

## Market Request Principles

### Background

Feedback from trading parties received via engagement meetings or through the formal MOSL survey, that takes place twice a year, highlighted their dissatisfaction with the number of market requests received across the year without any clear planning of impact to the end user.

This feedback included third party consultations such as Ofwat and CCW, with a recognition MOSL did not have any authority to stop these market requests but an acknowledgement they added to the impact.

Feedback received included narrative such as the following:

- The frequency of consultations remains high and again challenging for Trading Parties.
- Market Requests do not seem to be effectively planned or managed across MOSL to reduce impact to the end user
- It's hard for smaller trading parties to engage as resources and capacity is too low to respond to all requests
- There is a lack of transparency, trading parties aren't currently able to identify what is 'key' to them and where they should focus their resource

In June 2021 MOSL started to collate the different market requests across MOSL in a 'matrix' to understand the impact in more detail. Requests are defined in this context as:

- Consultations
- RFIs/CFIs
- Surveys
- Nominations
- Data requests

Both Ofwat and CCW were happy to be added to the 'matrix' and update MOSL via the Corporate Affairs Manager or the monthly CCW-MOSL-Ofwat data strategy meeting of known market requests.

With the introduction of Monday.com in early 2022, this provided a platform enabling a process to collate all market requests from the following:

- MOSL – including but not limited to, Market Improvement Programmes, Governance, Market Code Changes, Trading Party Surveys, business plan consultations
- Strategic Panel – nominations and consultations, including all associated committees.
- Retail Wholesaler Group (RWG) – including all specialist sub-groups
- Defra
- Ofwat
- CCW

- Other third party such as waterwise / Water UK

## **Use of Monday.com**

Monday.com provides the tools to complete a 'form' that has been produced to collate all the relevant information and links. This data is automatically transferred to a 'Monday.com board' and using Power Bi automatically shown on a live webpage of the MOSL website, giving trading parties real time transparency of market requests. Any links added to the form enable the trading party access to further information.

## **Market Request principles and objectives**

The Market Request principles are to:

- Provide transparency of market requests to trading parties
- Provide transparency on who the market request is aimed at
- Provide clarity on the potential impact to time and resource using complexity ratings
- Provide ease of locating further information on the market request for MOSL / Strategic Panel and RWG

Proposers must:

- Liaise with MOSL's Market Engagement and Communications (Corporate Affairs Manager) prior to issuing a request providing one month notice of any planned consultation
- Schedule the request with the Corporate Affairs (CA) Manager and PMO team (please note, unless scheduled the request will not be issued. The CA Manager may also ask you to move your request if there are several requests due to be issued at the same time – a request time is not guaranteed and is only scheduled once confirmed by the CA Manager in writing,
- Ensure that they have provided information on who the request impacts and the likely time and resource implications (i.e. one person, three days), see appendix one, Complexity status,
- Ensure that questions are kept to a minimum to reduce the impact and that requests are provided in a consistent format,
- Ensure that all data being requested is new and is not available in MOSL/market systems already,
- Ensure that the request is signed off by the relevant department head,
- Ensure that the associated communications/introductory copy is provided to the Market Engagement and Communications team.

The Market Engagement and Communications team will:

- Provide the decision-making including gate keeping monitoring the volume of requests (internal only),
- Present the timeline for market requests to IAB monthly, highlighting potential clashes for IAB decision,
- Present monthly at All Teams with a forward-looking view of the market request timeline,
- Issue market requests on behalf of the Strategic Panel and Committees via the governance secretariat (aligned to the principles above, the Strategic Panel and Committee requests also need to be scheduled in with the Corporate Affairs Manager to ensure they are managed with MOSL's own),
- Issue market requests for third parties, where appropriate,
- Integrate Power Bi to provide links to further information for the market request.

## **Market Appendix One:**

### Complexity status

- With the volume of requests across the market including stakeholders, MOSL have introduced a 'complexity' rating to help trading parties to plan the time and resource required to complete the request.
- Each request will have a complexity rating ranging from 'low' to 'high' with clear narratives on the expected time and resource required to complete.

### Complexity ratings

- High complexity: This request is rated 'High complexity' due to the technical and/or expansive nature of the content which requires multiple persons' time and resource required to complete it. It is aimed at subject matter experts and/or those close to the programme of work.
- Medium complexity: This request is rated 'Medium complexity' due to the relatively technical nature of the content and the time and resource required to complete it. It is aimed at Contract Managers or those with delegated authority.
- Low complexity: This request is rated 'Low complexity' due to the low level of technical content and the minimal time and resource required to complete it. It is aimed at Contact Managers but can be completed by an appropriate person within the organisation.