

# Smaller Trading Party Forum

*28 March 2023*

## Agenda – please be aware this session will be recorded

Item	Description	Presenter	Time
1	Introduction	Sam Webb	10 to 10.05am
2	MOSL Business Plan - overview	Steve Formoy	10.05 – 10.15am
3	Market Performance Framework - update	Evan Joanette	10.15 – 10.30am
4	Strategic Metering - update	Martin Hall and Simon Bennett	10.30 – 10.45am
5	Data Cleanse Service	Matt Labrum	10.45 – 11am
6	Break		11.05 to 11.10am
7	Strategic Panel - update	Pamela Taylor	11.10 to 11.25am
8	New Engagement Approach	Lyv Nabarro	11.25 – 11.35am
9	General Queries - update	Lyv Nabarro	11.35 – 11.45am
10	Market Request Calendar - awareness	Julie Carly	11.45 – 11.55am
11	Closing	Sam Webb	11.55 – 12pm

# MOSL Business Plan 2023/24

*Steve Formoy, Finance Director*

## Delivering on our purpose

- 💧 High quality, reliable core services
- 💧 Efficient and affordable cost
- 💧 Driving market value through improvement programmes

**Purpose**  
“Advancing simple and effective water markets to unlock value and choice for customers”



## Delivering on our purpose

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- 💧 Efficient and affordable cost
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## High quality, reliable core services

### 2022/23 – You said, we did:

- Market request calendar
- Query management system
- Changes to performance meetings



Market  
operation



Market  
assurance



Market  
improvement



Governance &  
support services

Trading party satisfaction at 4.0 out of 5.0



## High quality, reliable core services

### Focus for 2023/24:

- ◆ Moving Bilaterals into 'BAU'
- ◆ Pilot survey for Business and Retailer Measure of Experience
- ◆ Embedding MyMOSL



Market operation



Market assurance



Market improvement



Governance & support services

Trading party satisfaction at 4.0 out of 5.0



## Delivering on our purpose

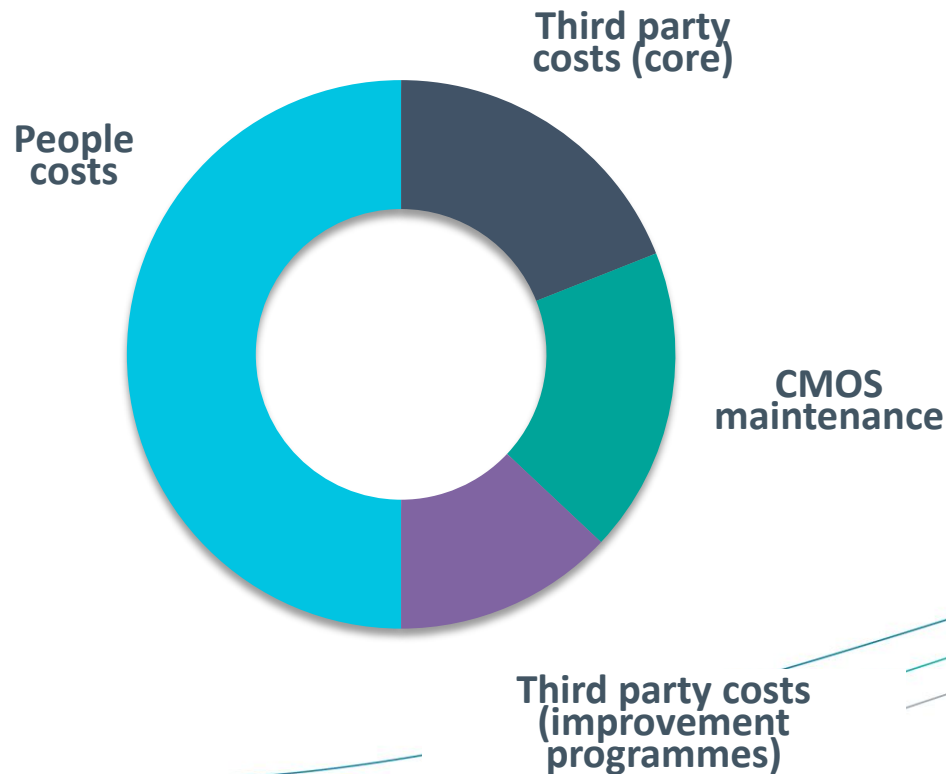
- ◆ High quality, reliable core services
- ◆ **Efficient and affordable cost**
- ◆ Driving market value through improvement programmes

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## Cost pressures for 2023/24

- **People:** inflation and cost of living, retention (skills and knowledge), talent recruitment
- **Third party costs:** inflation pressures from professional service providers
- **CMOS maintenance:** inflation contractual obligations



## What this means for Market Operator charges (2023/24)

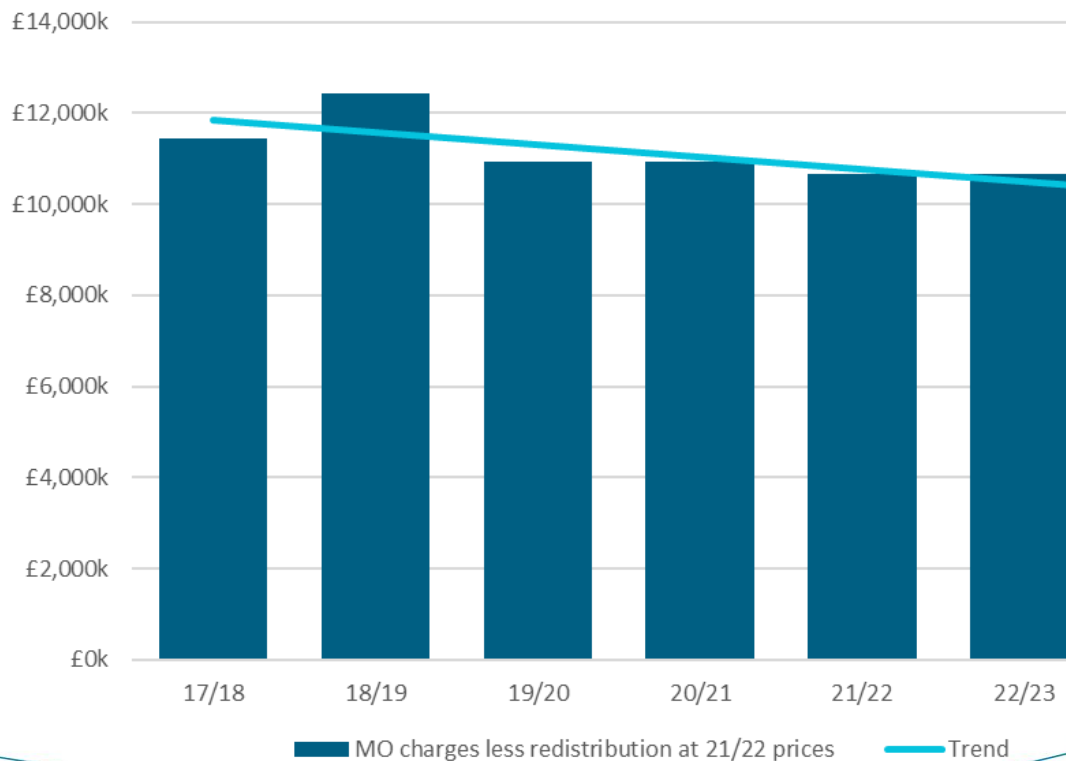
- Overall – **6.6%** increase remains below current inflation levels
- Core services** - budget is **6.0%** higher than the 2022/23 budget equivalent

### Data cleanse

- Funded separately by wholesalers only (subject to code change approval)
- Cost of £550k



## Our charges since market opening (real terms)



**MO charges reducing over time in real terms**

## Delivering on our purpose

- ◆ High quality, reliable core services
- ◆ Efficient and affordable cost
- ◆ Driving market value through improvement programmes

**Purpose**  
“Advancing simple and effective water markets to unlock value and choice for customers”



# Improvement programmes for 2023-26

## Our final plan

Must do

Market Performance Framework



Strategic Metering Programme



System modernisation  
Part 1: CMOS re-host



Must do

Bilateral Transactions Programme

Central data cleanse

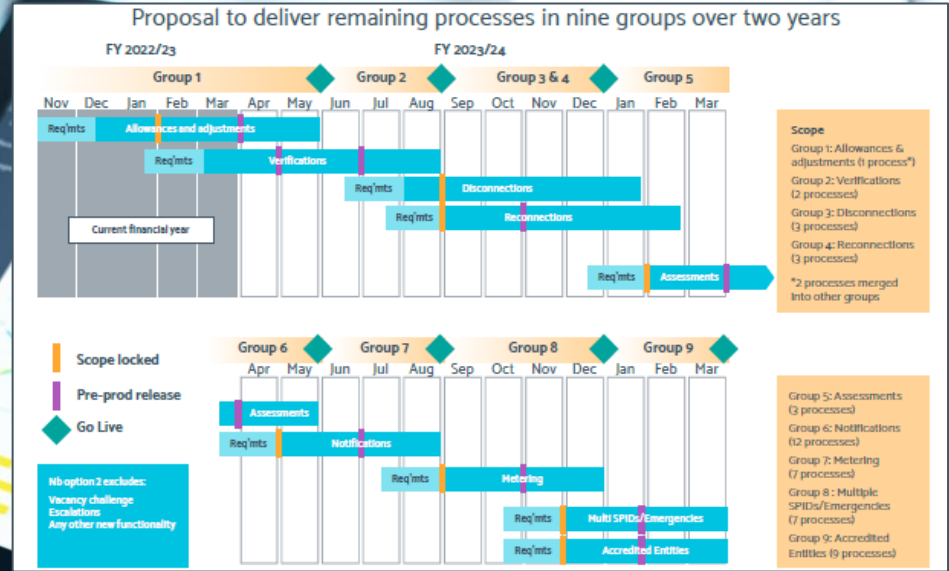
...but  
engaging on  
approach  
and phasing

# Bilaterals phase two

- Deliver remaining processes in nine 'groupings'
- Migrate into hub over two years
- Ofwat supportive of MOSL change
- Engage with key stakeholders

Cost: £900k per annum

Benefit: £1.5m per annum



# Market Performance Framework Reform

Evan Joanette

## MPF Reform: Why?



Tactical and task based



Does not reflect market risks and issues

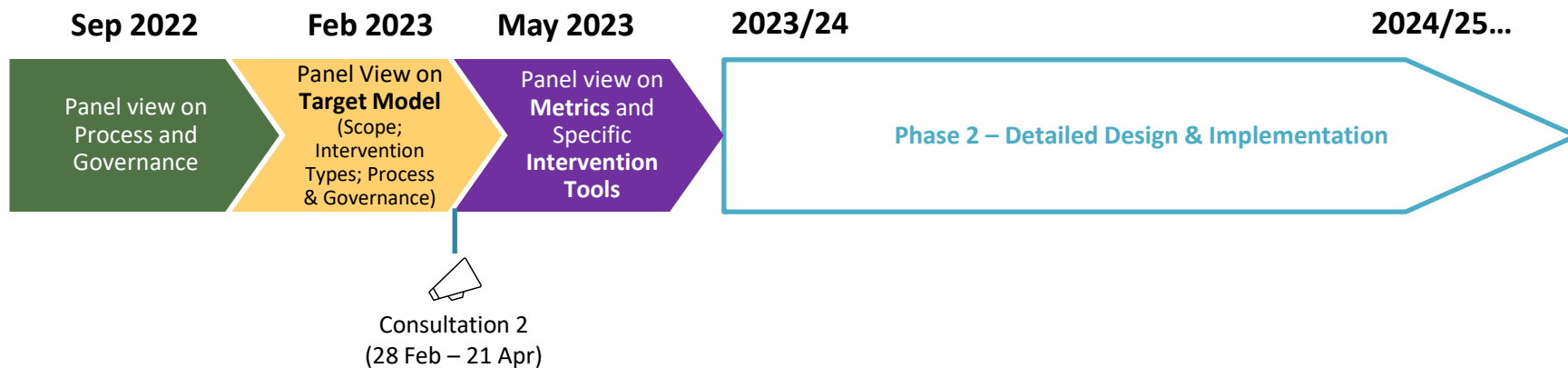


Does not support natural competitive incentives



Leading to poorer customer outcomes

# Plan



# Aiming for these milestones

## FY 2022/23 (Jan 23 – March 23)

1. Detailed MPF plan signed off by Programme Board – 31<sup>st</sup> January
2. 3 MPF activities as worked examples – February
3. **Strategic Business Case** submitted to Panel – 6<sup>th</sup> Feb
4. 2<sup>nd</sup> Consultation (covering Tools and hierarchy of intervention) – 5 weeks ending 31st March

## FY 2023/24 (April 23 – March 24)

1. **Outline Business Case** submitted to Panel – 16<sup>th</sup> May
2. **No Regrets 'STOP' activities** submitted to Panel – 16<sup>th</sup> May
3. MPF governance principles submitted to Panel – 16<sup>th</sup> May
4. 3<sup>rd</sup> Consultation (6 weeks) July 23
5. **FBC** submitted to Panel – September 23
6. **Requirements gathering** for 'new' MPF activities complete end of September 23
7. Go/No go on tranche 1 activities submitted to Panel November 23
8. **Tranche 1 activities ready to implement 31<sup>st</sup> March 2024**

Note (for items 2 & 3 the following CCC milestones will apply Gate 1 CCC – June 23, Gate 2 (consultation for any code change) June 23 for 6 weeks, Gate 3 August 23

## Consultation 2



## Consultation 2: content

MOSL is seeking feedback on the following three areas:

**Candidate metrics for market activities that could be used to monitor performance**

**Candidate intervention tools that may be used to support the delivery of the required performance**

**The overarching governance framework that will be used to describe and manage the new MPF**

## Consultation 2: Proposed metrics for a top tier activity

**Activity UWE.4** - Retailers facilitate the provision of timely and accurate consumption data to customers and support them in resolving supply pipe leaks

Metric	Why is this metric helpful in telling us about the activity and associated risks
CCW complaints	Provides a view on the most frustrating market issues for the end user
Number of vacant premises with consumption	Consumption on vacant properties indicates that properties may not be genuinely vacant, these are potential customers that may not be receiving a bill or premises where a leak may be occurring.
Completeness of customer name/banner name (or other elements of customer data)	Provides insight into the completeness of customer data
Measure of retrospective accuracy of meter reads and estimates	Provides insight on the accuracy of original actual and estimated meter reads input in CMOS used for settlement and potentially provided to customers
Number of backdated bills	This metric provides insight on the customer impacts of market activities associated with consumption data and parties' ability to manage issues with customers
Unplanned Settlement Runs (USRs)	USR metrics may provide insight into potential impact of meter read data / consumption errors. The party who paid for the USR and the party who benefitted from it can be indicators of responsibility.
Settlement accuracy	Settlement accuracy shows the impact of retailer read submission on settlement. Actual meter reads will generally provide more accurate settlement reconciliation and customer billing (if settlement is used by Retailers to derive customers' charges) and accurate consumption data.

## Consultation 2: Examples of intervention tools

Tools may be deployed in one of three different forms

**Pre-market tools**



**Standard tools**



**Discretionary tools**

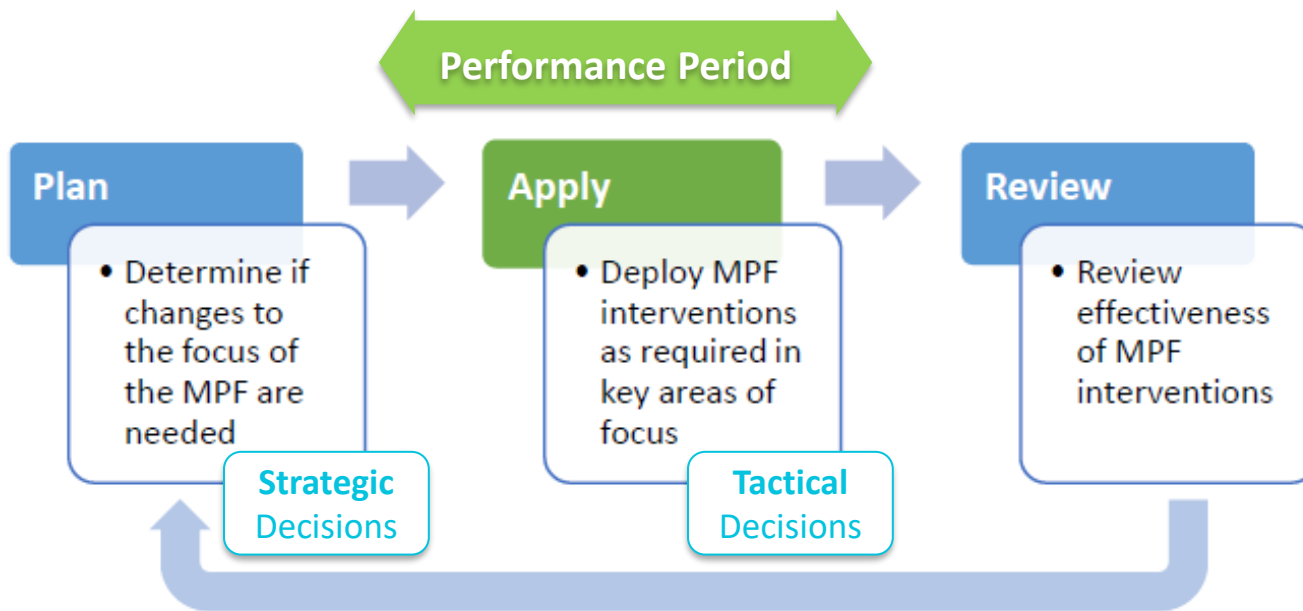
# Consultation 2: Illustrative example application of MPF tools

## Standard tools

Once in the market, standard tools would be regularly deployed on a defined frequency. In the majority of cases no further tools would apply.

Activity ref.	Activity	
GS.9	Wholesalers efficiently maintain working/functioning assets, including meters which must be working accurately and be readable	
Type of tool	Intervention tools	Examples of metrics
Standard	Public peer comparison (vs target /standard) (monthly)	M012 – Meter repair/replace (B5 process) bilaterals hub data – number of B5s raised for that wholesaler and timeframe of resolution, including number of deferrals  M037 – Level of legacy long unread meters - number of LLUMs as a % of SPIDs of a wholesaler
	Monthly or annual penalty payments	M012
	MOT audit to retain certified status (e.g. 3 years)	Not applicable

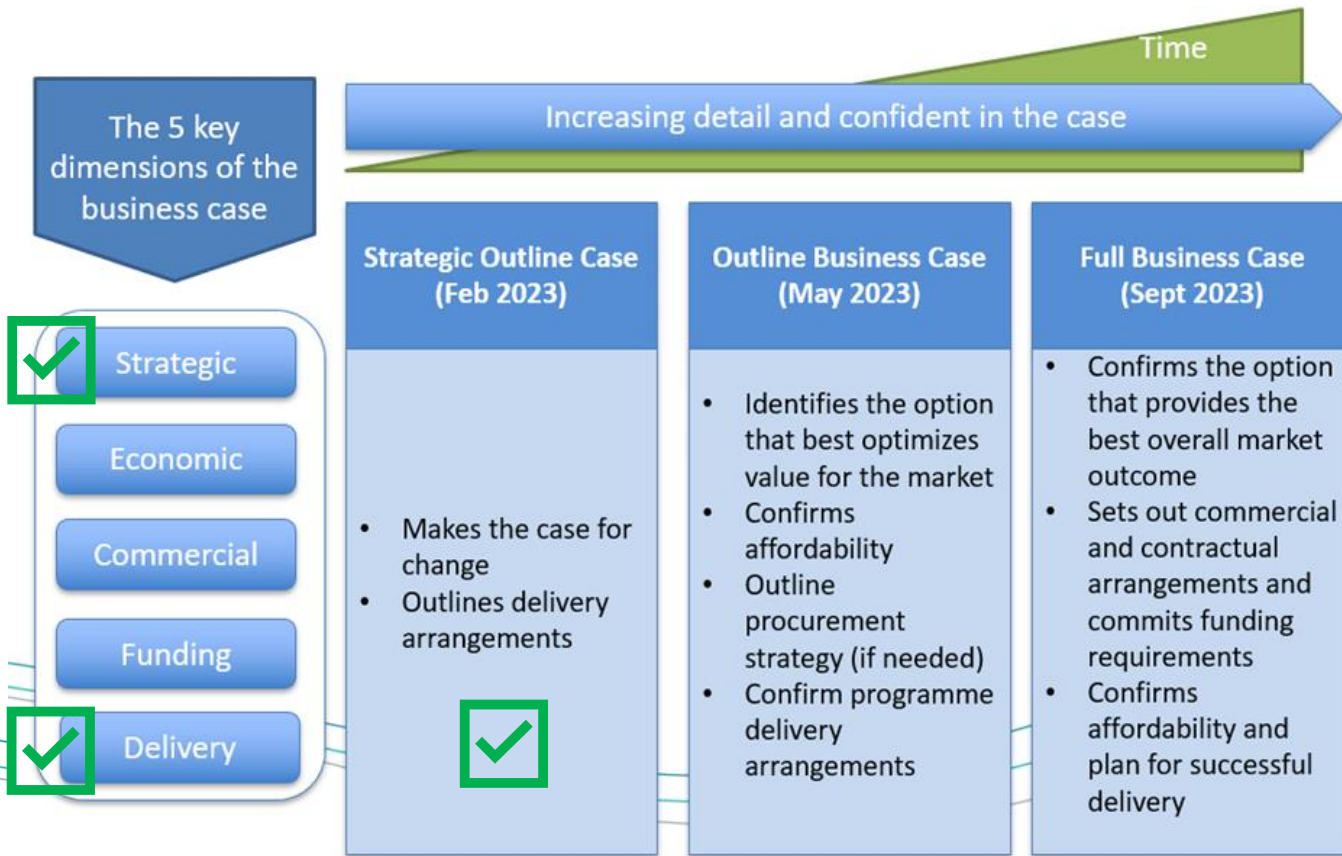
## Consultation 2: Governance



## Consultation 2: Early feedback

- Based on webinar on 13 March
  - **Extended deadline:**
    - From 31 March to 21 April
    - Recognise extensive material to cover
  - **Feedback guidance:** TP do not have to feedback on every single proposed metric or intervention

# Business case approach



## Get in touch

- ◆ Consultation hub: <https://mosl.co.uk/services/market-improvement/programmes-and-projects/market-performance-framework-mpf#consultation>
- ◆ If you are not yet on our MPF mailing list, you can sign up [here](#)
- ◆ If you are interested in joining the PAG please email [mpreform@mosl.co.uk](mailto:mpreform@mosl.co.uk)

# MPF Programme Team



John G



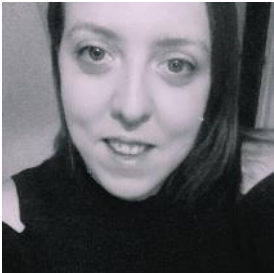
Axelle S



Chris D



Evan J



Amy E



Janet J



James H



Lisa-Ann L

Supported by other MOSL SMEs (Simon, Martin, Matt, Sam, Abu, etc...)

Governance: Programme Board, Performance Advisory Group, Steering Group

# Metering update

*Smaller Trading Party Forum*

*28 March 2023*

*Martin Hall*

*Simon Bennett*

# Agenda

- ◆ Quick recap on our focus areas workstreams
- ◆ Progress on national metering strategy
- ◆ Changes being proposed to meter-related roles and responsibilities
- ◆ The new data interoperability standard
- ◆ Quick start projects for 2023/24



# Metering workstreams

Everything we are doing fits into one of three workstreams:

1. Developing a national strategy for NHH metering
2. Improving meter reading processes
  - 💧 Roles and responsibilities
  - 💧 Locating meters
  - 💧 Reading meters
  - 💧 Transferring data
  - 💧 Standardising processes
  - 💧 Best practice/guidance docs
3. Making granular consumption data available to all

NON-HOUSEHOLD METERING ROADMAP

	Completed	Current work 2022/23	Future work 2023-25	KPIs
<b>Developing a national strategy for NHH metering</b>	Business case for enhanced metering technology  Templates and data to support trading parties' PR24 submissions	Requirements and principles prepared for a national strategy  Support provided to PR24 - Ofwat consultation response & Defra WRMP consultation response	National metering strategy for NHH  Review and challenge wholesaler plans for enhanced metering in PR24	% increase in smarter metering  Reduced customer complaints
<b>Improving meter reading processes</b>	Roles and responsibilities: 12 initial options developed  12 quick start projects (QSPs) to improved meter reading processes: code changes and guidance documents	Roles and responsibilities – 6 options developed and selected options readied change  QSPs continued  Market Improvement Fund (MIF) Project Looking Glass – long unread meters and MIF Project NoFloW – broken meters  MIF Project AMIDST – monthly smart meter read entered direct to CMOS - interim solution  Working with the Retailer Wholesaler Group (RWG) to update meter reading standards guidance	Implement change process for outputs from Roles and Responsibilities review  Implement new QSPs, complete code changes and promote guidance documents  Improved understanding of meter 'asset health', e.g. age, accuracy  Understand true cost of effective meter reading	Increase in timely and accurate meter reads to market  Elimination of Legacy Long Unread Meters; reduction in Long Unread Meters (LUMs)  Improve % of total settlement based on meter reads (R3)  Level of read rejections
<b>Making granular consumption data available to all</b>	Data sharing legal agreement prepared and signed  30k hourly records shared with MOSL	Data interoperability standard  Wholesalers signed data sharing agreement  Wholesalers provide granular consumption data to support water efficiency MIF projects	Encouraging wholesalers to adopt new interoperability standard to share data with retailers/ customers  Roles and responsibilities - develop requirement and business case for a data sharing platform  Implement an appropriate data sharing mechanism	Proportion of wholesalers sharing data  Proportion of retailers accessing shared data

# Metering workstreams

Everything we are doing fits into one of three workstreams:

1. Developing a national strategy for NHH metering
2. Improving meter reading processes
  - ◆ Roles and responsibilities
  - ◆ Locating meters
  - ◆ Reading meters
  - ◆ Transferring data
  - ◆ Standardising processes
  - ◆ Best practice/guidance docs
3. Making granular consumption data available to all

NON-HOUSEHOLD METERING ROADMAP

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<b>Improving meter reading processes</b>	Roles and responsibilities: 12 initial options developed 12 quick start projects (QSPs) to improve meter reading processes code changes and guidance documents	Roles and responsibilities – 6 options developed and (MIF) Project Looking Glass – Smart meter read entered	standards guidance	Increase in timely and accurate meter reads to market Elimination of Legacy Long Unread Meters; reduction in Long Unread Meters (LUMs) Improve % of total settlement based on meter reads (R3) Level of read rejections
<b>Making granular consumption data available to all</b>	Data sharing legal agreement prepared and signed 30k hourly records shared with MOSL	Data interoperability standard Wholesalers signed data sharing agreement Wholesalers provide granular consumption data to support water efficiency MIF projects	Encouraging wholesalers to adopt new interoperability standard to share data with retailers/ customers Roles and responsibilities - develop requirement and business case for a data sharing platform Implement an appropriate data sharing mechanism	Proportion of wholesalers sharing data Proportion of retailers accessing shared data

**Timely**

**Accurate**

**Granular data**



Timely

Accurate

Water bills

# Developing a national strategy for NHH metering

- ◆ Drivers for change:
  - ◆ Supply and demand challenge
  - ◆ Defra 9% NHH consumption reduction target
  - ◆ Customer expectations
- ◆ Currently:
  - ◆ No Ofwat mandate or delivery targets for smart metering
  - ◆ No agreed NHH strategy
  - ◆ Companies moving at very different speeds towards 'smart'
  - ◆ Lack of consistency: 'fast' and 'slow' lanes



# Developing a national strategy for NHH metering

- ◆ Strategic Panel approved work on strategy
- ◆ Working with Metering Committee and members of Panel
- ◆ Interim strategy
  - ◆ Window of opportunity re WRMPs/PR24
  - ◆ Builds on Artesia Consulting research
  - ◆ Due to publish in April
- ◆ **Recommendations:**
  1. Accelerate adoption of smart (AMI) for all where possible, or
  2. Accelerate implementation of smart (AMI) for all medium and large meters



# Proposed changes to roles and responsibilities

- ◆ Drivers for change
  - ◆ Six years in to the market, are original roles and responsibilities still optimal?
  - ◆ Technology is changing
  - ◆ What changes could deliver market benefit?
- ◆ Research by PA Consulting:
  - ◆ Step 1: Longlist 12 options (June 2022)
  - ◆ Step 2: Shortlist of 6 options
  - ◆ Step 3: Recommend 3 options (Feb 2023)



**Recording available on  
MOSL website: search for  
“metering webinar”**

# Roles and responsibilities: recommendations

## Subject to code change and consultation:

**Option 2:** Responsibility for reading meters to move from retailers to wholesalers in ‘defined circumstances’, e.g. Legacy Long Unread and ‘hard to read’ meters

**Option 3:** Responsibility for reading meters to move from retailers to wholesalers when smart meters are installed

## Subject to further investigation:

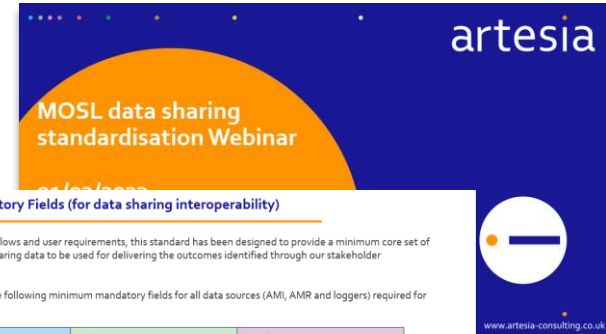
**Option 4:** Potential data sharing platform (links to data interoperability standard)



Recording available on  
MOSL website: search for  
“metering webinar”

# Data Interoperability Standard

- Drivers for change
  - Various technologies in market
  - Growing volume of data
  - Increasing need to data sharing
- Need for a data sharing standard that is
  - Not overly complex
  - Broadly aligned with existing systems/processes
- Data interoperability standard developed
  - Minimum mandatory fields
  - Tables for AMI, AMR & Data Loggers
  - Due to be published this month
- Adoption voluntary initially; review after one year



**Minimum Mandatory Fields (for data sharing interoperability)**

Considering the data flows and user requirements, this standard has been designed to provide a minimum core set of data definitions for sharing data to be used for delivering the outcomes identified through our stakeholder engagement.

We have identified the following minimum mandatory fields for all data sources (AMI, AMR and loggers) required for effective data sharing

AMI	AMR	Data loggers
<ul style="list-style-type: none"><li>Meter ID</li><li>SPID (service connection)</li></ul>	<ul style="list-style-type: none"><li>Meter ID</li><li>SPID (service connection)</li></ul>	<ul style="list-style-type: none"><li>Meter ID</li><li>SPID (service connection)</li><li>Flow rate</li></ul>

**AMI tables**

Data field name:	MeterID
Description:	Manufacturer Meter Serial Number
Definition:	A character string comprising the serial number from the manufacturer recorded on the meter. This may not be a unique field. The string may be of varying length and will include integers and/or letters.
Units:	Not applicable
Format:	The field should be an ASCII string (length 6).
Example:	019M031392

**SPID**

Data field name:	SPID
Description:	Supply Point Identification number
Definition:	A SPID is composed of four parts concatenated into a single unique character string. The four parts are: <ul style="list-style-type: none"><li>SPID Core: This is comprised of two sub-parts:<ul style="list-style-type: none"><li>SPID Core Serial Part: a serial number generated upon adding a Supply Point to the Supply point engine; the SPID Core is unique to each Eligible Premises. The serial number is a 9 digit integer</li><li>Core Check Code: The check code enables error detection for the SPID Core and is always used. The check code is a single character and may be either an integer or the letter "C"</li></ul></li><li>Category: This identifies the Service Category, and for the purpose of this Standard will always be "W" for Water. An "S" will represent a Sewerage connection.</li><li>Version: This identifies the version of the SPID and will always be "1"</li><li>Check code: The check code enables error detection and is an integral part of the SPID. The check code is a single character and will be a number or the letter "C"</li></ul>
Units:	Not applicable
Format:	The field should be an ASCII string (length 14).
Example:	W100000000000000

**Water flow rate**

Data field name:	Water flow rate
Description:	Water flow rate
Definition:	Water flow rate
Units:	Not applicable
Format:	The field should be an ASCII string (length 14).
Example:	00000000000000

**Webinar recording available**

## Code improvements

- QSP3 – Read rejections
- QSP8 – Transfer reads
- QSP9 – Standard Meter Locations (what3words)
- QSP10 – Visual and remote read definitions
- QSP15 – Sub-metering

## Improving working methods

- QSP6 – Hard to read meters
- QSP12 – Meter reading standards

## Facilitating data sharing

- QSP1 – Sharing data

## Market Improvement Fund (MIF) Projects

- ‘Looking Glass’ – investigation of 2,000 ‘Long Unread’ meters
- ‘NoFloW’ – broken meters
- AMIDST (Advanced Metering Infrastructure Data Strategic Transfer)
- LIDA2 – data sharing and benchmarking



# Focus areas in 2023/24

Quick start project	Description
<b>QSP16 - Continuous flow</b>	Leakage monitoring standards for smart metering
<b>QSP17 - Internal meters</b>	Access process, legacy LUMs and sustainable reading (working with RWG Access Group)
<b>QSP18 - Logger-to-smart switching process</b>	Ensuring customer is not left without data when a logged meter is exchanged for a smart meter. Agree a standard process document
<b>QSP19 - Trade effluent meters</b>	Addressing trade effluent metering in general
<b>QSP21 - Customers' view access to CMOS</b>	Limited portal view for customers to see their meter reads and meter data
<b>QSP20 - Standard metering list format</b>	Business Terms 4.2.1 obligation of wholesalers to produce one annually and share/liaise with Retailers. Agree a best practice document for wholesalers to populate

**Questions?**

# Data Cleanse Service - Provisional 2023/24 Plan

Matt Labrum: Market Improvement Lead

*28 March 2023*

# Key findings



## Market Eligibility

1

**50k residential premises** and **35k demolished premises** in the non-household market  
**2000+ new commercial properties** identified in last quarter (from New Properties DB) that are not in CMOS



## Premise Accuracy

2

**870k SPIDs** are missing a **Unique Property Reference Number (UPRN)** (a further **610k** have issues)  
**1.34M SPIDs** are missing a **Valuation Office Agency Reference Number (VOA)** (a further **705k** have issues)



## Address Accuracy

3

Only **58 per cent** of CMOS supply point **addresses** are of **billable data quality**. 16 per cent (**415k**) do not match to any external data set



## Trading Parties

4

**Data quality issues are widespread**. The top nine wholesalers (based on SPID volume) all had significant issues, with best performer achieving 70 per cent and the worst 58 per cent Data Quality score



## Occupancy Status

5

**459k vacant SPIDs** in CMOS, but 45 per cent of these (**209k SPIDs**) show signs of active business



## Customer Accuracy

6

**34 per cent** of SPIDs (**879k**) have no discernible customer name and **343k (20 per cent)** were deemed incorrect. A further **481k** require further validation.

PoC with Thames, Anglian and Wave found a **success rate of c.80 per cent** against sample findings

## Impact of poor address data

### Additional effort/cost due to missing or incorrect address identifiers to:

- ◆ Match SPID to 3<sup>rd</sup> party data sources to get address and customer details
- ◆ Confirm eligibility (not legally permitted to bill household customers)
- ◆ Identify VOA reference for SPIDs in multi-occupancy buildings and effectively track splits and mergers
- ◆ This leads to incorrect customer billing (where wholesaler charges based on business rates).

### Managing occupancy, vacancy and eligibility changes:

- ◆ Erroneous vacants lead to wholesalers setting charges to other customers higher than need be to recover costs (cross subsidisation)
- ◆ Customers are not informing retailers when they move into premises, meaning retailers incur cost to identify
- ◆ Poor visibility of new connections, demolitions and changes of use lead to financial losses (e.g. unable to bill household customer and after costs have been incurred).

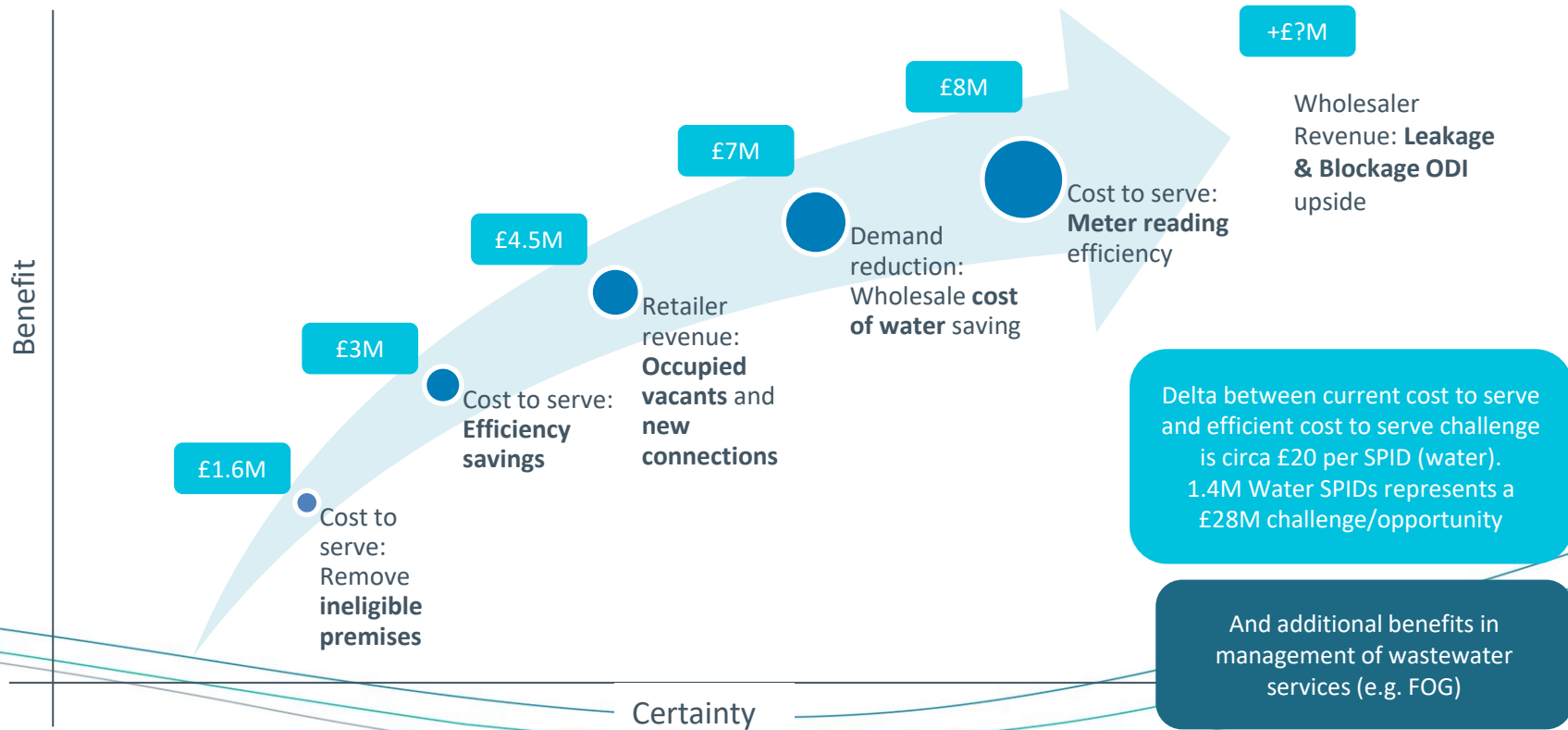
### Unmatched addresses mean:

- ◆ Retailers cannot find a customer to bill, driving additional cost to track down customers and find/read meters
- ◆ Costs incurred sending out letters that are PO returned, paying 3<sup>rd</sup> parties to find an occupier and raise bilateral requests
- ◆ Retailers cannot keep track of gap sites vs poorly addressed existing supply points
- ◆ Exposure to financial losses post-RF having paid wholesaler charges that won't be recouped.

### Missing or erroneous customer details (name and segment) means:

- ◆ Difficulty identifying SPIDs associated with a given customer at switching
- ◆ Difficulty developing meaningful consumption benchmarks and targeted water efficiency interventions with key groups or outliers (e.g. may wish to provide different offers to public and private schools)
- ◆ Difficulty identifying sites of special consideration (public health, vulnerability, etc.) and associated cost of providing required info to wholesalers.

# Cumulative benefits summary



# Background - consultation feedback

**Funding** – Challenge that retailers stand to benefit the most, so not right that wholesalers are asked to fund initial phases. Concern about precedent set by funding model. Some preference for “polluter pays” model.

**Approach** - Agree DQ is poor and must improve to deliver better outcomes, but mixed view on whether a central service is best way to deliver this. Some sighting recent progress against new APIs.

**Benefits** – Agree significant benefit will be realised by improving DQ, but some question the incremental value of a central approach. Detail requested on benefit calculation and additional benefits highlighted.

**Timeline** – Flagging effort and resource required to investigate and address the findings of the DQ assessment. Must move at appropriate pace. Concern that DQ targets in new MPF not yet defined.

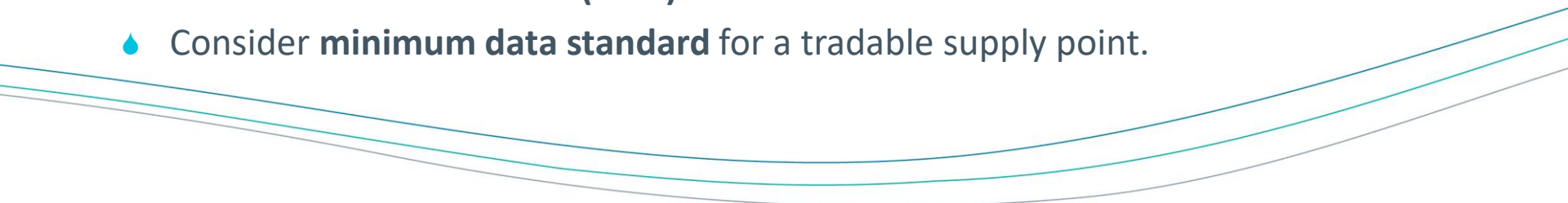
## Consultation Feedback

**Scope** – Some question the value of high-level customer segmentation and suggest gap site identification is already suitably incentivised. Agreement that priority is address/premises data and eligibility.

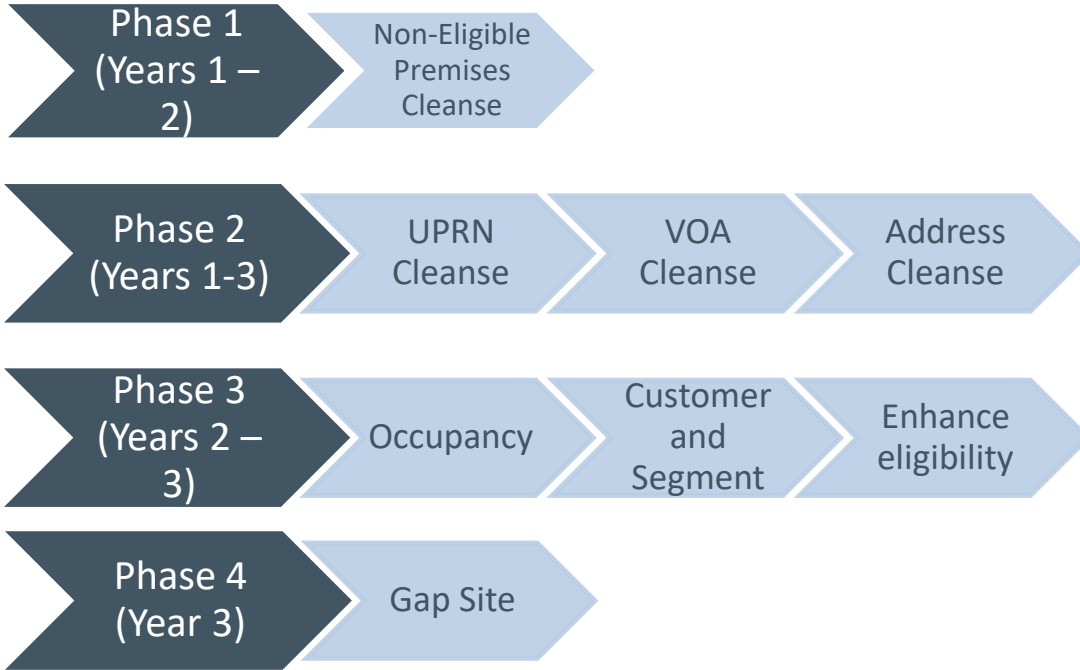
**Phasing** – Support focus on eligibility and address/premises data and want to prove value at each stage. Call to bring forward occupancy management. Suggest large scale PoC.

**Solution** – Further detail requested on underlying solution and detailed service design (e.g. detailed structure of data to be provided and feedback mechanism). Call to work collaboratively on detailed design.

## Refined proposal in 2023/24 Business Plan

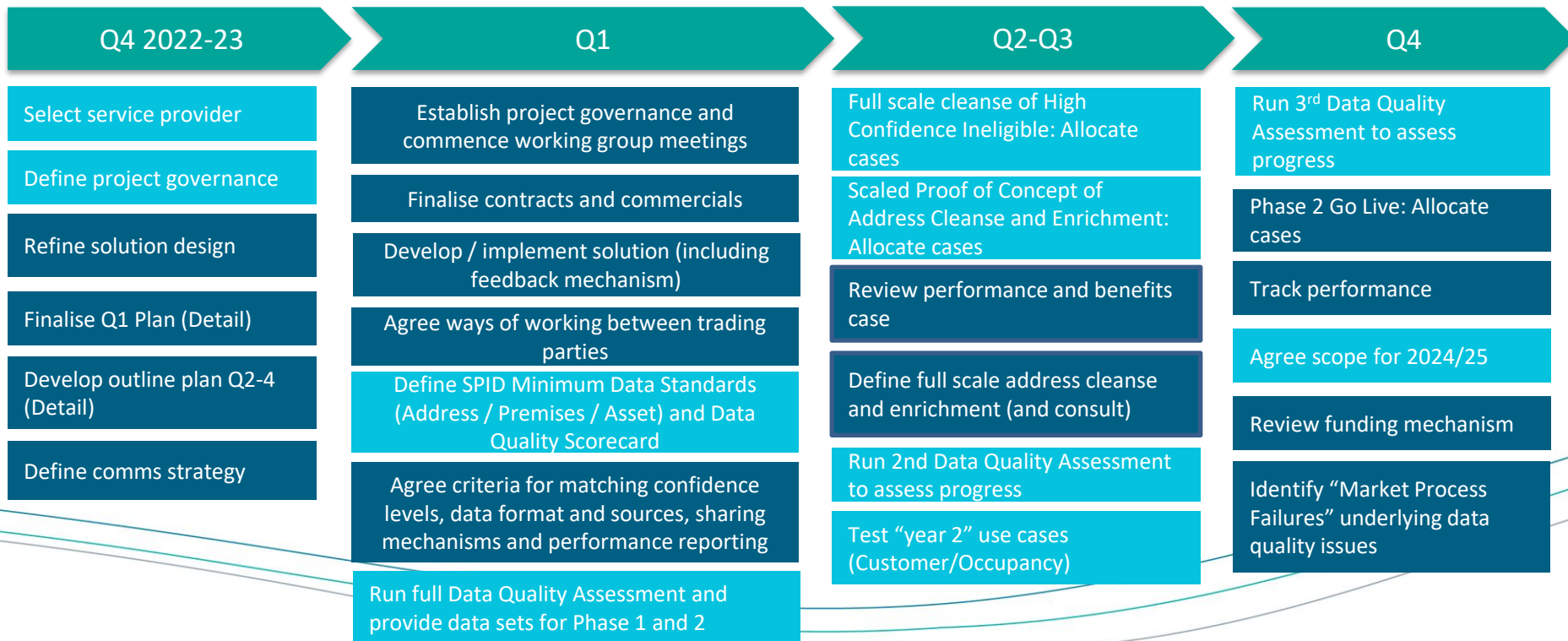
- ◆ **Focused** and **sequential** approach
  - ◆ **Phased to demonstrate** the **veracity** of the **data assessment** and understand **impact**
  - ◆ **Reduced cost** in year 1 of circa £550k
  - ◆ Remains **wholesaler funded**
  - ◆ Funding model **limited to data cleanse** and to be approved in business plan
  - ◆ Define scope for year 2 (2024/25) forming basis of the **data assurance** for **Market Performance Framework (MPF)**.
  - ◆ Consider **minimum data standard** for a tradable supply point.
- 

# Proposed phasing

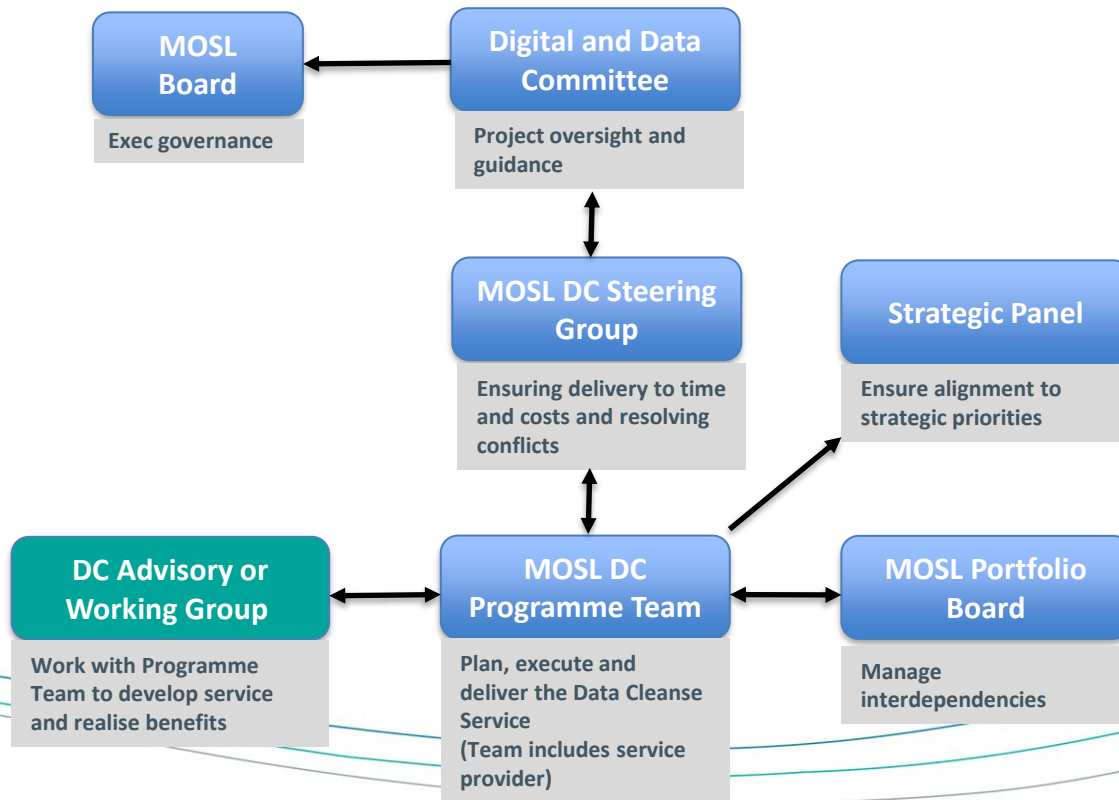


Process and code review to drive enduring solutions to underpin data quality

# Refined proposal and key deliverables for 2023/24



# Provisional project governance structure



Break

# Strategic Panel - update

Pamela Taylor: Strategic Panel Member

*28 March 2023*

# Strategic Panel Members



**Trisha McAuley OBE**  
Chair



**Pamela Taylor**  
Independent Strategic  
Panel Member



**Paul Smith**  
Independent Strategic  
Panel Member



**Rick Hill**  
Independent Strategic  
Panel Member



**James Cleave**  
Retailer Strategic Panel  
Member



**Andrew Beaver**  
Wholesaler Strategic Panel  
Member



**Lucy Darch**  
Retailer Strategic Panel  
Member



**Cathryn Ross**  
Wholesaler Strategic Panel  
Member



**Mike Keil**  
Customer Representative  
Member



**Dan Mason**  
Affiliate Strategic Panel  
Member



**Kruti Patel**  
Affiliate Strategic Panel  
Member



**Dr Sarah McMath**  
Affiliate Strategic Panel  
Member

## A market that delivers sustainable economic growth in its widest sense, creating social, economic, and environmental value for customers, market participants, society, and the environment



### Value Creation

Customers of all sizes, geographies and sectors have a diverse choice of services and market participants actively compete and innovate to meet changing customer, social and environmental needs at a fair price. Company Boards are actively engaged in creating value.



### Customer Service Excellence

Customers buy products and services that meet their expectations in terms of time, cost and quality. The market delivers recognised best practice in customer service.



### Water Efficiency is Core

As a fundamental market mechanism to achieve the UK's 2050 Net Zero target, water efficiency is embedded as core to business across the market. Market participants enable customers to understand their consumption of water and wastewater services and to use resources efficiently.

# Headlines

## Last few months

- PR24 and the REC Review
- Synthesis of Customer Views of the Market
- Water Resource Management Plans - Open Letter

## Coming Up

- Initial Metering Strategy
- Water Efficiency Roadmap
- Market Improvement Fund
- Online Round Tables

# New Trading Party Engagement Approach

## Lyv Nabarro – Head of Market Engagement and Communications

Smaller Trading Party Forum

28 March 2023

# Introduction

- ◆ Current engagement opportunities
  - ◆ CEO meetings
  - ◆ Performance meetings
  - ◆ Attending forums such as the 'User Forum'
  - ◆ Joining working groups



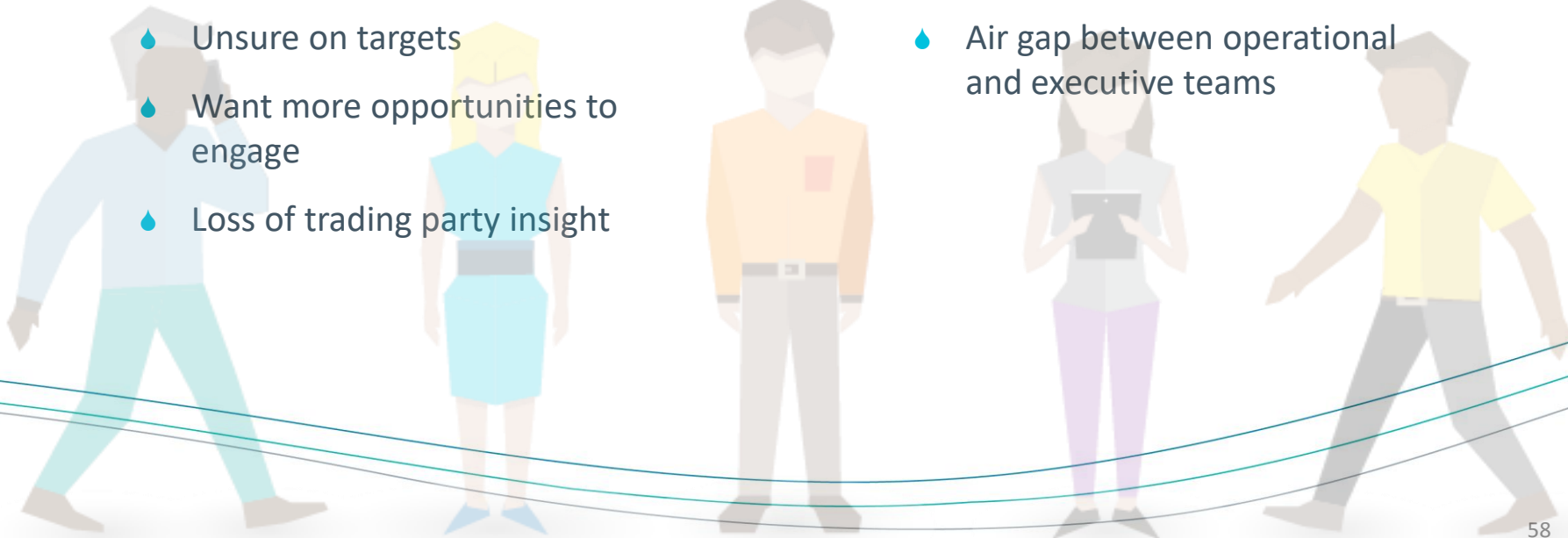
# What's not working?

## External feedback

- No structured agenda
- Unsure on targets
- Want more opportunities to engage
- Loss of trading party insight

## Internal feedback

- Not structured agenda
- Air gap between operational and executive teams



# New engagement approach

- Engagement meetings led by SLT and Head of Department/Subject Matter Expert
- Clearer separation performance and 'engagement' meetings
- Meetings held bi-annually
- Opportunity to hear concerns/issues at operational level
- Bridges gap between engagement at CEO level and operational level



# Principles and Objectives

- ◆ Provide a clear separation between performance meetings and general engagement.
- ◆ Provide a consistent approach to engagement and insight across MOSL
- ◆ Bridge the gap between CEO/Exec and operational level engagement
- ◆ Provide an improved engagement service to trading parties.

## Timeline and next steps

- ◆ The new engagement approach starts from 1 April 2023
- ◆ Contact will be made with trading parties to arrange their initial meeting over the next couple of months
  - ◆ Email [comms@mosl.co.uk](mailto:comms@mosl.co.uk) if you would like to book your initial meeting earlier

# Questions

- ◆ Does this feel right to you?
- ◆ Is there anything you would like us to consider/build into this plan?
- ◆ Do you have any concerns?

# MY MOSL: General Queries - update

Lyv Nabarro – Head of Market Engagement and Communications

*28 March 2023*

# Market Request Calendar - awareness

Julie Carly – Corporate Affairs Manager

*28 March 2023*

# Market Request Calendar

## Market Requests

About

MARKET OPERATOR SERVICES LTD

**Organisation**

- CCW
- MOSL
- Ofwat
- Retailer Wholesaler Group
- Strategic Panel and Committees

**Target Audience**

- Other
- Other, Retailers, Wholesalers
- Retailers

**Type**

- A call for Inputs
- Consultation
- For Information
- Nominations
- RFI

**Engagement Start**

- 2022
- 2023
- 2024

**Current Requests**

Status: ■ Completed ■ Live ■ Scheduled ■ To Be Confirmed

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024
Central Data Cleanse Consultation	[Timeline]												
Code Change Process Improvements	[Timeline]												
CPW137: 'Interim Supply Allocation Customer ...	[Timeline]												
PIP103 Improvement to code change process ...	[Timeline]												
PIP171 - Changes to the Disputes Process	[Timeline]												
PIP068 - Vacancy Change Application	[Timeline]												
SMR: Stream 1 Opt 3: Wholesaler Smart Reads	[Timeline]												
SMR Project #2: Wholesaler reads in defined c...	[Timeline]												
SMR QSP9 Standard meter locations/What3w...	[Timeline]												
CPW120, 128 & 130 PIR RFI	[Timeline]												



Any questions?

**THANK  
YOU!**