



Minutes of the Market Performance Committee Meeting 40

29 July 2020 | 9:30 – 15:15

Held via Videoconference (Microsoft Teams)

Status of the Minutes: **Final**

MEMBERS PRESENT

John Gilbert	JG	Interim Chair	Wendy Monk	WM	Retailer Committee Member
John Vinson	JV	Independent Supporting Member	Jesse Wright	JW	Wholesaler Committee Member
Pamela Taylor	PT	Independent Supporting Member	Michael Rathbone	MR	Wholesaler Committee Member
Trevor Nelson	TN	Retailer Committee Member	Don Maher	DM	Wholesaler Committee Member
Claire Yeates	CY	Retailer Committee Member	David Seymour	DS	Alternate Wholesaler Committee Member
Andrew Smith	AS	Retailer Committee Member			

OTHER ATTENDEES

Steve Arthur	SA	MOSL Presenter	Patricia Quintana	PQ	Southern Water Presenter
Samantha Webb	SW	MOSL Presenter	Luke Austin	LA	MOSL Presenter
Matt Labrum	ML	MOSL Presenter	Pam Nash	PN	MOSL Presenter
Alexandra Piper	AP	MOSL Presenter	George Kelly	GK	MOSL Presenter
Markus Lloyd	ML	MOSL Presenter	Carol Sgambaro	CS	Secretariat
Fabrizio Zamburlin	FZ	Observer, MOSL			
Milo Halford	MH	Observer, MOSL			
Adam Boyns	AB	CCW Presenter			

APOLOGIES



Gerard Lyden	GL	Wholesaler Committee Member	Darren Hayes		Ofwat Presenter
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1. Welcome and Introductions

Purpose: For Information

- 1.1. The Chair began the meeting by welcoming the members of the Market Performance Committee (“MPC”) and introductions around the room.
- 1.2. Apologies were received from Gerard Lyden; David Seymour attended in his place. The meeting was quorate and it could proceed to business.
- 1.3. Andrew Smith (AS) introduced himself. The Chair noted that this was AS’s first meeting as an MPC member. It was further noted that AS onboarding meeting had taken place. Carol Sgambaro (CS) joined MOSL on 1 July 2020 as one of the Governance Managers in the Secretariat Team.
- 1.4. Darren Hayes, representative from Ofwat, was unable to attend the meeting and therefore, there would be no Ofwat update at this meeting.
- 1.5. The Chair reminded all participants that the running order of the agenda had been amended so that all the items for decision were considered in the early part of the meeting, and that the items for information and discussion would take place in the later part of the meeting.
- 1.6. The Chair welcomed feedback from attendees in relation to his chairing style and the style of meeting with the aim to make the meeting as “smooth” as possible.
- 1.7. It was noted that one closed session would take place today and therefore, all observers would be asked to exit the meeting during this session.
- 1.8. The Chair reported to the MPC that he had attended the Panel meeting on 21 July where he provided an update, during a closed session, on Water Plus performance. The Chair further reported that the Panel agreed with his recommendation that it was appropriate for Water Plus performance for June to be discussed at the MPC meeting in the first instance before escalating this matter to the Panel.

2. Minutes and Outstanding Actions

Purpose: For Decision

- 2.1. MOSL presented the minutes of the MPC meeting held on 1 July for approval. It was noted that comments had been received from two MPC Members (Members) and that these comments had been incorporated into the minutes.
- 2.2. After due consideration, the MPC **APPROVED** the minutes of the meeting held on 1 July 2020.
- 2.3. MOSL presented the Actions to be closed, namely: A36_01, A36_04, A37_02, A38_05, A39_01, A39_02, A39_03, A39_04 and A39_05.
- 2.4. It was noted that action A36_04 had been raised in April 2020 as a result of Covid-19, as it was believed that there would be a high volume of queries during the lockdown period. Therefore, it was suggested



that FAQs be created and published to answer some of the “hot topic” questions. However, as those queries were not received, the FAQs were not developed. As some time had now passed and this action was no longer applicable or relevant, the MPC agreed that it could be closed. It was noted that a high number of FAQs had been included within the relevant guidance.

- 2.5. A Member noted that there was an outstanding action on the MPC Issues Log regarding estimated reads being entered as actual reads; the Member further noted that the analysis from last year had been inconclusive. A MOSL representative confirmed that the intention was to re-visit this action and that it would be reviewed as part of the Metering Strategic Review.
- 2.6. A Member noted that, during the urgent Panel meeting held on 28 July 2020, an Ofwat representative mentioned that Ofwat were expecting an increased number of meter reads being entered into CMOS. It was asked that the intention of Ofwat’s comment be clarified with the Ofwat representative and whether views had changed regarding adding estimated reads (instead of actual reads) into CMOS.

ACTION 40_01

3. Ofwat Update

Purpose: For Information

- 3.1. As the Ofwat update was not provided at today’s meeting, Ofwat would be asked to submit a written update to the MPC after the meeting.

ACTION 40_02

- 3.2. In addition, the Chair would liaise with the Ofwat representatives to arrange an extended slot in MPC agenda for August to discuss the August publications on Interim supply consultation, the findings from project RISE and the State of the Market Report.

ACTION 40_03

- 3.3. A MOSL representative stated Ofwat had recently issued their “minded to” document which related to the direction of travel on unwinding the Covid-19 provision. It was further noted that the Panel, at their meeting on 28 July, had made the recommendation to approve Ofwat’s change proposals regarding the unwinding Covid-19 transition measures (CPW101/CPM031), with the recommendation for an implementation date of 1 August.

4. CCW Update

Purpose: For Information

- 4.1. A CCW representative updated the MPC on the latest customer complaints figures, providing a Contact update for July 2020, noting that this had remained fairly static from June to July.
- 4.2. There were 180 complaints in June and around the same number had been received for July so far. It was noted that there had been a decrease (by 35%) in the number of complaints for July 2020 in comparison to the number of complaints received in July 2019.



- 4.3. It was further noted that three COVID-19 related complaints had been received in July and four were received in June.
- 4.4. In terms of Policy update, it was explained that CCW had recently published a customer guidance on temporary vacancies, and that this guidance included background information on what customers could do in relation to the various scenarios depending on their circumstances. Alongside that guidance, a further guidance for customers had been issued. This latter guidance confirmed, for instance, what customer could expect in relation to COVID-19 related repayment schemes, covering also eligibility criteria.
- 4.5. A Member asked how it was possible to provide good guidance when it was still unclear under what circumstances a customer could be charged for usage. The CCW representative acknowledged the Member's comments that the guidance was not meant to be exhaustive and that there was a degree of uncertainties, and clarified that the aim was to provide guidance concerning, for instance, the process that customers could expect to follow in relation to the types of evidence to provide to contest a bill.
- 4.6. A member stated that he would expect a number of disputes to arise as a result of that lack clarity.
- 4.7. The CCW representative confirmed that there were some good FAQs on Retailers' websites which aimed at providing guidance to customers and stated that it would be good to see this extended across all Retailers' websites.
- 4.8. The Chair remarked that when examples of good practice was seen, that these should be highlighted and shared; for instance, if a Retailer had provided good advice on how to claim back charges, this could be shared with the MPC so that Members could share and aim to replicate that good practice within their own organisations. The CCW representative would aim to bring such examples of good practice to the August MPC meeting.

ACTION 40_04

- 4.9. A Member commented that it would be very useful to see a link between what CCW were reporting on and what the MPC and the Market Performance Team were looking at in terms of behaviours and performance within the market.
- 4.10. Another Member stated that from the report, one of the biggest failures driving complaints were billing issues, and it would be good to identify the root cause for this and assess whether there could a material market performance cause behind that.
- 4.11. The Chair asked the CCW representative to work with the Market Performance Team (MP Team) on the key areas that could be generating complaints and to bring this to the August MPC meeting.
- 4.12. A Member asked to clarify what the output from this action would be; whether it would be to return to the MPC with an approach or framework in terms of how the CCW representative and the MP Team would work together, or whether it would be for the CCW representative to return to the MPC with the relevant data. This would be discussed offline and clarified during AOB.



- 4.13. The CCW representative noted that they had received feedback from the research company which undertook "Testing the Waters" and provided an overview of the initial findings to the MPC, confirming that there were 145 completed surveys and that the majority of those were to be completed in England.
- 4.14. The CCW representative confirmed that the sectors which were the easiest to reach were the Wholesalers, Retail traders, repair shops and the manufacturing industry. The ones difficult to reach were for instance, the ones in the hospitality sector. It was acknowledged that some business had only recently re-opened and that some were short staffed.
- 4.15. Around 80% were satisfied in terms of value for money for their water and sewage services and circa 54% confirmed that they had awareness of the market (this was an increase from 2018). Amongst those who had switched their water provider, satisfaction levels were quite high (around 70%). Those who were dissatisfied were due for example to the process taking too long or due to the level of accuracy of closing bills.
- 4.16. Around 50% said they had been affected by COVID-19, but they were planning for the future as normal, with 30% saying that COVID-19 had a severe impact in their businesses and they would need to re-evaluate their plans for the future.
- 4.17. The CCW representative would share the key findings from report as document on the MPC SharePoint site for members to comment on with the aim to have a session on this next month.

ACTION 40_05

5. MOSL – Market Performance

6. Purpose: For Information

- 6.1. MOSL provided an updated on market performance confirming that the way of reporting had changed and that updates were now aligned with customer experience and the customer journey in order to provide a more insightful reporting.
- 6.2. It was reported that, in March 2020, there was minimum impact from COVID-19 to the market; this was probably due to the fact that lockdown began towards the end of March. It was noted that Lockdown significantly impacted the May figures and that this was expected to continue.
- 6.3. It was noted that market performance had increased by 9.9% and the reason for this was that, in April 2020, CPW078 ('Priority Performance Regime Changes for April 2020') was implemented, which temporarily prevented any MPS 18 tasks from failing.
- 6.4. MOSL presented the performance by MPS category. It was noted that performance was poor for standards covering non-market meter reads, meter reads submissions and disconnections.
- 6.5. It was noted that OPS performance was positive in May 2020 and that it was the highest since April 2019. However, during COVID-19 the task volume had significantly reduced for OPS and MPS standards. The MOSL presenter stated that the OPS and MPS levels needed to be monitored by the MPC to ensure they returned to 'normal'.



- 6.6. It was noted that there had been a substantial increase in billing related activities for June 2020, so the task volumes had increased significantly.
- 6.7. It was further noted that OPS performance was very positive, except in relation to disconnections. For disconnections, there were some exceptionally low task volumes. This potentially indicated that one 'fail' could have much greater impact on performance than usual, which could be influencing the performance.
- 6.8. It was highlighted that the market had now reached its turning point and Wholesalers were beginning to resume previous levels of BAU activity. However, it was important to monitor task volumes until they returned to normal levels.
- 6.9. MOSL commented, in terms of the customer journey, that there was a discussion around OPS and MPS being switched back on at the Panel meeting held on 28 July. With regards to task volume for Wholesalers, in a post- COVID-19 environment, there had been a suppressed volume of bilaterals being submitted or deferred. It was added that the challenge would be for Wholesalers to reassure customers and Retailers that they are going to be able to service those bilaterals' requests in a post- COVID-19 environment.
- 6.10. One Member stated that PfMs were gathering a high amount of data from Trading Parties and this type of insight would be very useful to convey the 'thinking' behind the graphs and to provide a more granular view behind the figures. A Member stated that it would be advantageous to obtain this additional insight in advance of the meeting, in order to allow Members to gather their thoughts and comments.

7. Water Plus PRP (Closed Session)

Purpose: For Decision

8. PIP075 – Removal of Private Water meters

Purpose: For Decision

- 8.1. All Observers returned to the meeting.
- 8.2. A Southern Water Presenter presented this agenda item. They provided a background to the issue, and proposed changes to the MPS 9-11, regarding the termination of private meters and also about MPS 15.
- 8.3. One Member mentioned that it was important to remove the MPS charges in relation to some of the areas (for example 9-11), but it was also important to keep the ability to monitor in terms of MPS 15, so that there was an awareness of companies' performance. This would ensure monitoring continued around incentive on individuals to place reads into the market.
- 8.4. The MPC **AGREED** that there was an issue with Wholesaler and Retailer accountability for the Market Performance Standards related to Private Meters and that from customer point of view this process was complex and without the appropriate incentives on Trading Parties. The Chair highlighted that one of MOSL's aims was to make the market easier to do business with. This seemed to be an area where there was scope for improvement, as responsibilities were split, and incentives did not deliver the appropriate level of performance.



- 8.5. The MPC further **AGREED** that the appropriate approach would be that the issue with Private Meters should be reviewed as part of the MPF Roadmap.

9. Approach to developing data plan

Purpose: For Decision

- 9.1. MOSL presented this agenda item, highlighting the core data items which had been scoped so far, the intended success criteria and timeline for the approach to developing the data cleanse plan.
- 9.2. It was noted that conversations were still taking place with Trading Parties and, therefore, these items were subject to change. It was noted that the core data items had been grouped into five areas, namely Customer Name, Customer Address, Meter Consumption, Meter Details and Meter Location.
- 9.3. It was explained that MOSL were also looking at non-core data items, such as customer segmentation, but they are not part of the main scope of the data cleanse plan at this stage.
- 9.4. The MOSL presenter explained that, by the next MPC meeting, a data quality metric for each item would be defined, based on Completeness, Accuracy, Validity, Consistency, Timing and Uniqueness. In addition, the aim was to confirm the current level of data quality and to be able to track the success of data cleanse activity. It was highlighted that the data quality metrics used will depend on the data item; and that for some items (such as the free text field for meter location), it may not be possible difficult to define a quality score based on accuracy.
- 9.5. The MOSL representative invited other MPC Members to join the MPC Sub-Group. A Member commented that it would be useful to “cast the net wider” and invite individuals outside the MPC to become members of this Sub-Group to obtain the required mix of expertise.
- 9.6. The MPC **AGREED** with the Proposed high-level approach (and timeline) for developing a data cleanse plan
- 9.7. It was further decided that MPC members would provide feedback and comments on the success criteria before the next MPC meeting using the document uploaded to Sharepoint.

10. COVID-19 update, including Market Impacts, PwC Assurance Audit and Next Steps

Purpose: For Information and Discussion

- 10.1. The MOSL representative confirmed that Market vacancy levels had ‘peaked’ and that they had doubled those of mid-March 2020. Settlement (R1) showed a reduction of c.25% compared to pre-COVID-19 levels and R2 showed signs of upward adjustments.
- 10.2. It was noted that Retailers with lower vacancy levels had tended to seek ‘positive customer confirmation’ prior to the use of the temporary vacancy flag; and those retailers with higher levels of COVID-19 vacancy, had relied on SIC code/data led methods and ‘negative confirmation’ when they were unable to contact the customer.



- 10.3. The use of YVE's instead of the temporary vacancy flag was recognised as a positive step; however, it was highlighted that, in some cases, there was a large-scale use of 'set' or 'generic' YVE values and that this reflected an underdeveloped approach to YVE.
- 10.4. It was noted that, going forwards, timely, collaborative action between Wholesalers and Retailers in sharing information was required to ensure occupancy data was correct for March-July and beyond.
- 10.5. MOSL highlighted that vacancy had seen its first major reduction since reporting began, with a net decrease of 33,287 vacant premises, constituting 2.2% of all premises in the market. Whilst this was the lowest level, this had been since the end of April, it was still almost 15% over pre-COVID-19 levels, indicating change was not happening as rapidly as March/April entry into lockdown.
- 10.6. In terms of Settlement impact through COVID-19 periods, it was noted that the first full month 'COVID-19 R2' had been undertaken in April 2020, which showed an increase of >10% from R1 as consumption data was captured from increased meter reading provision.
- 10.7. It was further noted that questionnaires were issued to Wholesalers to try to ascertain what forms of activities they undertook to obtain assurance in their analysis of consumption during COVID-19. There was positive confirmation that Wholesalers were working with Retailers, for example, in order to share methodology.
- 10.8. MOSL provided some observations in relation to the PwC Audit. The first being significant variations in approach taken and that this would be clarified via the parties' assurance statement.
- 10.9. The second observation related to the different assumptions applied in analysis of SIC codes used to identify closed premises.
- 10.10. The third observation related to the exceptions identified in detailed sample testing, noting that there were 160 premises sampled, albeit they were still waiting for results from Water Plus. A Member queried how the sample testing had been undertaken and whether site visits had been conducted. MOSL confirmed that the desktop testing had been done by PwC and field work had not been carried out to check if premises were vacant or not, but PwC were satisfied that the evidence validated the approach.
- 10.11. The fourth observation concerned the different approach to deploying YVE changes and the fifth observation related to the positive feedback received during the review that the majority of companies that were engaged with thought that MOSL had reacted effectively and swiftly regarding the introduction of the code change for temporary vacancy.
- 10.12. MOSL noted that the full report had been made available to the Panel in its draft form and this would also be shared with MPC members.

ACTION 40_08

- 10.13. In terms of Market analysis, MOSL explained that this had built on the work that the Market Performance Team had been doing during COVID-19, highlighting that collaboration across the market was required to resolve issues.



- 10.14. It was noted that the feedback from a Panel Member had been taken into account. For example, some of the inconsistencies with the analysis had been clarified, as sometimes the paper referenced the eight largest retailers and sometimes the five largest.
- 10.15. MOSL explained that the exiting from the COVID-19 vacancy flag was currently being developed and the first level would be relatively straightforward to see what was happening with those premises which should now be flagged as occupied or as vacant. This would be the first step in terms of producing a reporting.
- 10.16. In terms of next steps, it was explained that the steer from the COVID-19 subgroup was that it would entail a review of the relevant documentation following Ofwat's consultation, looking at principles regarding estimated reads and observing any guidance for Local Lockdowns and/or a second wave.
- 10.17. It was noted that there would be additional or amended reporting requirements such as OPS measures for number of tasks outstanding, outstanding performance (tasks outstanding in Time/Tasks Outstanding) and rejected tasks. In addition, there had to be evidence regarding a property moving from COVID-19 vacant to "business as usual" from August 2020 onwards.

11. Proposal for developing COVID-19 monitoring

Purpose: For Decision

- 11.1. MOSL presented the proposal for developing COVID-19 monitoring. It was noted that, from the 1 August 2020, the definition of "temporary vacancy" would not apply and premises would need to be flagged as either occupied or vacant; and, if vacant, evidence of this would be required. It was further noted that reporting was being produced on this basis.
- 11.2. MOSL explained that the MPC would have a role to play in reporting to the market. Wholesalers need to satisfy themselves that Retailers operating in their area had evidence regarding vacant status, otherwise they would have to remain on the March 2020 credit support.
- 11.3. It was noted that detailed YVE monitoring would also take place. In addition, if there are any causes for concerns, further audit activity would take place.
- 11.4. The aim of the proposed COVID-19 monitoring was to provide the MPC and customers with further assurance that the transition out of COVID-19 was being managed in a robust manner.
- 11.5. A Member asked how the customer impact would be captured within the monitoring. MOSL explained that it would be difficult to get to the root of the customers' experience in this case and that it would be for Trading Parties to demonstrate that they were complying with relevant codes and for example, charging customers appropriately. MOSL confirmed, however, that they would ensure that OPS and deferred bilateral requests were captured in that monitoring.
- 11.6. After due and careful consideration, the MPC **AGREED** the proposed approach to the COVID-19 monitoring.



12. MPF Roadmap

Purpose: For Information and Discussion

- 12.1. MOSL outlined the commitments for Phase 1 of the MPF Roadmap. This included addressing scoping data issues, identifying measures and metrics, refined assignment of accountability and identifying options for change. It was noted that MPOP was covering the scoping of data issues.
- 12.2. It was noted that potential workstreams had been identified, including a) the application of Roadmap principles to workstreams underway; b) the removal of redundant metrics; c) the alignment with Bilateral Transactions Programme; and d) Integration of water efficiency metrics.
- 12.3. The MPC felt that the proposed approach for delivering against the MPF Roadmap commitments and proposed workstreams were heading in the right direction; however, they requested that today's presentation be turned into a formal paper for the MPC to review and agree in due course.

13. Workplanning, including Subgroup meetings, workload and availability

Purpose: For Information

- 13.1. MOSL provided an overview of the seven key subgroups of the MPC, including key milestones, highlighting those in a "red/amber/green" status. It was noted that the Bilaterals transaction programme was not included in the list of the key subgroups as it was not a subgroup of the MPC.
- 13.2. The Chair noted that, going forwards, the areas that the MPC should focus on were those areas highlighted in "red" rather than those which were on track.

14. Any Other Business (AOB)

Purpose: For Discussion

- 14.1. The Chair stated that he had two AOB items to mention.
- 14.2. The first item was in relation to a request for the CCW representative to provide information on the key areas that could be generating complaints (discussed under agenda item 4 above). This was discussed offline and the approach would be to return to the August MPC meeting with an approach or framework in terms of how the CCW representative and the MP Team would work together to outline the process to use in relation to the mapping of the data.
- 14.3. The second item related to whether some of the core data items (discussed under agenda item 9 above) could be connected with other items which had not been included in the core data items list.
- 14.4. A Member noted that in the pack, there was a set of compliance slides which were not discussed. The Chair explained that, in his understanding, the Compliance slides (and a number of points within those slides) had been referred to David Garner within MOSL and that he had provided a response. The Member noted that it would be helpful to do a deep dive into his answers at the next MPC meeting.

ACTION 40_09



14.5. A Member noted that one of the Compliance slides stated that CMOS had achieved 100% in June. The Member stated that CMOS had experienced an outage on 4 June, but this was not shown in the slide pack. Therefore, the Member asked for clarification on that.

ACTION 40_10

14.6. The Chair then summarised the key items to be discussed at the MPC meeting in August subject to agenda timings and material availability; these included the link between CCW and MOSL, MOSL compliance, an update on data and on new connections and customer impact of vacancy flags. With regards to the latter item, MOSL welcomed Retailers and Wholesalers thoughts offline in terms of bringing those considerations “into life”.

14.7. It was further noted that an update on the outcome of the MPF Roadmap workshop covering the removal of redundant metrics on 11 August would also be provided at the August MPC meeting. Lastly, an update on the workgroups would be tabled at the MPC meeting in August.

14.8. The Chair commented that it would be important to get the presentations circulated in advance of the MPC meetings going forwards.

14.9. One Member noted that there was a disadvantage to the current approach of reviewing and adding comments on papers on SharePoint. It was further noted that this approach should not be a replacement for a discussion within the MPC meeting. It would be useful, if there were any salient points mentioned, for someone to summarise these at the beginning of the MPC meeting, so that these can be discussed and debated appropriately.

14.10. Another member raised that the papers which required a decision from the MPC were very clear. However, it would be useful for paper authors to make it clear from the outset what the outcome they were trying to achieve from the discussion papers.

14.11. There being no further business, the chair thanked members for their time and input and the meeting was closed at 3.15pm.

15. New Actions

A40_01 A Member noted that, during the urgent Panel meeting held on 28 July 2020, an Ofwat representative mentioned that Ofwat were expecting an increased number of meter reads being entered into CMOS. It was asked that the intention of Ofwat’s comment be clarified with the Ofwat representative and whether views had changed regarding adding estimated reads (instead of actual reads) into CMOS.

A40_02 As the Ofwat update was not provided at today’s meeting, Ofwat would be asked to submit a written update to the MPC after the meeting.

A40_03 In addition, the Chair would liaise the Ofwat representatives to arrange an extended slot in MPC agenda for August to discuss the August publications on Interim supply consultation, the findings from project RISE and the State of the Market Report.



A40_04 The Chair remarked that when examples of good practice was seen, that these should be highlighted and shared; for instance, if a Retailer had provided good advice on how to claim back charges, this could be shared with the MPC so that Members could aim to replicate that good practice. The CCW representative would aim to bring such examples of good practice to the August MPC meeting.

A40_05 The CCW representative would share the key findings from report as document on the MPC SharePoint site for members to comment on with the aim to have a session on this next month.

A40_06 In terms of next steps, the MPC would continue to monitor Water Plus performance for the month of July and if they were to miss their milestone target, their performance would then be escalated to the Panel. In addition, the MPC would monitor Water Plus performance for three months after the month of August, i.e. for the months of September, October and November. The Chair would send a letter to Water Plus outlining these next steps.

A40_07 It was further noted Water Plus performance for July would be shared with the MPC as soon as this became available.

A40_08 MOSL noted that the full report had been made available to the Panel in its draft form and this would also be shared with MPC members.

A40_09 A Member noted that in the pack, there was a set of compliance slides which were not discussed. The Chair explained that, in his understanding, the Compliance slides (and a number of points within those slides) had been referred to David Garner within MOSL and that he had provided a response. The Member noted that it would be helpful to do a deep dive into his answers at the next MPC meeting.

A40_10 A Member noted that one of the Compliance slides stated that CMOS had achieved 100% in June. The Member stated that CMOS had experienced an outage on 4 June, but this was not shown in the slide pack. Therefore, the Member asked for clarification on that.