

Minutes of the Market Performance Committee

Meeting 41

26 August 2020 | 9:30 – 15:15

Held via Videoconference (Microsoft Teams)

Status of the Minutes: **FINAL**

MEMBERS PRESENT

John Gilbert	JG	Interim Chair	Gerard Lyden	GL	Wholesale 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			

OTHER ATTENDEES

Samantha Webb	SW	MOSL Presenter	Luke Austin	LA	MOSL Presenter
Milo Halford	MH	Observer, MOSL	Pam Nash	PN	MOSL Presenter
Alexandra Piper	AP	MOSL Presenter	Markus Lloyd	ML	MOSL Presenter
Darren Hayes	DH	Ofwat Presenter	Ethan Fleming	EF	Secretariat
Adam Boyns	AB	CCW Presenter			

APOLOGIES

Wendy Monk	WM	Retailer Committee Member	Andrew Smith	AS	Retailer Committee Member
Steve Arthur	SA	MOSL Presenter			

1. Welcome and Introductions

Purpose: For Information

- 1.1. The Chair welcomed everyone to the meeting and declared the meeting quorate. He thanked the MOSL team for the improvements to the papers and for issuing them in good time for the meeting.

- 1.2. Apologies had been received from Wendy Monk, Andrew Smith and Steve Arthur.
- 1.3. The Chair welcomed EF to the meeting who had recently joined MOSL and would be taking the minutes of the meeting.
- 1.4. The Chair introduced the agenda and reminded the MPC that the agenda had been structured to place items for decision in the first half of the meeting with items for discussion in the afternoon followed by a workplan update and several items under AOB.
- 1.5. A member requested that where papers were provided the paper number be reflected on the agenda. Another member requested that if a paper was provided in the slide pack this be reflected on the agenda in some way.

ACTION 41_01

2. Minutes and Outstanding Actions

Purpose: For Decision

- 2.1. MOSL presented the minutes of the MPC meeting held on 29 July 2020 for approval. It was noted that comments had been received from one MPC Member (Members) and that this comment had been incorporated into the minutes.
- 2.2. After due consideration, the MPC **APPROVED** the minutes of the meeting held on 29 July 2020.
- 2.3. MOSL presented the Actions to be closed, namely: A34_04, A36_12, A37_08, A38_01, A39_06, A40_01, A40_02, A40_03, A40_04, A40_05, A40_06, A40_08, A40_09, A40_10.
- 2.4. It was noted that A36_12 was proposed to be closed as it had been descoped due to the lack of engagement from Trading Parties which meant it was unable to be progressed, this would be placed in the issues log for future consideration. Committee members expressed disappointment in this as meter reading was a key priority and asked how engagement could be improved. The Ofwat representative confirmed that this had been implicitly encouraged in its underwinding Covid guidelines although noting that there was nothing obligatory yet.
- 2.5. MPC considered the closer of the action and agreed that as this was an important piece of work more clarity was required on the data request and to circulate this to the MPC out of committee for feedback before issuing it to Trading Parties more formally.

ACTION 41_02

- 2.6. Members expressed concerns that several items were marked to close as they were to be covered under the days agenda however it may be found that the presentations/discussions did not appropriately close them. The Chair responded that actions should not grow beyond their original rationale and lose focus but could be closed and new actions opened to address new points. Members were invited to comment if agenda items did not adequately close actions marked as closed.

3. Ofwat Update

Purpose: For Information

- 3.1. The Ofwat representative apologised for having sent apologies to the previous meeting and that this had occurred due to a high level of publications by the Regulator at that time which had

required additional resources. These publications had included the results of Project RISE and the State of the Market report. The Ofwat representative requested a longer timeslot at the next meeting to allow for a full report on these publications.

ACTION 41_03

- 3.2. Liquidity support had seen a limited extension up to the end of October but only if a Trading Party had opted in by July 2020. The total amount able to be deferred was 40% of the primary charges in that period and that this must be repaid by the 31st March 2021 with Trading Parties able to agree their own repayment profiles. If an agreement could not be made the Regulator had sent a profile of 33% repaid by November, 66% by January and 100% by March.
- 3.3. The use of the temporary vacancy flag had ended in July and all flags added under the temporary code allowances should be removed by the end of September. Guidance had been issued on consumption, priority for meter reads and how retailers should obtain accurate estimates of consumption if they could not read meters. Ofwat continued to work closely with MOSL to create an incentive for the removing of temporary vacancy flags and measuring the appropriate use of YVE's, this could include using MPS measures as a penalty and introducing API's.
- 3.4. The Covid Transition Review Group would meet fortnightly to look at outliers and target interventions when needed with options kept open for the development of MPS and API's. Ofwat had supported the temporary vacancy and unwinding of temporary flags guidance that MOSL had released on their website that day.
- 3.5. Market Performance Charges had been suspended for MPS and OPS until the end of July and were now extended to the end of September for OPS and the end of October for MPS. Covid related bad debt is working to a longer timeframe, with a call for inputs scheduled in autumn to seek views on the range of possible approaches to amending any regulatory protections and mechanisms for refunding appropriate bad debt costs to Retailers. With the publication of a consultation planned in early 2021 setting out Ofwats preferred option for any amendment regulatory protections. In Spring 2021 proposals on any amendments to protections would be published.
- 3.6. One member asked if there was a clear visual timeline laying out the dates that had been mentioned. The Ofwat representative confirmed that a summary was on the website but not a visual timeline and they would discuss this with communications colleagues in Ofwat with a view to producing one to assist Trading Parties.

ACTION 41_04

- 3.7. One member queried the publication of the guidance and asked the MPC to note that there had not been any communications to Trading Parties and it did not appear on the website. MOSL confirmed that the guidance had been placed on the website but the date required changing on it so it appeared correctly, and that they were awaiting the MOSL team to issue a communication to Trading Parties.
- 3.8. The MPC noted that the Covid Transition Group did not think that a Code change was currently required to react to findings on a fortnightly basis. The findings for the group were placed in the Trading Party SharePoint folders with briefings at future MPC's and Panel.

- 3.9. The MPC thanked the Ofwat representative for a useful and clear update and looked forward to a briefing on RISE and the State of the Market at the next meeting.

4. CCW Update

Purpose: For Information

- 4.1. A CCW representative updated the MPC on complaints with a slight decrease in complaints in August compared to July with general contact with CCW returning to its usual level. Three additional Covid related complaints had been received in August, two relating to premises being charged despite being closed and one relating to a charge for a cancellation, none of these complaints had exhausted the retailers complaints policy and so had been returned to exhaust the process. Due to this it was difficult to investigate the root causes of the complaints and if they returned wider case analysis could be undertaken.
- 4.2. A CCW representative explained how CCW complaints were now being mapped against the customer journey in the MPF roadmap. Mainly these were logged against retailers as they dealt with customers directly, with complaints relating to wholesalers where a retailer relationship had not yet been formed. Once data was produced to map against the example that had been provided trends should become visible and then could be further examined to find outliers. Phase two would include how CCW could use it to strengthen and improve the MPF and the next subgroup would look at further options.
- 4.3. The Chair thanked the CCW representative for a strong piece of work and asked if areas could be identified that were wholesaler or retailer led and what areas were combined as understanding responsibilities would be important for the MPF road map. A CCW representative confirmed that this could be provided with further analysis including root causes and some areas would always fall to certain categories such as new connections and wholesalers.
- 4.4. One member noted that the categories remained very market focussed and not the primary customer concerns such as water restrictions and neither would all complaints fall easily into retailer or wholesaler categories. The MPC agreed with this and looked forward to further changes led by the subgroup.
- 4.5. MOSL confirmed that this journey was linked to the MOSL customer journey and would remain aligned and would act as a touchstone for additional pieces of work such as wholesaler and retailer journeys and the findings from the Strategic Metering Review.
- 4.6. It was asked if complaints under estimation covered complaints about using estimates for billing or for estimates being badly derived. It was confirmed both of these complaints would fall under estimates and anecdotally it appeared most complaints related to being billed on estimates and not actual reads and the lack of transparency relating to this. This would be incorporated in future drafts.
- 4.7. More clarity was requested on the use of AMR and links to RISE, there was some ambiguity in the complaint's procedure and room for improvement in relation to the process, overlaps and when there were crossovers between retailers and wholesalers.
- 4.8. The Testing the Waters paper only contained a small sample size due the difficulty in gaining responses and this would be reviewed and relaunched in September. The small sample size was showing positive responses for the support of the market and high levels of satisfaction, but it

was disappointing that only 54% were aware of changes to the market. Currently the results were broadly similar to the last Testing the Waters.

- 4.9. It was asked if retailers could assist in contacting customers to complete the survey as they may have contacts that CCW did not have. The CCW representative agreed to discuss this with the policy team who were leading and report back.

ACTION 41_05

- 4.10. The Chair asked the committee to note that the Ofwat presentation and CCW presentation confirmed the closure of their actions.

5. Activity Update

Purpose: For Information

- 5.1. MOSL gave an overview of deliverables across the three Market Performance Operating Plan (MPOP) workstreams. Workstream A on data quality metrics may see a longer timeline for deregistering long-term vacant premises to allow input from RWG, this would allow more time for a strategic view on vacancy to be presented at the next meeting. This would be split into three sections, legacy from before market opening, new connection vacant and ways to incentivise performance with API's and standards. Covid had introduced delays with A3.1.1 now being incorporated into the Covid response to avoid issuing PIPs when Trading Parties did not have the capacity to respond. If API's and standards were placed around Covid measures this may remove the need for targets and may fall into Workstream C.
- 5.2. MOSL's lead resource on Workstream B had been required to fully commit to the Bilateral Transactions Programme causing delivery to be delayed. There was also expected to be an impact on the Strategic Metering Review.
- 5.3. Further work was required to establish a business case for CGI to work to improve the rejections process, however this was not currently being assessed. MOSL had rejection data but would require CGI to redesign it to allow it to become more user friendly. Some internal work could be undertaken by the MOSL digital team for swift returns but the submission process still required further work. More insights may be needed from Trading Parties to determine how much of a problem this was and the consumption of their resources.
- 5.4. A member updated the MPC on the Strategic Metering Review which had been impacted by the same MOSL lead committing more time to the Bilateral Transactions Programme. The original plan had been to map the customer journey through metering across eight areas and identify pinch points and challenges. Five of these areas had been mapped with the remaining three not being mapped to avoid further delays. The slight delay incurred would assist in phase two where delays had been expected as it would have taken place over summer leave and this was now no longer a risk. A full report would be made to the September MPC.
- 5.5. MOSL reported that the lack of resource had been identified and resources were being reallocated including external resources to address this and present further delays. This had been considered by the SLT of MOSL who had agreed it remained a high priority.
- 5.6. Members expressed concern at the delays to timelines and items that appeared to no longer be deliverable or at the risk of not being delivered. It was recommended that MPOP was

reassessed in relation to what had been delivered to date, and in terms of resources and what could be reasonably delivered within the next 6 months. This should include the resources of Trading Parties that remained stretched post Covid, the previous years MPOP also did not deliver all its planned work and this could be damaging to relationships. The prioritisation criteria should be laid out clearly with rationale as to why things were chosen for progression over others. Reports should also include lessons learnt from having to descope things from the workplans.

- 5.7. MOSL SLT had considered the Metering Strategy and would report on it in the next MOSL quarterly report on the business plan and at the CEO's conference in November. External resources had been identified and parties that had data that may assist with it. A comprehensive update on Workstream B would be provided at the next meeting.
- 5.8. A review date had been set in Workstream C to review if the MPOP adequately dealt with Covid and it was proposed expanding the scope of this to cover all workstreams. This could be reported on at the October MPC meeting. The MPC approved this approach to determine what was on track and what was at risk with MOSL reforming the subgroup as required.

ACTION 41_06

- 5.9. The Chair thanked the MOSL team for the report format as helping to direct discussion appropriately.
- 5.10. Changing occupancy had also been delayed due to resources with a report to be made at the next MPC, this may result in further updates to the guidance or if updates were not required would be complete. If additional guidance was required, an additional deliverable would be created. Temporary vacancies may be complete and would be reviewed with the subgroup.
- 5.11. The detailed planning for the MPF roadmap was underway, including to ensure it covered all areas and was appropriately tied to other work areas without creating unnecessary additional work. Internal work included the removal of redundant metrics, BMEX and CMEX analysis and to integrate it with the Bilaterals programme and how Bilaterals could support the MPF which may need further scoping. This was not urgent but should be built to in time for implementation next year. A member volunteered to lead a subgroup on this to facilitate it however thought it important to note that this should not be confused with the work of the other three advisory groups and to not create a call for a lot of extra resource.

6. Data Cleanse Plan

Purpose: For Information

- 6.1. A MOSL representative reported that a full detailed paper would be presented at the next meeting, the sub group currently did not have any wholesalers and a call for volunteers was made to add a wholesaler to the group.
- 6.2. The data cleanse programme was currently in the measure and analyse phase with metrics giving a partial understanding of the issue but not a full understanding of completeness and accuracy. Certain fields were being examined to determine where there was a lack of logic and there was a need to go beyond analysing MOSL's own data but to look at cross comparisons with wholesalers and retailers.
- 6.3. The customer name field could be measured for completeness with around 20% of premises lacking a prefix however 90% of these were vacant and so were to be compared to the long-

term vacancy list. An accuracy measure showed that there was a lack of clarity and uniformity into how a customer name was entered. Further guidance was needed, and it was proposed that the banner name was the trading entity and customer name was the name associated with the premise.

- 6.4. Less than 50% of records were following the standards for manufacturer details of meters. A list of meter manufactures was being drafted in consultation with SME's and other Trading Parties. This had been taken from websites with direct conversations to follow. Other meter details would assist in providing insight into meter size, amount of dials and the serial number format. The Bilaterals programme would assist in data cleansing this area.
- 6.5. The meter location field was a free text field making it difficult to devise a metric to monitor and it was proposed to explore a standardised format for the field this may include standard market abbreviations or outside of market solutions such as "three words" or coordinates.
- 6.6. One member asked if a logic step of the meter details could be removed and to rely on the serial number. A MOSL representative confirmed that it could be removed however there would be issues relating to relying on serial number alone such as serial number overlaps. Alternative options could be explored to use the serial number for primary use.
- 6.7. The MPC agreed that it was important to balance between rejections and quality data inputting and Trading Parties should be reminded of the importance of quality data being inputted. The ability to compare data post validation to ensure accuracy would also be important.
- 6.8. The Chair asked if new meters had QR code or similar technology that would enable them to be scanned for data. It was confirmed that this technology was not thought to currently be in use but would be investigated.
- 6.9. One member asked the MPC to note that there would be a cost to Trading Parties for a data cleanse and this did not just relate to information being incorrectly entered as the proposals required a different level of standardisation from before.
- 6.10. MOSL would continue to develop the paper and proposals including measurements throughout September and asked if the RFI could be shared out of committee for approval before the next meeting. The MPC agreed to this approach as long as the focus was on key metrics and determining accuracy and to gain evidence on the need for funds to resolve the issue. A link to customer benefit would also be important.

ACTION 41_06

7. New Connections

8. Purpose: For Approval

- 8.1. It was explained that it was proposed to go to the September Panel to set out the need for a code change whilst the solution was being formed, the MPC was not being asked to approve the initial solution presented. The new connections process did not appear fit for purpose with 40-60% going vacant in the first 30 days. Wholesalers could be asked to provide additional information to help retailers find the customer. The solution was initially developed from ideas raised by Affinity that aligned with the MOSL work and appeared to have strong consensus around it with agreement for wholesalers becoming responsible for the end to end process, although this may not be the final solution.

- 8.2. MPC approval was sought to agree that there were issues with new connections and that CPW089 did not resolve all of these. This would allow for it to be raised at the Panel to begin the change process.
- 8.3. A member asked that if a proposal was made to the Panel it explained the customer impact more fully as it currently appeared too market based.
- 8.4. A member asked if it was viable to address this with one process or if it required several smaller process changes. A MOSL representative reported that the initial feedback was that retailers did not have a relationship with developers/customer at an early stage and although further evidence was required it appeared developers/customers preferred a wholesaler relationship at an early stage.
- 8.5. A member asked the MPC to note that due to the progress of developments it may be correct that new connections become vacant immediately. They also challenged the logic that a wholesaler was closer to the customer at that stage as many developers practised self-laying with many sub-contractors in the process. In their opinion it was a retailer issue and wholesalers did not have the data required.
- 8.6. A member raised the issue of lawfulness and that developers were non-households and therefore there were issues around what services wholesalers could provide to them. The process of consultation and RWG feedback to this point also required more transparency. This only affects Retailers that are either the dominant retailer in a supply area (incumbent/transferee) or retailers that have opted into the allocator to receive new connections and it could be seen as part of the cost to operate in those circumstances.
- 8.7. A MOSL representative reported that consultation had deliberately been kept informal at an early stage with a view to documenting it when the approach become more formal and being able to launch consultation without having to focus on technical issues. It was agreed this could have been made more transparent. The issue of legality and eligibility would be discussed with Ofwat and the RWG eligibility group.
- 8.8. It was noted that consultation responses had indicated that CPW089 did go some way towards resolving the issue but not far enough, producing a mandate for further changes.
- 8.9. A member reported that the issues were a byproduct of removing a section from operational terms without changing the process. In their opinion it was the responsibility of the wholesalers as the developers arm of wholesalers would have frequent interactions with site developers. The incumbent water company would charge anyway so could charge for services and at a performance level it was important to get data into the market and ensure an accurate SPID was set up with the relevant data for trading purposes. Temporary building water supplies were an issue and needed reviewing.
- 8.10. A member noted that they would have issues with removing things from the competitive environment and that this would not address the root cause issue and if it was a relationship issue it should sit with retailers as having the expertise and other options should be explored to improve the processes.
- 8.11. A member commented that the customer journey required further exploration as it may be acceptable for new connections to fall vacant and the reasons for retailers choosing not to opt in should be explored.

- 8.12. It was noted that the resolution should be with the best party to reduce the impact on the customer, if a new connection became vacant due to lack of details with a customer then receiving a large backdated bill this would be a poor outcome. A wholesaler may have a better relationship with the developer, but this was likely to decrease when an occupier moved in. The solution would be to minimise this to the customer. Any final solution presented should be from a customer perspective and outline what it would mean for customers. It should be noted that the customer would change in the process as the development progressed. It was agreed someone with customer knowledge should feed in however to avoid the subgroup becoming cumbersome the RFI should be worked through the solution before being circulated to the MPC out of committee for comment.
- 8.13. It was proposed amending the approach to an RFI outlining the issue and that it would be for retailers, wholesalers or a hybrid approach for resolution. The MPC strongly endorsed this and to ensure it covered what law, licenses and codes required of Trading Parties. The document would be retained on SharePoint for any additional comments.

9. MPF Improvements

- 9.1. A MOSL representative reported that they had written to the subgroup outlining that a holistic approach was being taken to what should be revised, relegated or removed. The issues were more complicated than initially thought, and efforts were being taken to redefine according to the principle of the roadmap and the impact of the Bilaterals programme. Relegate could involve moving something from a charge to a report or to merely keep track of it and report by exception or merge it with another.
- 9.2. Initial thoughts on changes were presented to explain and expand the explanation with a formal proposal to be presented to the MPC at a later date.

10. MOSL Market Performance

- 10.1. MOSL provided an update on market performance. June was the last month where we did not see MPS 18 failures which had been designed to avoid the double charging of retailers. MPS and OPS performance data was not representative of what was occurring in the market, due to changes to MPS18 which impacted other standards making the fall from Covid less evident, market activities with task volumes remaining low. A third of the tasks in June were deferred during the Covid period and were now being addressed.
- 10.2. It was noted that MPS had increased in terms of tasks volumes particularly in meter reading and transfer activity in MPS 16 and 17 remained low. Overall market level MPS was at 95% which was the highest figure recorded with OPS having fallen to 91% however this was the third highest figure on record. It was noted that overall performance hid the fall in MPS18 which had impacted other measures.
- 10.3. It was noted that the MPS standards were now split into customer categories and would link to the customer journey.
- 10.4. It was noted that although OPS did not usually relate to billing due to the meter repairs being deferred this could impact on billing as it prevented an accurate meter read being taken, it was positive to see deferrals minimised and steps being taken to complete deferred tasks. Overall task numbers were increasing as premises reopened.

- 10.5. The return of MPS18 was present in July's data and the last day of June's although this had minimal impact to June's figures.
- 10.6. Settlement data as the total value of consumption was presented and it was noted that pre-Covid the baseline was £210million and this had now fallen to between £150-160million. This was likely due to more homeworking and business closures or reduced production. Settlement value had increased in each of the last two months although it appeared likely due to changes in the market that it would return to previous levels. When split into business segments the entertainment and pub industry was showing a large reduction due to less customers and less brewery activity that was likely to continue for some time.
- 10.7. A committee member asked if MPS data could be presented closer to the reporting period to allow more timely discussions, interventions and decisions appreciating that analysis of data did take time. A MOSL representative confirmed that more information could be provided if the issuing of the slide deck was delayed although this would be without in-depth analysis.
- 10.8. A committee member asked that settlement and consumption not be used interchangeably as they were separate things. A MOSL representative agreed and would ensure a tighter use of language in future reports as they continued to develop.
- 10.9. A committee member asked the MPC to note that MPS19 had seen an increase in failure where there was an inability to take a meter reading due to Covid and the premises declared vacant however once they had reverted to occupied, they had automatically failed. MOSL were aware of the issue and were investigating it.

11. Impact of MPS18

12. Purpose: For Discussion

- 12.1. A MOSL representative recapped that the MPC had previously raised if AMR meters were submitting too much information and skewing the data. MOSL had extended this to investigating those overreporting in general. Of those meters flagged in CMOS as being able to be automatically read 60% hadn't had a remote read with the majority still being marked as visual reads. It had been found that if meters were read every 100 days only three tasks could be raised with this causing an impact of 2.4% on market performance with this remaining consistent amongst retailers from repeating tasks. The majority of Trading Parties maintained reasonable tasks levels with outliers not distorting the data. Agreement was sought from the MPC that it was not material or if it was what steps should be taken including what standards to impose.
- 12.2. It was noted that some remote readings had several readings within a short space of time and submitted in certain months with nothing submitted for long periods however this did not impact the data. One member commented that this may be due to AMR meters only being accessed at certain periods at which point it transmitted all of its back reads but giving a sporadic appearance.
- 12.3. One member commented that it should be taken beyond looking at MPS18 and how this impacted overall MPS performance overall and if it was masking underperformance in other areas.
- 12.4. A member noted that they were aware of remote reads being recorded as visual or in other circumstances potential remote reads being taken visually due to the lack of equipment to carry

out remote reads. It was important to encourage putting in regular reads but not at the result of masking underperformance.

- 12.5. The MPC requested that further work be undertaken to determine the impact of wholesalers and the impact on MPS overall to provide further data to make a decision.

ACTION 41_07

- 12.6. A member asked the MPC to note that evidence to data showed no materiality impact and they were unsure of the benefit of further work and that there may be more benefit for MOSL using its resources on other more important pieces of work. Once completed it should be judged if the work was a good use of resource.

13. Covid -Overview of Guidance

Purpose: For Information

- 13.1. A MOSL representative reported that a framework had been developed for the transition and to provide assurance and thanked committee members for comments so far. MOSL were working with PWC to develop an options paper to determine a statistically valid model for SPIDs with a blended approach involving both MOSL and PWC with a number of different routes to gain the data. This was expected to go to the audit sub-group in two weeks time with it expected to take 2-3 weeks to test 2000 SPIDs although on past experiences this may take longer.

14. Vacancy Reporting

Purpose: For Information

- 14.1. MOSL reported that temporary vacancies had been introduced during Covid which had required including "Covid" in the free text field, this had resulted in 283,000 of temporary vacancies. It was then required that these were evidenced and the word "evidenced" included in the free text field which required amending it to occupied and then returning it to vacant. As of the 17th August there were 193,000 of standard vacancies with 140,000 of temporary with a challenge to assure the market that they were truly vacant, this could include evidence selected by Trading Parties and the status changes in CMOS.
- 14.2. It was noted that reporting had been on a two weekly basis to Trading Parties with all parties being able to view the data for transparency. Some premises were marked as vacant in correctly with Trading Parties working to rescind this. The Covid Transisiton Group would monitor this and raise concerns as appropriate if there was a lack of progress with the possibility of an MPS standard or an API developed and introduced to encourage progress. The work would involve peer reporting, driving of activity with PIP and API's and methodology to scrutinise and then the scheme around YVE and consumption data using market data and rectification implementation plans.
- 14.3. A committee member expressed concern over how evidence could be gained for smaller "pop up" type entrepreneurship with any checks need to be related back to the customer that declared Covid vacant. A MOSL representative agreed and noted that some premises were not trading but were not classed as vacant under the current code provisions and it had to be accepted that things changed weekly.
- 14.4. The MPC agreed that any approach had to be customer centric and maintain strong incentives for Trading Parties to comply to gain accurate data to allow earlier interventions.

15. Trading Party Insight

15.1. The Chair proposed that as the committee wished to understand performance and rectify it, it also had a role in noting and understanding best practice and recommending exemplars for the industry. This could be addressed by less MOSL presentations and more presentations from Trading Parties including non-committee members or non-trading parties such as RWG groups. The MPC agreed with this however expressed concerns in relation to meeting length and parties not wishing to share commercially sensitive data. The Chair would draft a shortlist of topics and potential presenters for future consideration.

ACTION 41_08

16. Work Planning

16.1. MOSL reported that as previously discussed Programme B contained several areas of concern with items marked as amber moving to November but depending on Workstream C progress. A presentation would be made to the Panel outlining the changed timescales and new milestones.

17. AOB

17.1. The Panel had requested a briefing from the MPC on the MPC's role in unwinding Covid provisions. It was agreed a one-page summary should be produced by the MPC Covid Sub-Group, circulated to the MPC for approval and then the Panel for information.

ACTION 41_09

17.2. The Chair reported that MPC had a duty to review MOSL compliance with market obligations, as it was a broad topic this may need a separate session or a smaller subgroup formed. MOSL staff were assessing MOSL compliance and a framework for it and were reporting to the audit subgroup matter on it. The MPC could feed into the audit subgroup work helped by an MPC member also sitting on that group. It was agreed it was important to prevent duplication and the benefits of the work must be clear. The Chair would discuss it out of committee with MOSL staff and the MPC member on the audit subgroup.

17.3. It was noted and welcomed that Waterplus performance was at 98%, significantly higher than its 95% target and initial figures from August indicated a similar level.

Actions

A41_01 - A member requested that where papers were provided the paper number be reflected on the agenda. Another member requested that if a paper was provided in the slide pack this be reflected on the agenda in some way.

A41_02 - MPC considered the closer of the action and agreed that as this was an important piece of work more clarity was required on the data request and to circulate this to the MPC out of committee for feedback before issuing it to Trading Parties more formally.

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A41_07 - The MPC requested that further work be undertaken to determine the impact of wholesalers and the impact on MPS overall to provide further data to make a decision.

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