



## Market Performance Committee Meeting 59

17 March 2022 | 09:30 – 12:35  
Venue: Teleconference (TEAMS)

### Agenda

Item	Time	Agenda Item	Purpose	Reference	Presenter
<b>OPEN SESSION</b>					
1.	09:30-09:35	<b>Welcome, Introductions and compliance statement</b>	Info	Verbal	Chair
2.	09:35-09:45	<b>Housekeeping</b> <ul style="list-style-type: none"> <li>Minutes</li> <li>Actions</li> </ul>	Decision	Verbal	Alex Cowie
3.	09:45-10:25	<b>Holistic Performance Reporting Update</b> MPC to agree updated holistic report table format, confirm external publication timings and receive an update on the progress on the inclusion of customer complaints metrics and the holistic reporting comms plan (including key messages).	Decision	MPC59_01	Markus Lloyd / Heather-Fiona Egan
4.	10:25-11:10	<b>MPF Reform Update</b> Update on the progress and governance of the MPF Reform work following Strategic Panel discussion.	Comment	Verbal	Markus Lloyd / Adam Richardson
<b>Break (15 mins)</b>					
5.	11:25-11:40	<b>MPC Forward Plan</b> MPC to receive an update on how market audit and oversight of MOSL compliance will be brought into the Committee's work.	Comment	Verbal	Sam Webb / Alex Cowie
6.	11:40-11:50	<b>Tabled updates</b> <ul style="list-style-type: none"> <li>Ofwat</li> <li>CCW</li> <li>Panel</li> <li>Strategic Panel</li> <li>B-Mex</li> <li>MPOP Publication</li> </ul>	Info	MPC59_02 MPC59_03	Darren Hayes Adam Boyns Adam Richardson Adam Richardson Simon Bennett Sam Webb

**CLOSED SESSION**

<b>7.</b>	11:50-12:00	<b>IPRP &amp; PRP Update:</b> Update on MOSL's assignment of IPRPs and Trading Party PRP performance update.	Info	MPC59_04 MPC59_05	Alex Piper
<b>8.</b>	12:00-12:10	<b>Holistic Performance Packs – Wholesalers and Retailers:</b> <ul style="list-style-type: none"><li>• Tabling (with commentary):<ul style="list-style-type: none"><li>○ Market Performance Heatmaps</li><li>○ Party Performance (by exception)</li></ul></li></ul>	Info	MPC59_06 MPC59_07	Sam Webb
<b>9.</b>	12:10-12:20	<b>Annual Reporting</b> MPC to note feedback from the results of the latest R-Mex survey.	Info	MPC59_08	Sam Webb
<b>10.</b>	12:20-12:25	<b>Any Other Business (AOB)</b> <ul style="list-style-type: none"><li>• Market Assurance Activity</li></ul>	Info	Verbal	Chair
<b>11.</b>	12:25-12:35	<b>MPC59 Reflections</b>	Comment	Verbal	Chair

MAC Panel & Committees for the business water market