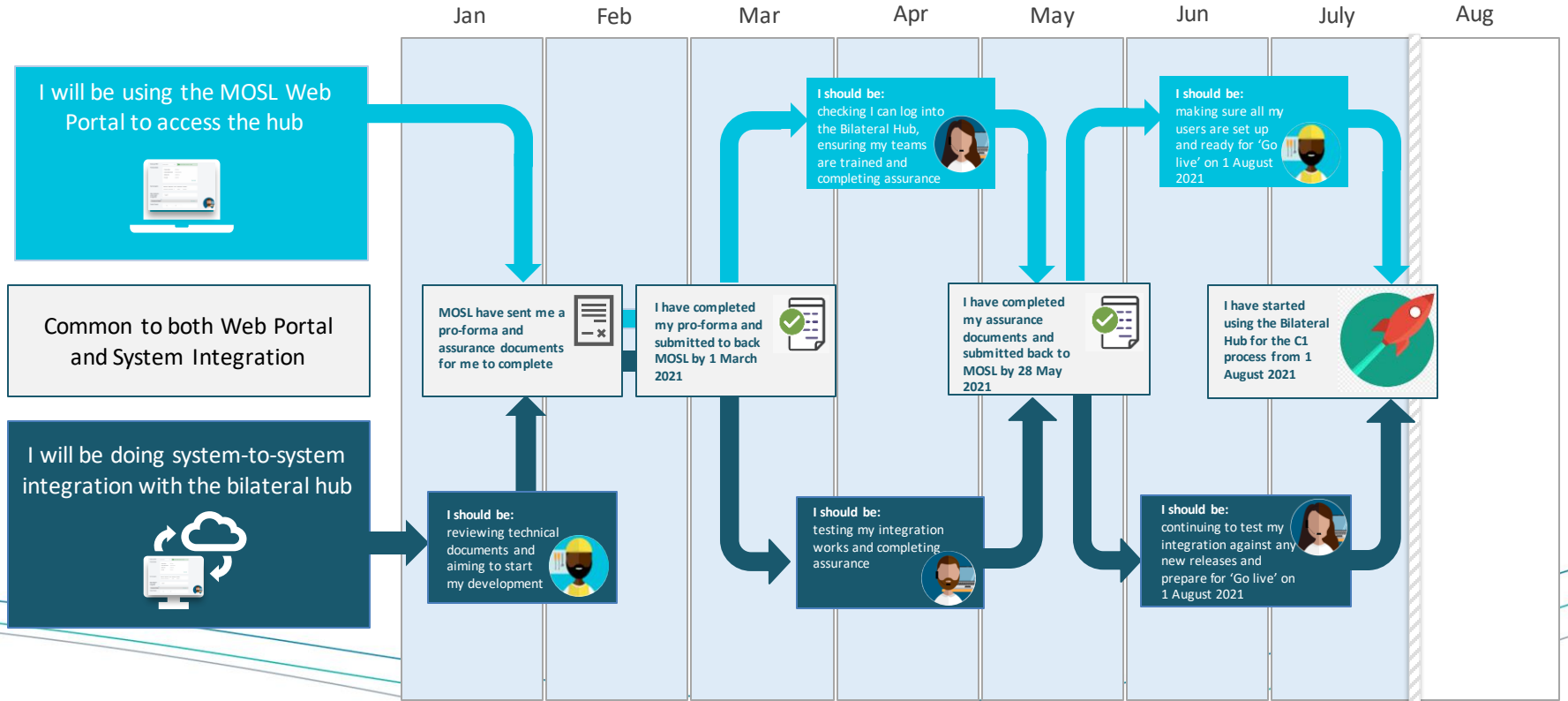
# Implementation checkpoints



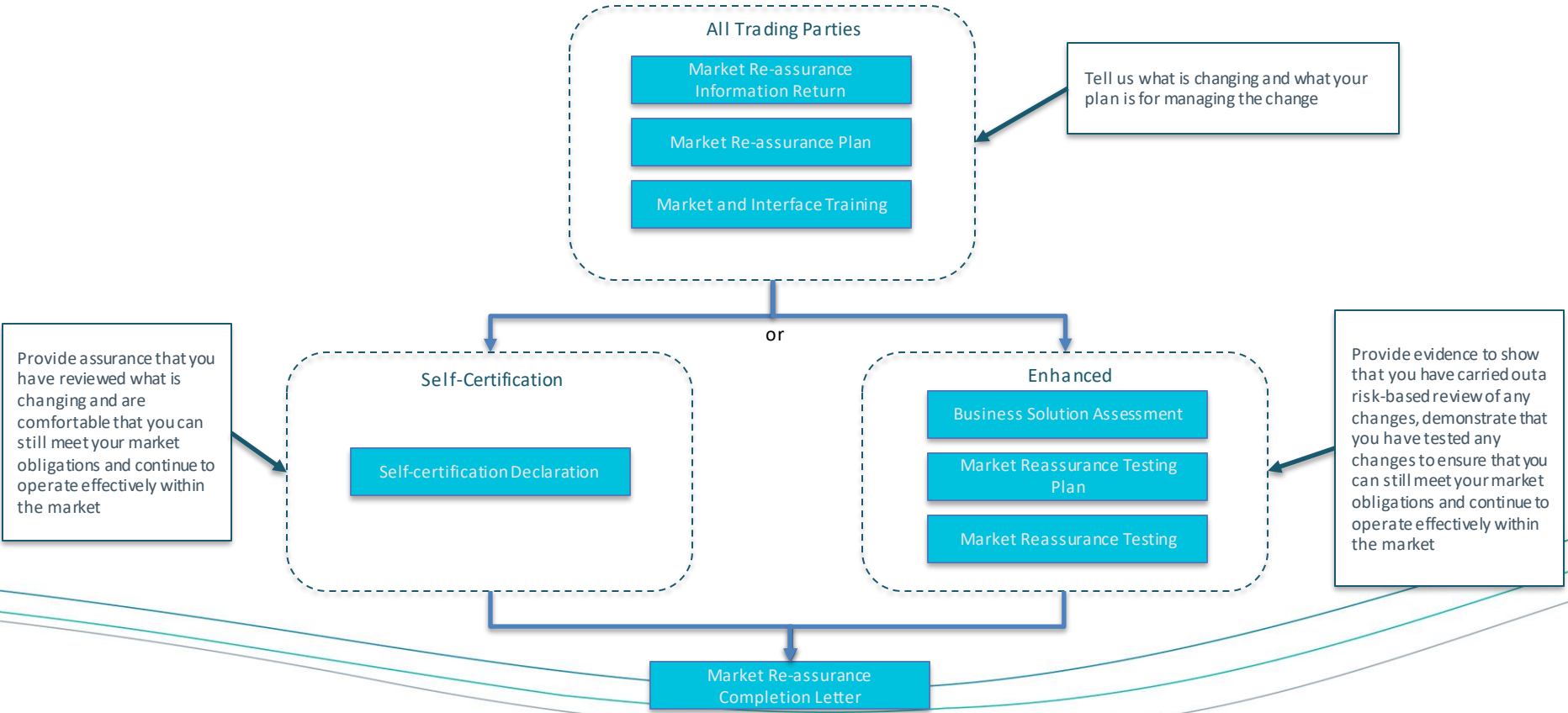
# Implementation checkpoints



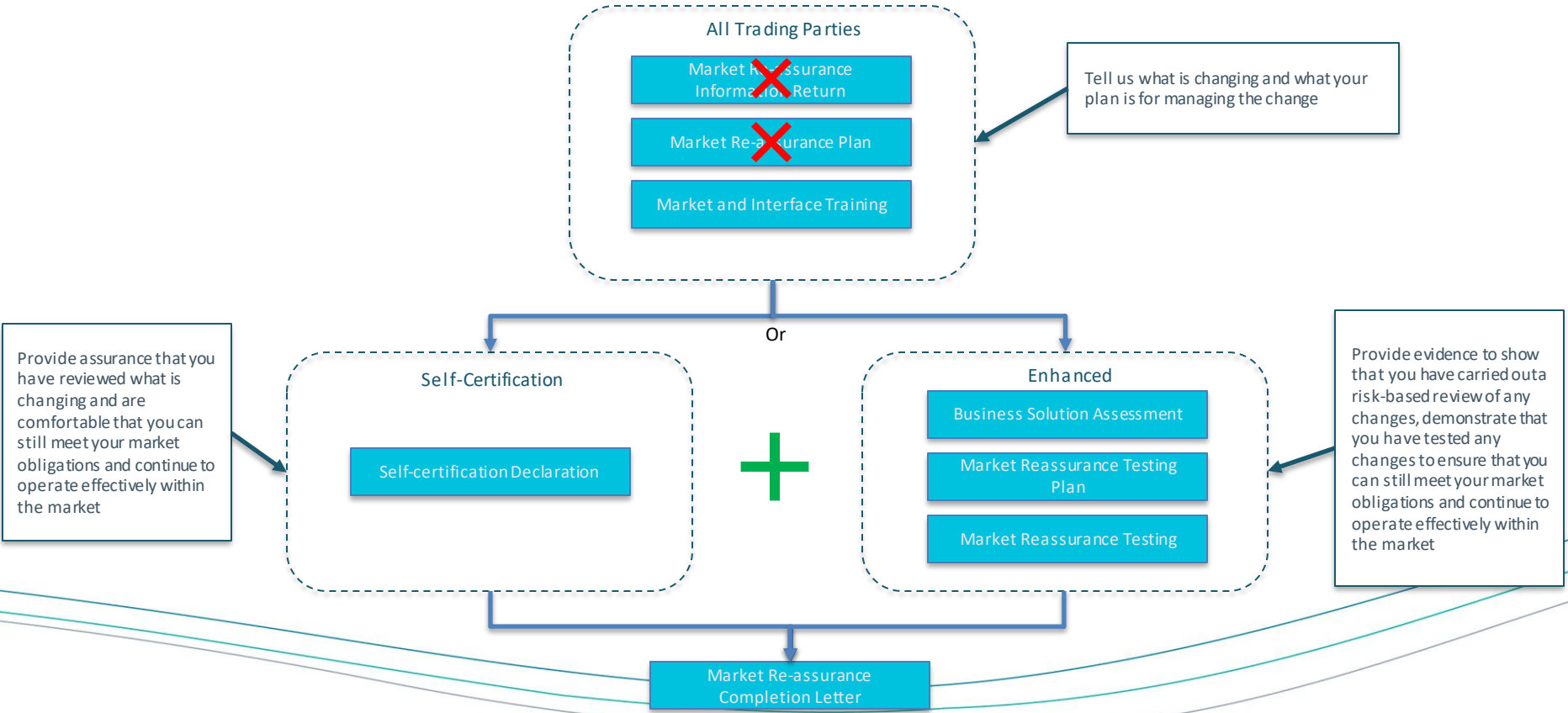
# Bilateral Hub – journey to live



# Bilateral Hub – Assurance approach



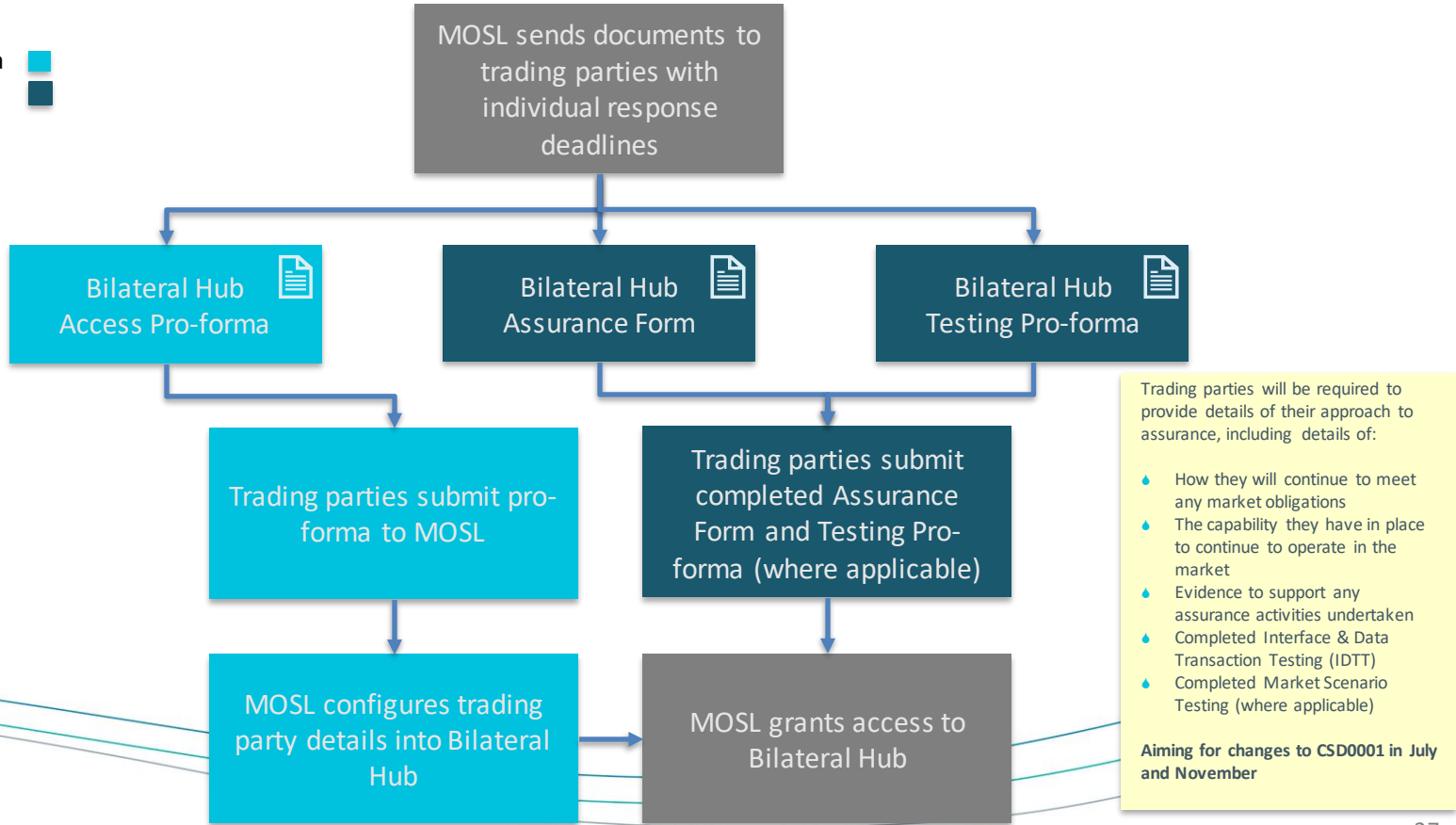
# Bilateral Hub – Assurance approach



# Bilateral hub – assurance approach

**Key:**

- Access Pro-forma ■
- Assurance ■



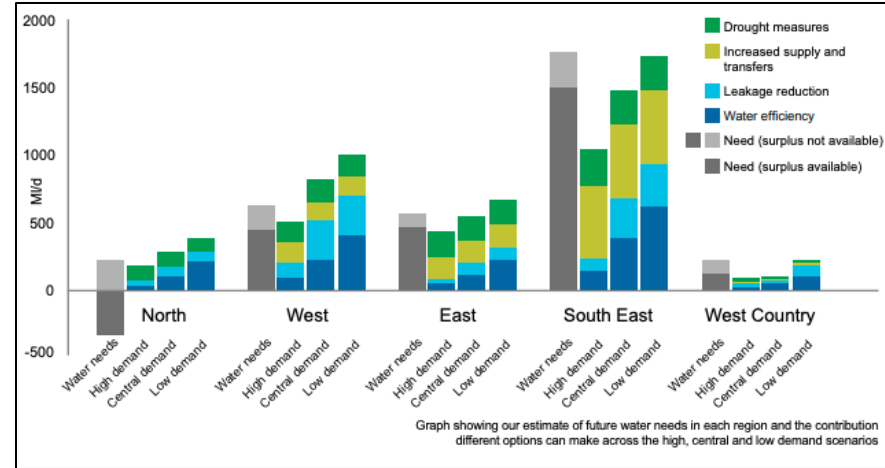
- ◆ Bilateral Hub Access Pro-forma (Checkpoint 2) – **Due 1 March 2021**
- ◆ Planning update to Contract Managers – **10 March 2021**
- ◆ Assurance documents (Checkpoint 3) – **31 May 2021**

# RWG Water Efficiency sub group update

- Recap/background
- Development of the plan
- Water Efficiency Steering Group
- Finalised Headline Action Plan
- Next steps

# Background to the NHH Action Plan

- Scale of challenge - approx. extra 3,500 million litres per day by 2050
- Reducing demand a key solution – 40-50%
- NHH makes up about 30% demand
- When the NHH retail market was set up water efficiency gains were one of the anticipated positives
- Issues highlighted include consumption data collection and visibility; awareness of water efficiency services and the water availability challenge; collaboration; insufficiently strong financial motivations; and perceived barriers in the wider regulatory framework (targets, tariffs etc).



# The Regulators Letter

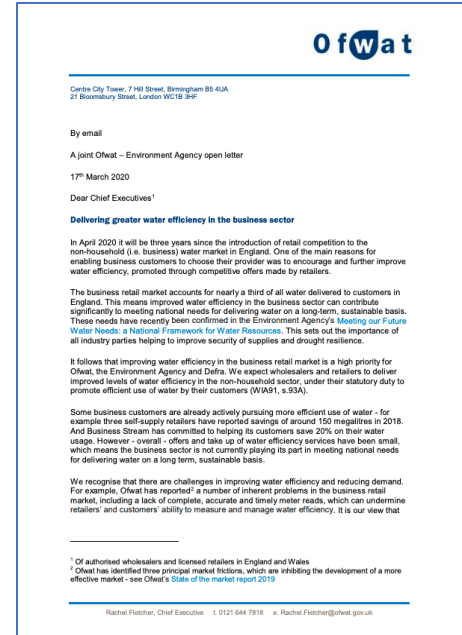
*“Delivering greater water efficiency in the business sector”*

*“work together to deliver greater water efficiency in the business sector”*

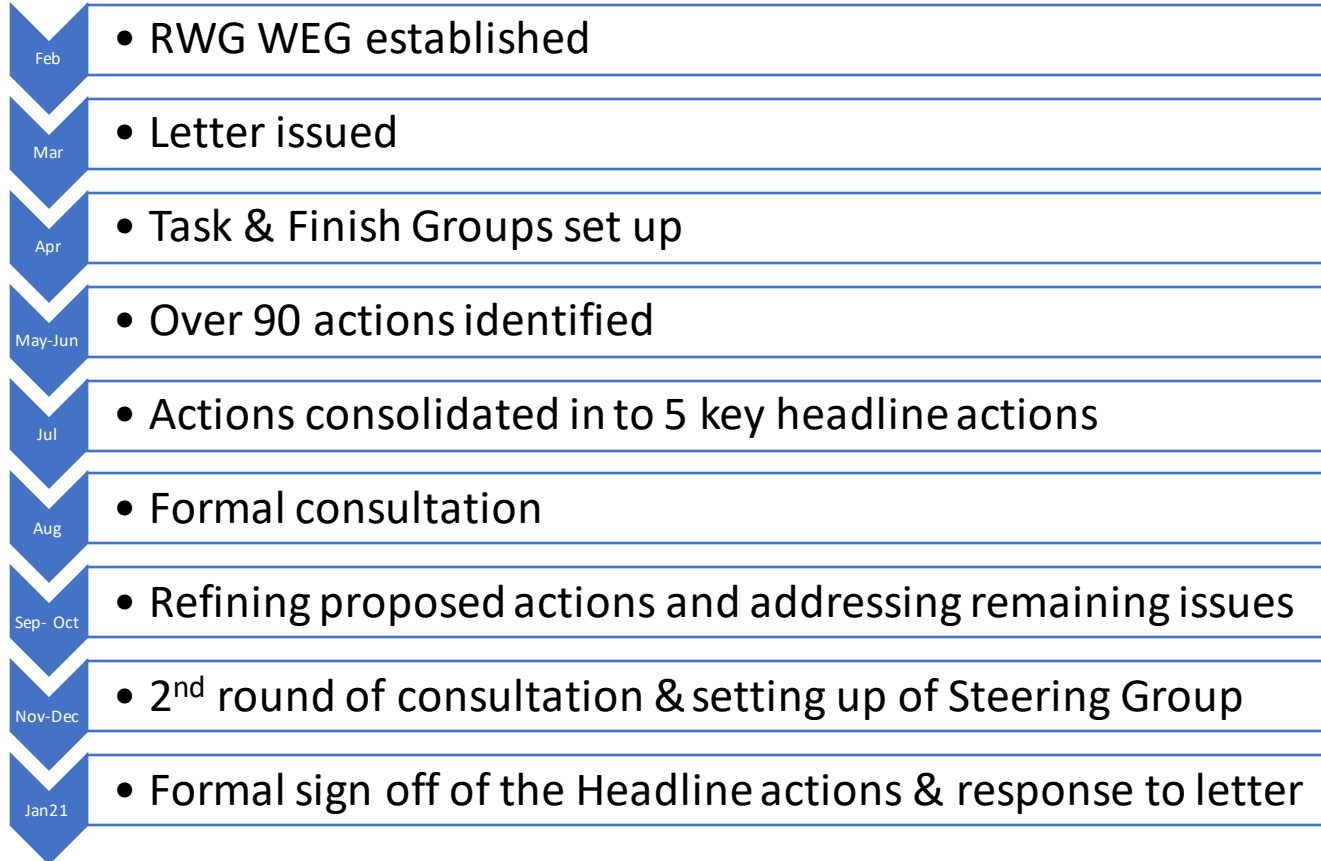
- Greater collaboration in preparing and delivering water resource management plans
- Smarter use of water consumption data to support water efficiency actions
- Better co-ordination and collaboration during unplanned events and incidents.

*“to develop and deliver 2024 water resource management plans that deliver significantly improved levels of water efficiency in the business sector”.*

- The newly formed RWG water efficiency sub-group was tasked with preparing the Action Plan



# Development of Action Plan



# RWG Water Efficiency Steering Group (RWG WESG)

## Members (as of 17/11/2020)

Name	Company / role
<b>Voting members</b>	
<b>Holly Corns</b>	<b>Wholesaler rep &amp; Chair</b>
<b>Aimee Shaw</b>	<b>Wholesaler rep</b>
<b>Andrew Tucker</b>	<b>Wholesaler rep</b>
<b>Lois Gill</b>	<b>Retailer rep</b>
<b>Richard Barton</b>	<b>Retailer rep</b>
<b>Ros Carey</b>	<b>Retailer rep</b>
<b>Barry Millar</b>	<b>Self-suppliers rep</b>
<b>Non-voting members</b>	
<b>Liz D’Arcy</b>	<b>MOSL</b>
<b>Shaun Kent</b>	<b>Ofwat</b>
<b>Liz Cairns</b>	<b>Environment Agency</b>
<b>Kruti Patel</b>	<b>Defra</b>
<b>Nathan Richardson</b>	<b>Waterwise</b>
<b>Ana Maria Millan</b>	<b>CCW</b>

# Headline Action Plan

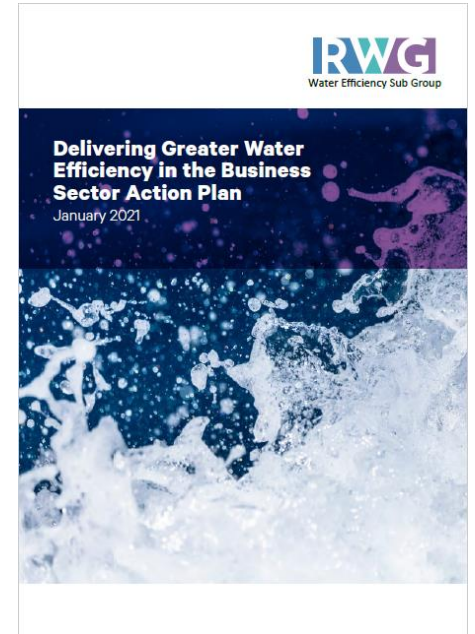
Headline Action 1: Develop a shared view with policy makers and regulators of the scale of short term and longer term non household (NHH) water efficiency ambition

Headline Action 2: Improve understanding of the nature of non household (NHH) water consumption through smarter use and better sharing of data

Headline Action 3: Improve engagement of Retailers in the water resource planning process (Regional and WRMP24)

Headline Action 4: Drawing on customer insight; identify & address wider regulatory & other relevant barriers to non household (NHH) water efficiency, including reviewing tariffs, targets, incentives and penalties

Headline Action 5: Collaborate to raise the profile of water efficiency with non household (NHH) businesses and their customers



# Next steps

- Finalise set up of Task & Finish groups (by end of Feb)
- Start developing plan for “fast track” actions
- Identify areas requiring budget for delivery for further consideration
- Progress reported to Ofwat and the EA and to a new Senior Water Demand Steering Group (SWDSG)

Thank you  
Any questions?

# Portal and Data Dashboards

Matt Labrum

Hendriico Merila

# Introduction

- ◆ MOSL committed to delivering a data cleanse plan for as part of the Market Performance Operating Plan (MPOP) for 2020/21
- ◆ We identified a need for incentivising the maintenance of data quality of core data items
- ◆ We are therefore developing dashboards for monitoring trading party data quality performance
- ◆ Data cleanse plan is expected to be published w/c 1<sup>st</sup> March 2021 and dashboards will go live w/c 8<sup>th</sup> March 2021

# Coverage of Core Data Items

Key:

Performance monitoring & rectification

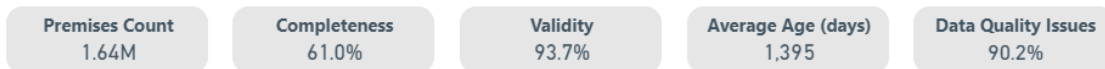
Review code & clarify usage

Further review

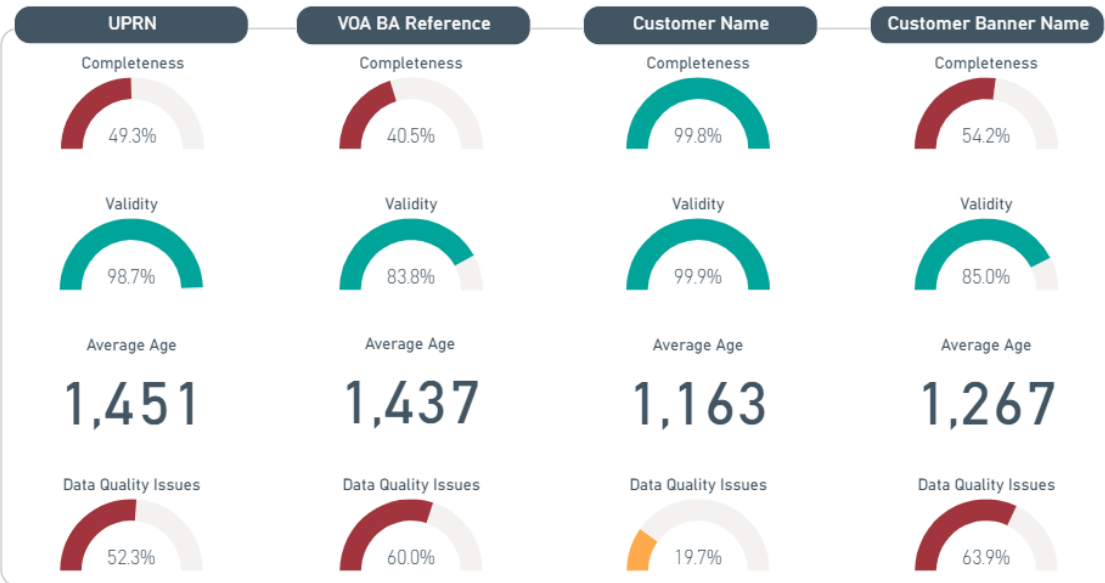
Group	Data Item ID	Dashboard
Customer Details and Premises Data	D2027: Customer Name	X
	D2050: Customer Banner Name	X
	D2039: UPRN	X
	D2037: VOA BA Reference	X
	D5009: Postcode (Premises)	X
Meter Location Data	D3017: GISX D3018: GISY	X
	D3019: Meter Location Free Descriptor	
	D3025: Meter Location Code	
Meter Details Data	D3013: Meter Manufacturer	X
	D3014: Manufacturer Meter Serial Number	X
	D3003: Physical Meter Size	
	D3004: Number of Digits	

## Customer & Premises Data

Data as of:  
01/02/2021



Raw data



**Wholesalers**

- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W
- DWRCYMRU-W
- ICOSA2-W

**Retailers**

- Select all
- ADASM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R

## Customer & Premises Data

Data as of:  
01/02/2021

Premises Count  
1.64M

Completeness  
61.0%

Validity  
93.7%

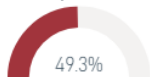
Average Age (days)  
1,395

Data Quality Issues  
90.2%

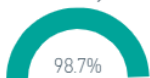
Raw data

### UPRN

Completeness



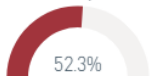
Validity



Average Age

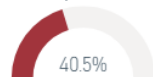
1,451

Data Quality Issues

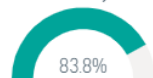


### VOA BA Reference

Completeness



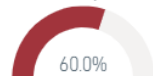
Validity



Average Age

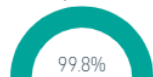
1,437

Data Quality Issues

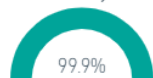


### Customer Name

Completeness



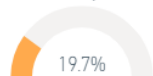
Validity



Average Age

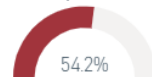
1,163

Data Quality Issues

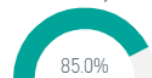


### Customer Banner Name

Completeness



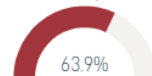
Validity



Average Age

1,267

Data Quality Issues



### Wholesalers

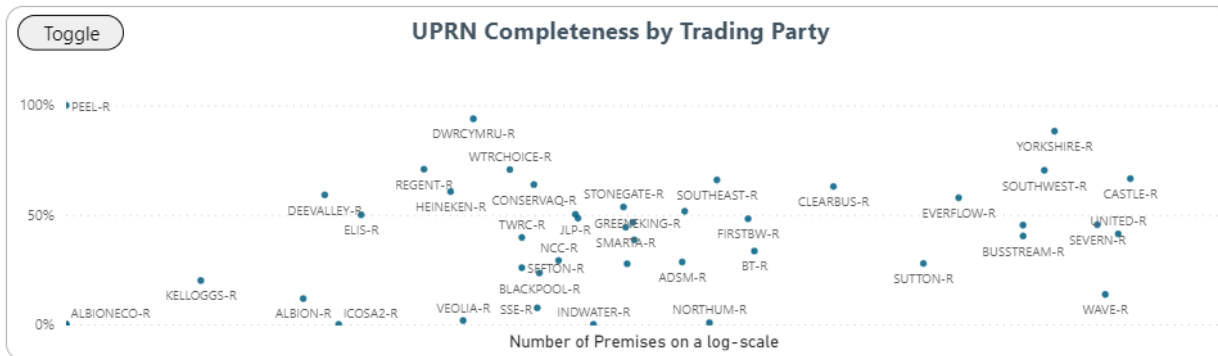
- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W
- DWRCYMRU-W
- ICOSA2-W

### Retailers

- Select all
- ADSM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R

# Customer & Premises Data

Data as of:  
01/02/2021



#### Data item

- Customer Banner Name
- Customer Name
- UPRN
- VOA

#### Metric

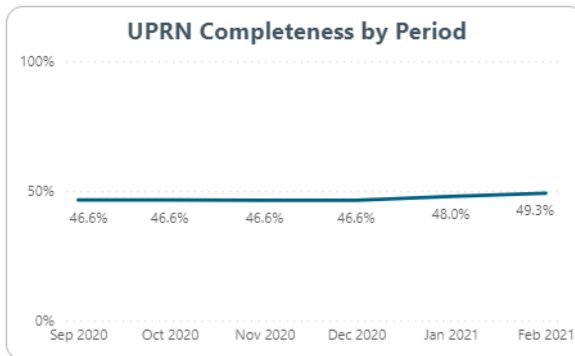
- Completeness
- Validity

#### Wholesalers

- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W

#### Retailers

- Select all
- ADSM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R

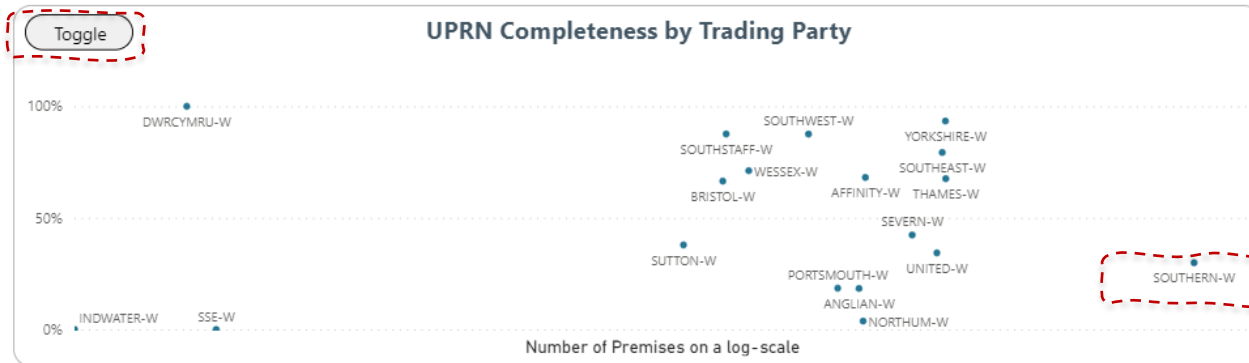


### Data Quality Score by Retailer-Wholesaler Pairing

Wholesaler	Retailer	Data Item	Metric	Score	Premises
AFFINITY-W	ADSM-R	UPRN	Completeness	76.9%	26
AFFINITY-W	BT-R	UPRN	Completeness	72.8%	213
AFFINITY-W	BUSSTREAM-R	UPRN	Completeness	68.1%	2,303
AFFINITY-W	CASTLE-R	UPRN	Completeness	73.9%	64,985
AFFINITY-W	CLEARBUS-R	UPRN	Completeness	87.8%	384
AFFINITY-W	CONSERVAQ-R	UPRN	Completeness	64.9%	37
AFFINITY-W	EVERFLOW-R	UPRN	Completeness	81.0%	2,165
AFFINITY-W	FIRSTBW-R	UPRN	Completeness	57.8%	287
AFFINITY-W	GREENEKING-R	UPRN	Completeness	88.0%	92
AFFINITY-W	HEINEKEN-R	UPRN	Completeness	75.0%	4

← **Customer & Premises Data**

Data as of:  
01/02/2021



**Data item**

- Customer Banner Name
- Customer Name
- UPRN
- VOA

**Metric**

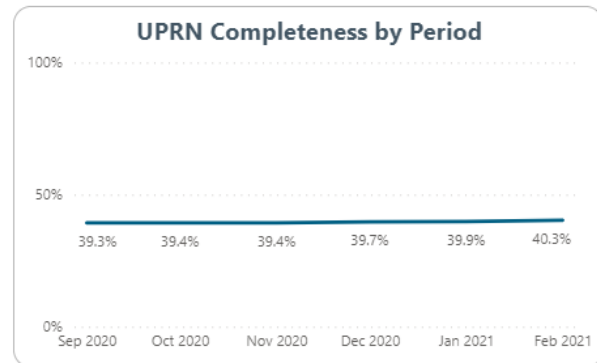
- Completeness
- Validity

**Wholesalers**

- Select all
- AFFINITY-W
- ANGLIAN-W
- BRISTOL-W
- DWRCYMRU-W
- INDWATER-W
- NORTHUM-W

**Retail**

- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R
- CONSERVAQ-R
- DEEVALLEY-R
- DWRCYMRU-R



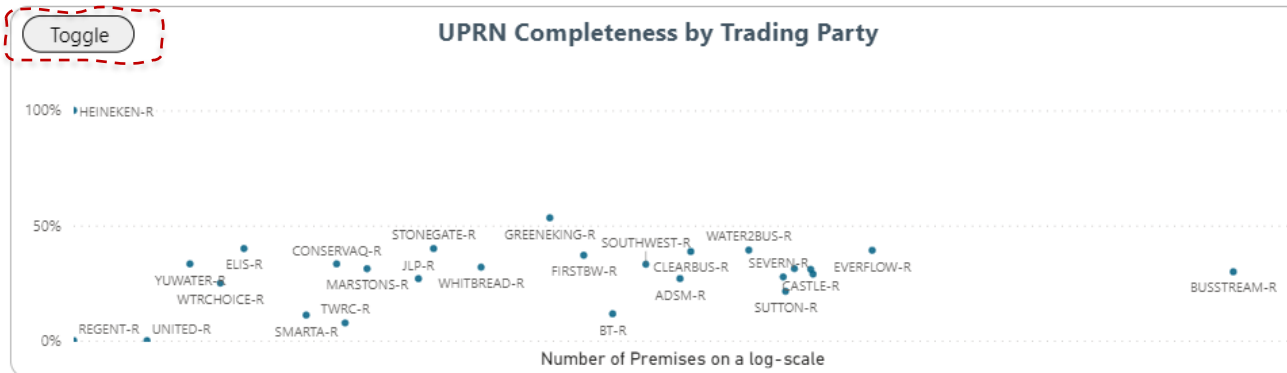
**Data Quality Score by Retailer-Wholesaler Pairing**

Wholesaler	Retailer	Data Item	Metric	Score	Premises
AFFINITY-W	BUSSTREAM-R	UPRN	Completeness	68.1%	2,303
ANGLIAN-W	BUSSTREAM-R	UPRN	Completeness	18.4%	2,163
BRISTOL-W	BUSSTREAM-R	UPRN	Completeness	66.5%	570
DWRCYMRU-W	BUSSTREAM-R	UPRN	Completeness	100.0%	3
INDWATER-W	BUSSTREAM-R	UPRN	Completeness	0.0%	1
NORTHUM-W	BUSSTREAM-R	UPRN	Completeness	3.8%	2,251
PORTSMOUTH-W	BUSSTREAM-R	UPRN	Completeness	18.5%	1,756
SEVERN-W	BUSSTREAM-R	UPRN	Completeness	42.3%	3,639
SOUTHEAST-W	BUSSTREAM-R	UPRN	Completeness	79.3%	4,884



## Customer & Premises Data

Data as of:  
01/02/2021



**Data item**

- Customer Banner Name
- Customer Name
- UPRN
- VOA

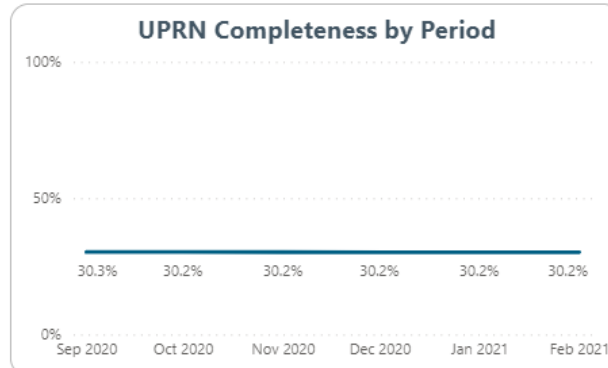
**Metric**

- Completeness
- Validity

**Wholes:**  PORTSMOUTH-W  SEVERN-W  SOUTHEAST-W  SOUTHERN-W  SOUTHTAFF-W  SOUTHWEST-W  SSE-W

**Retailers**

- Select all
- ADSM-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R
- CONSERVAQ-R



**Data Quality Score by Retailer-Wholesaler Pairing**

Wholesaler	Retailer	Data Item	Metric	Score	Premises
SOUTHERN-W	ADSM-R	UPRN	Completeness	26.9%	308
SOUTHERN-W	BT-R	UPRN	Completeness	11.7%	163
SOUTHERN-W	BUSSTREAM-R	UPRN	Completeness	29.9%	57,464
SOUTHERN-W	CASTLE-R	UPRN	Completeness	31.0%	1,059
SOUTHERN-W	CLEARBUS-R	UPRN	Completeness	38.7%	341
SOUTHERN-W	CONSERVAQ-R	UPRN	Completeness	33.3%	12
SOUTHERN-W	ELIS-R	UPRN	Completeness	40.0%	5
SOUTHERN-W	EVERFLOW-R	UPRN	Completeness	39.2%	1,894
SOUTHERN-W	FIRSTBW-R	UPRN	Completeness	37.1%	124
SOUTHERN-W	GREENEKING-R	UPRN	Completeness	53.3%	90

## Customer & Premises Data

Data as of:  
01/02/2021

Premises Count  
1.64M

Completeness  
61.0%

Validity  
93.7%

Average Age (days)  
1,395

Data Quality Issues  
90.2%

Raw data

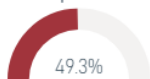
UPRN

VOA BA Reference

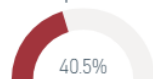
Customer Name

Customer Banner Name

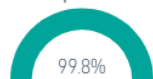
Completeness



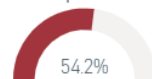
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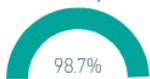
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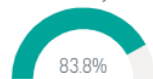
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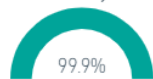
Validity



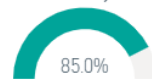
Validity



Validity



Validity



Average Age

1,451

Average Age

1,437

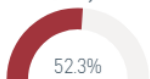
Average Age

1,163

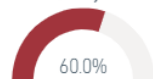
Average Age

1,267

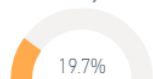
Data Quality Issues



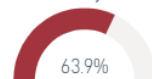
Data Quality Issues



Data Quality Issues



Data Quality Issues



### Wholesalers

- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W
- DWRCYMRU-W
- ICOSA2-W

### Retailers

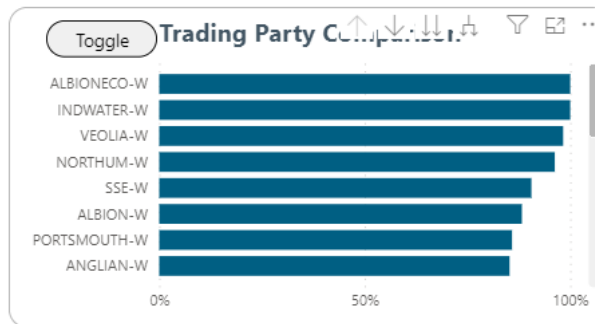
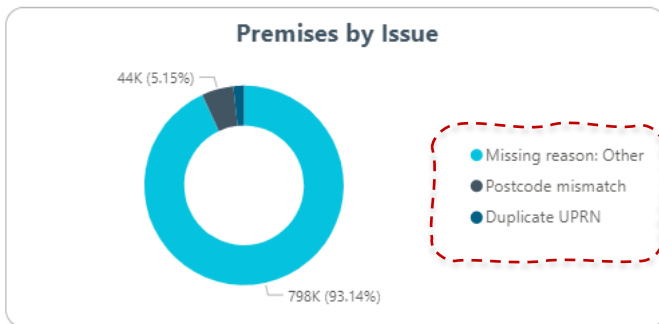
- Select all
- ADSTM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R

Data as of:  
01/02/2021



# UPRN & VOA Data Issues

<b>Total Premises</b> 1.64M	<b>Premises Issues (Count)</b> 857,227	<b>Premises Issues (%)</b> 52.3%	<b>Vacancy Rate</b> 18.6%
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### Data item

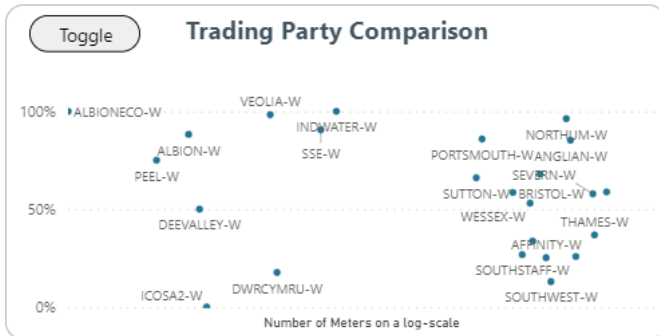
UPRN  
 VOA

#### Wholesaler

- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W
- PORTSMOUTH-W

#### Retailer

- Select all
- ADSM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R



### Retailer-Wholesaler by Pairing

Wholesaler	Retailer	Premises	Issues (Count)	Issues (%)
AFFINITY-W	ADSM-R	26	6	23.1%
AFFINITY-W	BT-R	213	44	20.7%
AFFINITY-W	BUSSTREAM-R	2,303	727	31.6%
AFFINITY-W	CASTLE-R	64,985	16,007	24.6%
AFFINITY-W	CLEARBUS-R	384	55	14.3%
AFFINITY-W	CONSERVAQ-R	37	4	10.8%
AFFINITY-W	EVERFLOW-R	2,165	387	17.9%
AFFINITY-W	FIRSTBW-R	287	110	38.3%
AFFINITY-W	GREENEVING-R	97	10	10.0%



# UPRN & VOA Data Issues

Data as of:  
01/02/2021

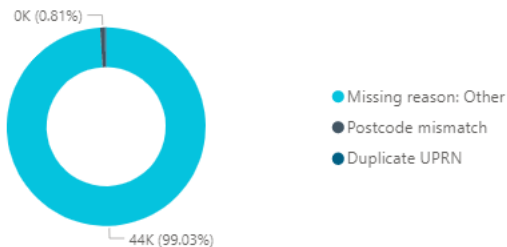
Total Premises  
66.07K

Premises Issues (Count)  
44,856

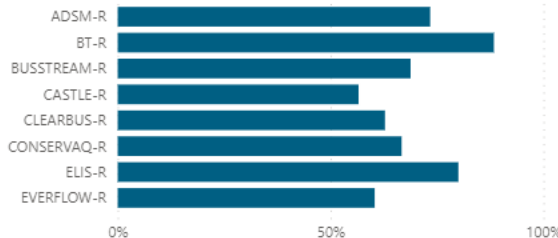
Premises Issues (%)  
67.9%

Vacancy Rate  
16.5%

## Premises by Issue



## Trading Party Comparison



## Data item

- UPRN
- VOA

## Wholesaler

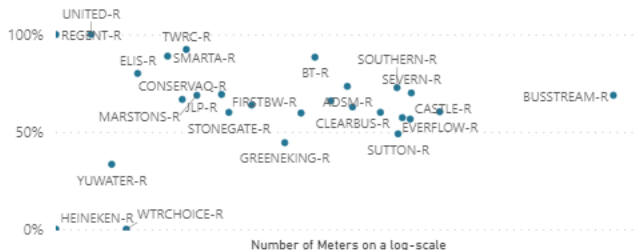
- PORTSMOUTH-W
- SEVERN-W
- SOUTHEAST-W
- SOUTHERN-W
- SOUTHWEST-W
- SSE-W
- SUTTON-W

## Retailer

- Select all
- ADSM-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R
- CONSERVAQ-R
- EVERFLOW-R
- JLP-R
- MARSTONS-R
- SEVERN-R
- SOUTHERN-R
- SOUTHERN-W
- SOUTHWEST-R
- STONEGATE-R
- TWRC-R
- YUWATER-R

Toggle

## Trading Party Comparison



## Retailer-Wholesaler by Pairing

Wholesaler	Retailer	Premises	Issues (Count)	Issues (%)
SOUTHERN-W	BT-R	163	144	88.3%
SOUTHERN-W	ELIS-R	5	4	80.0%
SOUTHERN-W	ADSM-R	308	226	73.4%
SOUTHERN-W	SOUTHERN-R	817	594	72.7%
SOUTHERN-W	SEVERN-R	1,083	758	70.0%
SOUTHERN-W	JLP-R	26	18	69.2%
SOUTHERN-W	BUSSTREAM-R	57,462	39,521	68.8%
SOUTHERN-W	MARSTONS-R	16	11	68.8%
SOUTHERN-W	CONSERVAQ-R	12	8	66.7%

## Customer & Premises Data

Data as of:  
01/02/2021

<b>Premises Count</b> 1.64M	<b>Completeness</b> 61.0%	<b>Validity</b> 93.7%	<b>Average Age (days)</b> 1,395	<b>Data Quality Issues</b> 90.2%
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Raw data

UPRN	VOA BA Reference	Customer Name	Customer Banner Name
<b>Completeness</b> 49.3%	<b>Completeness</b> 40.5%	<b>Completeness</b> 99.8%	<b>Completeness</b> 54.2%
<b>Validity</b> 98.7%	<b>Validity</b> 83.8%	<b>Validity</b> 99.9%	<b>Validity</b> 85.0%
<b>Average Age</b> <b>1,451</b>	<b>Average Age</b> <b>1,437</b>	<b>Average Age</b> <b>1,163</b>	<b>Average Age</b> <b>1,267</b>
<b>Data Quality Issues</b> 52.3%	<b>Data Quality Issues</b> 60.0%	<b>Data Quality Issues</b> 19.7%	<b>Data Quality Issues</b> 63.9%

**Wholesalers**

- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W
- DWRCYMRU-W
- ICOSA2-W

**Retailers**

- Select all
- ADSM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R

# Customer & Premises Data

Data as of:  
01/02/2021

Wholesaler

SOUTHERN-W

Retailer

BUSSTREAM-R

Row count:

57.46K

SPIDCORE	Wholesaler	Retailer	UPRN	VOA	CUSTOMER_NAME	CUSTOMER_BANNER_NAME	UPRN Completeness	UPRN Timeliness	UPRN Validity
3010214596	SOUTHERN-W	BUSSTREAM-R	10024874766				Complete	1252	Valid
3010214677	SOUTHERN-W	BUSSTREAM-R	100062609754	1913452386			Complete	1293	Valid
3010215851	SOUTHERN-W	BUSSTREAM-R	100060879863				Complete	1308	Valid
301021605X	SOUTHERN-W	BUSSTREAM-R	10023441352	20028100070100			Complete	882	Valid
3010216831	SOUTHERN-W	BUSSTREAM-R	10002024510				Complete	1298	Valid
3012020772	SOUTHERN-W	BUSSTREAM-R					Incomplete	1587	Missing
3013066822	SOUTHERN-W	BUSSTREAM-R	50037066				Complete	1587	Valid
3013066911	SOUTHERN-W	BUSSTREAM-R	50028790	79881145			Complete	1587	Valid
3013070218	SOUTHERN-W	BUSSTREAM-R	50027155				Complete	1587	Valid
3013082100	SOUTHERN-W	BUSSTREAM-R					Incomplete	1587	Missing
3013083247	SOUTHERN-W	BUSSTREAM-R	50022996				Complete	1587	Valid
3013086068	SOUTHERN-W	BUSSTREAM-R	50121301				Complete	1506	Valid
3013087099	SOUTHERN-W	BUSSTREAM-R					Incomplete	1587	Missing
3013087137	SOUTHERN-W	BUSSTREAM-R					Incomplete	1587	Missing
3013087145	SOUTHERN-W	BUSSTREAM-R					Incomplete	1587	Missing
3013089369	SOUTHERN-W	BUSSTREAM-R	100060915568				Complete	1587	Valid
301317627X	SOUTHERN-W	BUSSTREAM-R	100062286595	7984900000			Complete	1587	Valid
3013176393	SOUTHERN-W	BUSSTREAM-R	200002882500				Complete	1587	Valid
3013177284	SOUTHERN-W	BUSSTREAM-R					Incomplete	1587	Missing
301317854X	SOUTHERN-W	BUSSTREAM-R	50103256				Complete	1587	Valid

## Customer & Premises Data

Data as of:  
01/02/2021

Premises Count  
1.64M

Completeness  
61.0%

Validity  
93.7%

Average Age (days)  
1,395

Data Quality Issues  
90.2%

Raw data

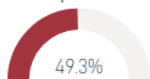
UPRN

VOA BA Reference

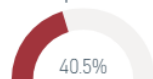
Customer Name

Customer Banner Name

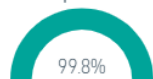
Completeness



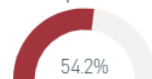
Completeness



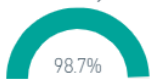
Completeness



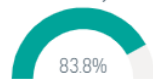
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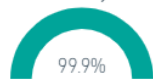
Validity



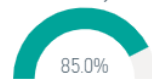
Validity



Validity



Validity



Average Age

1,451

Average Age

1,437

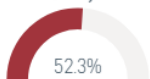
Average Age

1,163

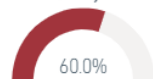
Average Age

1,267

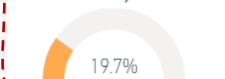
Data Quality Issues



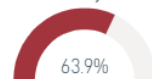
Data Quality Issues



Data Quality Issues



Data Quality Issues



### Wholesalers

- Select all
- AFFINITY-W
- ALBIONECO-W
- ALBION-W
- ANGLIAN-W
- BRISTOL-W
- DEEVALLEY-W
- DWRCYMRU-W
- ICOSA2-W

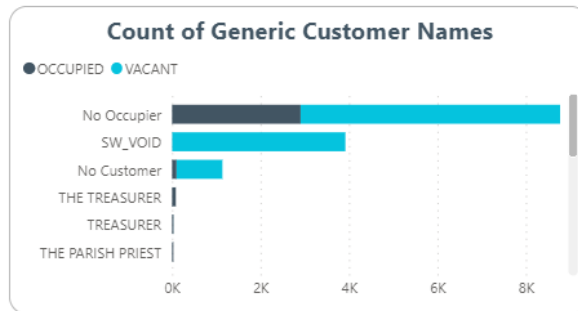
### Retailers

- Select all
- ADSM-R
- ALBIONECO-R
- ALBION-R
- BLACKPOOL-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R

# Customer Name Data Issues

Data as of:  
01/02/2021

<b>Total Premises</b> 92.82K	<b>Premises Issues (Count)</b> 14,366	<b>Premises Issues (%)</b> 15.5%	<b>Vacancy Rate</b> 13.4%
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**Data item**

Customer Banner Name  
 Customer Name

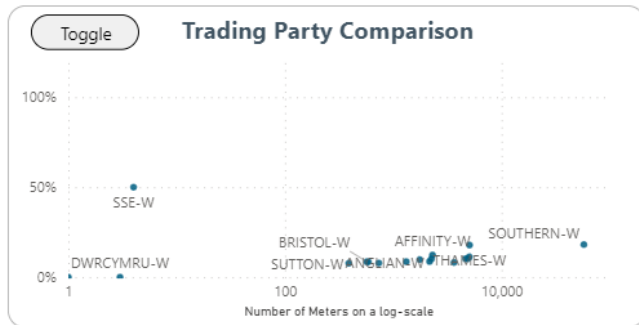
**Wholesaler**

Select all

- AFFINITY-W
- ANGLIAN-W
- BRISTOL-W
- DWRCYMRU-W
- INDWATER-W
- NORTHUM-W
- PORTSMOUTH-W

**Retailer**

- BLACKPOOL-R
- BT-R
- BUSSTREAM-R
- CASTLE-R
- CLEARBUS-R
- CONSERVAQ-R
- DEEVALLEY-R



**Retailer-Wholesaler Pairing**

Wholesaler	Retailer	Premises	Issues (Count)	Issues (%)
AFFINITY-W	BUSSTREAM-R	2,303	284	12.3%
ANGLIAN-W	BUSSTREAM-R	2,163	189	8.7%
BRISTOL-W	BUSSTREAM-R	570	49	8.6%
DWRCYMRU-W	BUSSTREAM-R	3	0	0.0%
INDWATER-W	BUSSTREAM-R	1	0	0.0%
NORTHUM-W	BUSSTREAM-R	2,251	229	10.2%
PORTSMOUTH-W	BUSSTREAM-R	1,756	172	9.8%
SEVERN-W	BUSSTREAM-R	3,639	300	8.2%
SOUTHEAST-W	BUSSTREAM-R	1,884	153	8.1%

# R-Mex survey summary and proposed next steps

Sam Webb

# Summary

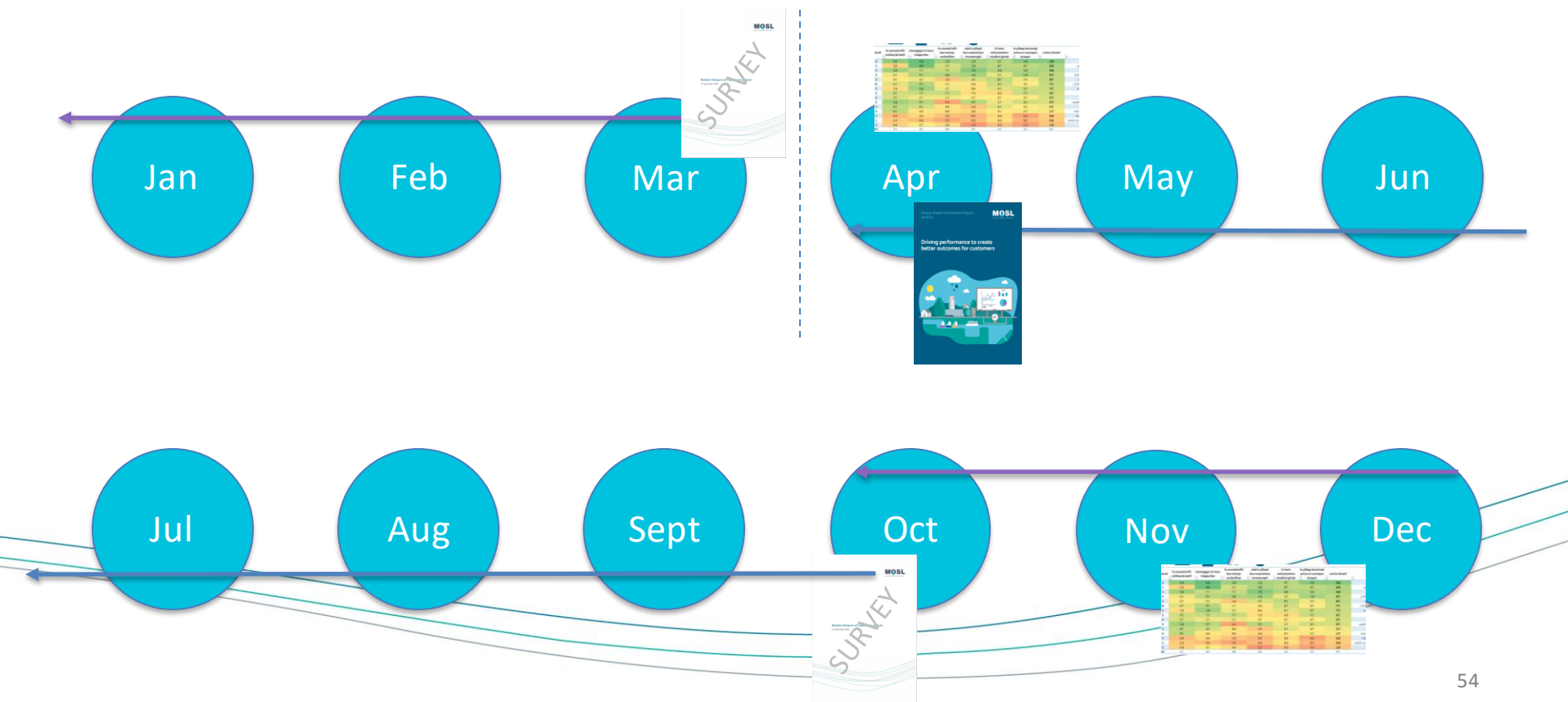
## Wholesalers League Table (Min 3 reviews)



Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Effectiveness of systems and notifications	Level of engagement and support	Effectiveness of financial policies	Reviews	Potential Reviews	Reviews Rate
1	Bristol Water	8.5	8.5	7.9	8.1	8.2	8.9	8.4	8	17	47%
2	Portsmouth Water	8.0	7.8	7.8	8.0	7.5	8.8	6.5	4	16	25%
2	Wessex Water	8.0	8.0	8.0	8.5	7.7	7.7	8.2	6	17	35%
4	Affinity Water (WSL)	7.8	8.1	7.3	8.1	8.0	7.9	7.2	8	17	47%
4	South East Water	7.8	7.2	7.8	7.5	6.2	7.2	7.0	4	17	24%
6	Anglian Water (WSL)	7.7	7.0	7.6	6.9	7.1	7.9	7.4	10	17	59%
6	South West Water	7.7	7.6	7.4	6.8	7.2	8.2	6.7	9	15	60%
8	Yorkshire Water	7.6	7.7	6.6	6.7	7.7	7.7	7.6	8	17	47%
9	SES Water	7.5	7.0	7.0	7.0	7.2	7.2	7.5	4	15	27%
9	United Utilities Water	7.5	7.6	7.2	7.9	5.4	7.9	8.2	8	17	47%
11	Southern Water	7.2	7.0	7.4	6.2	6.8	7.6	7.8	5	17	29%
12	Northumbrian Water	7.1	7.1	7.0	6.6	6.8	6.9	7.8	8	17	47%
13	Severn Trent Water	6.3	5.4	6.6	5.8	6.1	6.6	6.0	9	18	50%
13	South Staffordshire Water	6.3	5.8	6.8	6.0	5.5	6.0	6.3	6	17	35%
15	Thames Water	6.1	5.3	6.0	5.1	6.6	7.0	6.4	9	17	53%
	<b>Market Average</b>	<b>7.4</b>	<b>7.1</b>	<b>7.2</b>	<b>7.0</b>	<b>6.9</b>	<b>7.6</b>	<b>7.3</b>	<b>106</b>	<b>251</b>	<b>42%</b>

Note: Wholesalers with fewer than 3 reviews received are not eligible for this league table

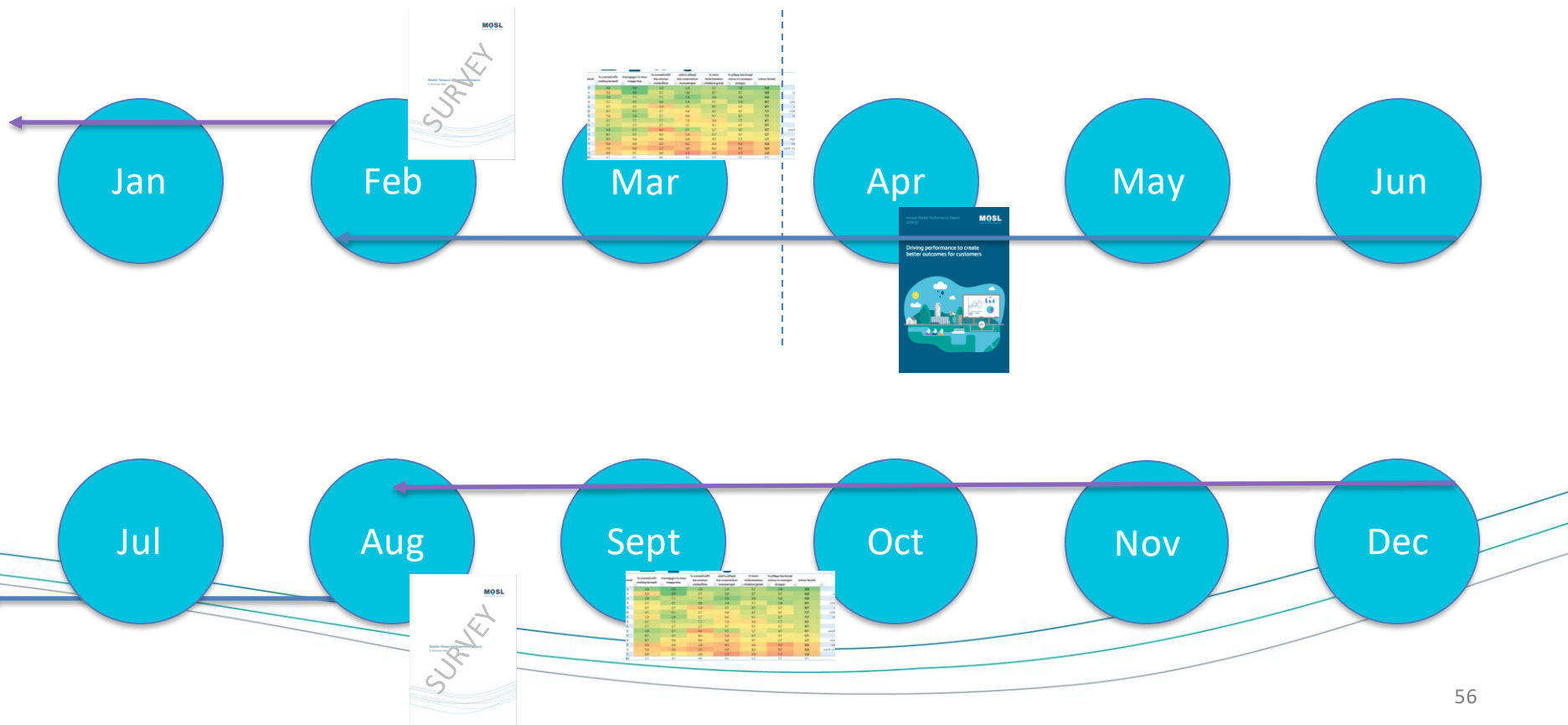
# Current R-MeX timeline



## Proposed changes

- ◆ The first R-MeX was sent retailers in October, with 6-month period between each survey to allow the impact of any changes to be realised. The next R-MeX would therefore be scheduled to run in March 2021
- ◆ We are considering moving the second R-MeX survey, adopting a February and August schedule. By doing this, we miss the end of the financial year (March) which will allow for the most responses from retailers
- ◆ The change in date also allows us to have two R-MeX surveys included in the Annual Market Performance Review (AMPR) (published annually in April) that are relevant to the year it is reviewing. For example, the AMPR published in April 2023 would include results from the R-MeX surveys sent in February 2023 and August 2022; reviewing 10 of the months in the 2022/23 financial year
- ◆ We've recognised that another survey in February 2021 would not be appropriate due to a short timeline as well as the gap between now and August, therefore, we propose sending a short questionnaire to wholesalers in March/April 2021 to understand how they used the feedback published in December 2020 and ask for any suggested improvements
- ◆ Next proposed R-MeX date: August 2021

# Proposed new R-MeX timeline





# Identifying value in the market from the UK water sector



## PROJECT SUMMARY

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# Executive Summary

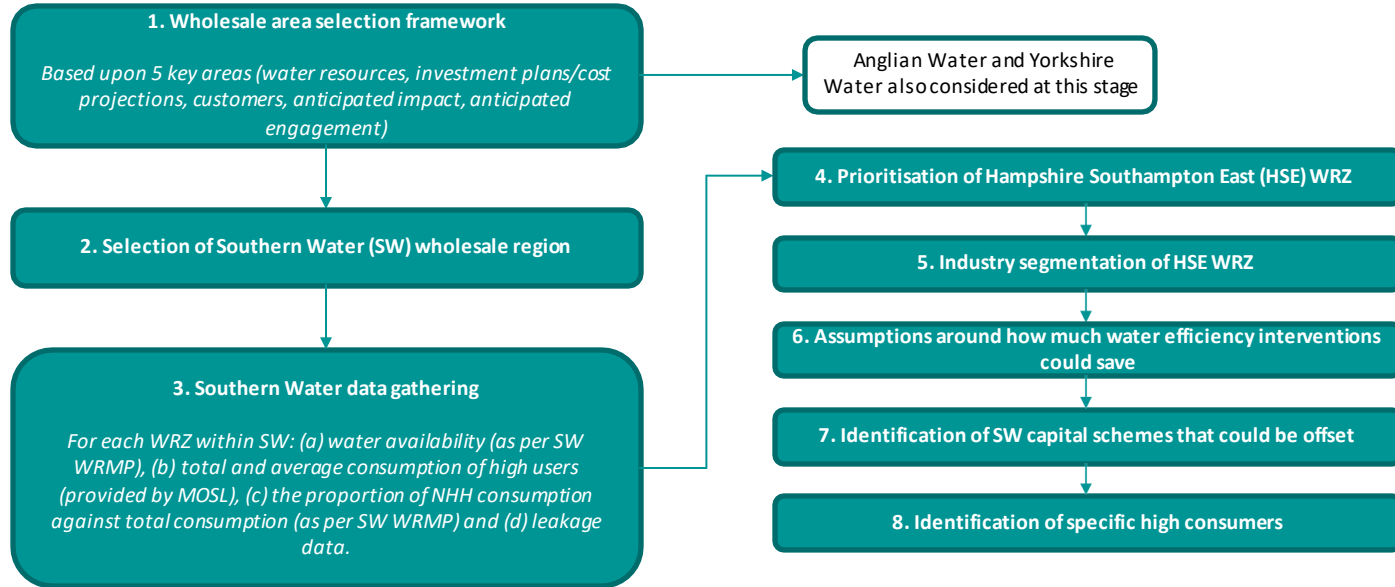
It is thought that the 200,000 highest non-household users of water in the non-household market consume about 30% of available non-household potable water (valued at £100 million). MOSL hypothesised that if these high consumers could reduce their consumption then water availability will increase, and the value generated from the conserved water can be shared with key UK water sector stakeholders.

Isle investigated this hypothesis by examining MOSL's baseline assessment and assessed this alongside available literature. Isle concluded that the hypothesis was based on sound foundations and that further investigation was required to formulate a use case to test whether these top users could sustainably reduce their consumption and that the value of the water saved could be redistributed.

To formulate the use case, Isle created two frameworks; one to identify a wholesale region that would particularly benefit from interventions and a second framework that identified a particular Water Resource Zone (WRZ) within that wholesale region. Based on this framework, Isle identified the Hampshire Southampton East WRZ within the Southern Water wholesale region as being a suitable use case.

Isle presented its methodology and to both wholesalers and retailers during two workshops and explored how the concept could be progressed into reality. The outcome of the workshop was a willingness from Southern Water and Business Stream to set up a pilot in the HSE WRZ whereby the top 5 consumers would be approached and their willingness and suitability for water efficiency measures could be explored. On the basis that the top 5 consumers were interested to collaborate, Southern Water and Business Stream will offer site audits and plan to make an application to the Ofwat Innovation Fund for any interventions that could be used to reduce water consumption. It is suggested that the progress of the pilot is monitored through existing channels such as the RWG Group.

# Formulation of a Use Case



# Workshop Outputs

## Does the amount of water saved represent an opportunity in the HSE WRZ?

The process used to identify the WRZ was sound. It was successful in identifying a WRZ that represents an opportunity for water saving amongst high consuming NHH customers and the process can be used for prioritising WRZs in other wholesaler regions.

## How to progress the concept into reality? How would the high users be approached? What are the practical next steps?

Southern Water and Business Stream would jointly approach the top 5 consumers identified within the HSE WRZ. Beyond this initial approach, there was a reluctance to establish another group and it was thought that the RWG was a good home for NHH water efficiency initiatives in the future.

## What needs to be in place for the value to be shared? I.e. What mechanisms in the market to enable any value created to be shared?

There was agreement that a new mechanism was required for sharing value, covering the flow of money from wholesalers to retailers to ensure the risks associated with water efficiency were shared.

## What further incentives can be put in place to increase water efficiency if there is value in the saved water?

De-risking any initiative was essential so that wholesalers, retailers and customers could all realise some benefit. External funding was seen as a good option in order to facilitate this.

## What are the challenges?

In addition to risks arising (i.e. retailers being financially compensated for water efficiency and wholesalers being assured of water saving before paying out), there was a consensus that the highest consumers may not represent the greatest value and approaching lower-level consumers was key.

## Is there a role for MOSL? If so, what is it?

It was agreed that MOSL were not responsible for delivering water efficiency. The extent of MOSL's involvement should be one of facilitation of water efficiency and encouraging retailers and wholesaler to collaborate and providing them with the tools (e.g. data) to do so.

# Southern Water / Business Stream Pilot

## Make contact with top 5 consumers

- Initial work required to understand the customer in more detail, how they use water and what could be feasibly saved (e.g. Prysmian Cables & Systems Ltd and CooperVision may use lots of water that go into the product, the Ports Authority use water to fill ships so there is perhaps a limit to water efficiency, Hampshire County Council could be interested from a good news/political angle and could be expanded to multiple sites).
- Approaching BS customers with a proposition was key. Ideas included conducting a 'free' water audit, provision of smart meters (funded by SW) and appealing to wider carbon benefits that water efficiency measures have.

## Conduct site audit

- Funded by SW, site audits will be conducted to fully assess water consumption across the top consuming sites, with recommendations on the most appropriate interventions.
- SW will obtain quotes from their contractors for a full audit service, as well as information on the audit process and likely outputs so BS can communicate this with their customers during their initial conversations.
- The SW contractors who will undertake the audit are not in the field until March at the earliest due to Covid restrictions; similarly BS's customers are unlikely to allow a site audit until it is safe to have externals on site.

## Make application to Ofwat Innovation Fund

- Once the site audits have been completed a series of recommended interventions will have been suggested.
- SW and BS will then jointly make an application to the Ofwat Innovation Fund for to fund the necessary interventions.
- The timeline of the Ofwat Innovation competitions will dictate the timing of the pilot. The smaller £2 million Innovation in Water Challenge (IWC) round 2 opens in November 2021 (max funding £250k)
- The Main Competition is designed for larger projects so it may be that the scope of the pilot needs to be extended for it to be suitable.

Planning phase (present day to March)

Site Investigations (Spring/ Summer)

Funding application (late 2021)

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# Conclusions, Recommendations and Next Steps

The following key points can be drawn from the project:

- The 200,000 highest non-household users of water in the non-household market consume about 30% of available non-household potable water; MOSLs hypothesis that if some of this water could be saved then the value the saving creates can be shared across the stakeholders across the UK water sector is robust.
- The level of the value created is unlikely to offset large capital investment schemes in the case of Southern Water (e.g. expensive desalination plants for instance) but it can contribute to creating headroom, offsetting smaller initiatives such as hose pipe bans or river restoration work and protecting against pressures from population growth and climate change.
- A framework for both selecting priority wholesale areas and WRZs within the wholesale region has been created and successfully implemented in identifying a use case.
- For any successful use case to be implemented, an element of risk sharing (or transfer of financial compensation from wholesaler to retailer (and perhaps on to customer) is required to ensure retailers are financially compensated for water efficiency measures. However, wholesalers have to be satisfied that a water saving will be secured before allocating money to NHH water efficiency schemes.
- The exact financial implications of water efficiency need to be understood within the current framework but it is thought that under the current regulatory framework retailers are not incentivised to provide water efficiency because:
  - Retailer margins are squeezed, and;
  - Upfront compensation from wholesalers to retailers is not forthcoming unless a water saving is guaranteed.
- Examples of where wholesalers have looked to compensate retailers include that by Severn Trent whereby in April / May 2020 they piloted a scheme with £1 million of funding made available for water efficiency schemes, but no schemes were funded as the cost to fund the schemes was greater than the value of the water saved.

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- External funding would overcome these challenges and potential sources identified include the Ofwat Innovation Fund.
  - MOSL's role is one of facilitation of water efficiency, whether that be the provision of data or even funding for pilots.
  - Southern Water and Business Stream are working together through a use case to target the top 5 consumers within the priority WRZ; it is recommended that the RWG is a good place for this pilot to be carried forward.
  - Depending on how conversations go with the top 5 consumers, a future line of investigation could be to target lower-level NHH water consumers; there was a acknowledgement that this may present a better opportunity for water efficiency.

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## Contact us



Camelford House, 89 Albert Embankment,  
London, SE1 7TP



+44 7990 531 480  
+44 7872 149 817



[www.isleutilities.com](http://www.isleutilities.com)



[ben.tam@isleutilities.com](mailto:ben.tam@isleutilities.com)  
[richard.hayward@isleutilities.com](mailto:richard.hayward@isleutilities.com)



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Markus Lloyd