

# Minutes of the Market Performance Committee Meeting 57

18 January 2021 | 09:30 – 15:00

Held via Videoconference (Microsoft Teams)

**Status of Minutes: APPROVED**

## MEMBERS PRESENT

Pamela Taylor	PT	Chair	Christina Blackwell	CB	Alternate Customer Representative Committee Member
Wendy Monk	WM	Retailer Committee Member	Michael Rathbone	MR	Wholesaler Committee Member
Trevor Nelson	TN	Retailer Committee Member	Jesse Wright	JW	Wholesaler Committee Member
Claire Yeates	CY	Retailer Committee Member	Gerard Lyden	GL	Wholesaler Committee Member
Sarah McMath	SM	MOSL Representative	Jo Ecroyd	JE	Wholesaler Committee Member
Darren Hayes	DH	Ofwat Representative	Georgina Mills	GM	Ofwat Representative

## OTHER ATTENDEES

Markus Lloyd	ML	MOSL Presenter	Alexander Cowie	AC	Secretariat
Alexandra Piper	AP	MOSL Presenter	Janet Judge	JJ	MOSL Observer
Simon Bennett	SB	MOSL Presenter	Joe Smith	JS	MOSL Observer
Angela Brown	ABr	Northumbrian Water Presenter	Mark Wilkinson	MW	Northumbrian Water Presenter

## APOLOGIES

Patrick McCart	PM	Retailer Committee Member	Adam Boyns	AB	Customer Representative Committee Member
Adam Richardson	AR	MOSL Representative			

## CLOSED SESSION

### 1. Welcome and Introductions

- 1.1. The Chair welcomed everyone to the Market Performance Committee (“Committee”) meeting and noted that apologies for absence had been received from PM, AB and AR and that CB would be standing in as AB’s alternate.
- 1.2. The Chair reminded Committee members of the requirement to act impartially and not in the interest or as a representative of any organisation or individual. If Committee members believed they had an actual or perceived conflict they should declare this at the start of the meeting or before an agenda item.
- 1.3. No Committee members declared any conflicts in relation to the meeting agenda items.

- 1.4. AC provided a brief reminder of the Committee’s agreed ways of working.
- 1.5. It was confirmed that the meeting was quorate.

## 2. PRP Escalation Process Reminder

- 2.1. The Committee noted a brief verbal update from AP on the Performance Rectification Plan (“PRP”) Escalation Process.

## 3. MOSL Presentation Meeting

- 3.1. The Committee noted an update provided in advance of the meeting on Northumbrian Water’s (“Northumbrian”) recent performance for task B5a and a brief verbal update from AP.

## 4. Trading Party Proposed PRP Discussion

- 4.1. The Committee noted the proposed PRP provided by the Northumbrian in advance of the meeting and a brief verbal overview of the proposed PRP from AP.
- 4.2. The Committee discussed Northumbrian’s proposed PRP in detail and agreed a set of questions relating to areas for further discussion with Northumbrian.
- 4.3. The Chair thanked Committee members for their input, and it was agreed which Committee member would lead on putting questions to Northumbrian within allocated areas.
- 4.4. It was also agreed that Northumbrian should be asked for their reflections on the PRP escalation process and in particular whether there was more the Committee could do to ensure that issues were escalated within Trading Parties while they were on Interim Performance Rectification Plans (“IPRPs”).

## 5. PRP Escalation Discussion

**MW and ABr joined the meeting.**

- 5.1. The Committee noted a verbal briefing provided by MW and ABr on Northumbrian’s proposed PRP.
- 5.2. The Committee thanked MW and ABr for their thorough and candid presentation and discussed Northumbrian’s proposed PRP at length.
- 5.3. The Chair thanked Northumbrian for their presentation and engaging with the Committee in discussion and set out the next steps. It was noted that MOSL would get in touch after the meeting to ask Northumbrian for their reflections on the escalation process.

**ACTION A57\_01**

**MW and ABr left the meeting.**

## 6. PRP Escalation Decision

- 6.1. The Committee discussed Northumbrian’s presentation and additional information provided.
- 6.2. The Committee:
  - **AGREED** to put Northumbrian on a PRP for B5a;
  - **AGREED** to accept the PRP as proposed;

- **AGREED** that, in addition to monthly written performance updates, Northumbrian should be invited to attend at the halfway point of their PRP to present on progress and to attend any other such meetings as requested by the Committee; and
  - **AGREED** that Northumbrian should not be required to undertake any market re-assurance activity or be subject to additional market audit.
- 6.3. The Committee also agreed that Northumbrian should be required to include the following in their monthly written reports to the Committee (alongside performance data and whether Northumbrian expect to meet their milestones):
- a description and assessment of the specific smaller actions to achieve the three main actions set out in their proposed PRP;
  - a description of any new actions taken to sustain any performance improvements and to generate further performance improvements; and
  - an update on the impacts on customers observed during the course of the PRP.

## 7. IPRP Update

- 7.1. The Committee noted the IPRP update circulated in advance of the meeting and a verbal update from AP which highlighted two Trading Parties that were shortly due to start IPRPs.
- 7.2. It was noted that it might be beneficial to include a table setting out the various in-flight IPRPs and their stages and that this could help to inform the Committee’s assessment of when and how to begin conversations around PRP escalation.

**ACTION A57\_02**

## 8. Holistic Performance Pack – Wholesalers and Retailers

- 8.1. The Committee noted the Holistic Performance Packs which had been circulated in advance of the meeting.
- 8.2. The Committee discussed the Holistic Performance Packs and reaffirmed the view that they would be extremely useful for the delivery of the Committee’s primary functions going forward. The Committee also noted that:
- MOSL had looked at whether it would be possible to include complaints data as part of the holistic reporting and confirmed that this was possible. It was noted that MOSL were working with CCW and getting some direct input from customers on what is important to them and could be included.
  - MOSL had received some customer feedback on the disparity in the time allowed within the service level agreements (“SLAs”) for different tasks and that the SLAs were generally felt to be inappropriately long.
  - The Ofwat representatives were strongly in favour of publishing the peer comparison table elements of the Holistic Performance Packs. This was endorsed by other Committee members who noted that the holistic performance reports represented a reputational incentive for Trading Parties.
  - It would be beneficial to separate out the different elements of the holistic reports (e.g. Trading Party performance, impact of weightings, Trading Party feedback) in order to aid Committee decision making at its February meeting.

- It was agreed that MOSL should write out to any Trading Parties who they had not already discussed holistic performance reporting with and were not due to speak to directly before the February decision point to request feedback.

**ACTION A57\_03**

## OPEN SESSION

### 9. Housekeeping

**SB and LA joined the meeting.**

- 9.1. AC highlighted some minor amendments to the draft minutes circulated in advance of the meeting and the minutes of the MPC 56 meeting were approved as an accurate record.
- 9.2. Following an update from AC, the Committee agreed that the following actions could be closed: A56\_02; A56\_04; A56\_05; A56\_06; A56\_07; A56\_09; and A56\_10.
- 9.3. It was noted that the following actions would remain open: A53\_08; A53\_09; and A56\_03.

### 10. MOSL Market Data Strategy

- 10.1. The Committee noted the paper circulated in advance of the meeting as well as a brief verbal update from LA.
- 10.2. The Committee discussed the MOSL Market Data Strategy (“Data Strategy”), noting the following key points:
  - MOSL should review the language used on page 27 of the draft Data Strategy document to ensure that it aligns with the overall position that there is a need to review the value of all data in the market.
  - MOSL should ensure that they are really clear in how the Data Strategy will address the data quality issues that exist in the market and acted as a barrier to improved customer outcomes. It was further noted that this was not an issue MOSL could fix on its own but that it could act as a facilitator to bring together a coalition of parties to address data quality issues. In this sense it might be beneficial for MOSL to highlight to the Committee any particular areas it would like to see afforded additional focus as the Data Strategy develops over time. Where such issues were flagged the Committee could consider introducing new Additional Performance Indicators.
  - It would be important to keep the Data Strategy tightly aligned with the Market Performance Framework (“MPF”) Reform programme so that the MPF and Data Strategy work together and support one another.
  - It would be important to allow Trading Parties sufficient time to work through and implement any new data requirements placed on them.

**LA left the meeting.**

### 11. Annual reporting update

- 11.1. The Committee noted a verbal update from ML on the plan for the production of the Annual Market Performance Report (“AMPR”) and requesting two Committee members volunteer to act as a sounding board for the AMPR drafting. Committee members were asked to contact ML directly after the meeting if they were interested in volunteering.

## 12. Tabled Updates

### Ofwat Update

12.1. The Committee noted the tabled Ofwat update provided by DH.

### Panel Update

12.2. The Committee noted the tabled Panel update provided in the Tabled Updates paper.

### B-Mex Working Group Update

12.3. The Committee noted the tabled B-Mex Working Group update provided by SB.

12.4. It was noted that, going forward, the B-Mex Working Group would work with the MPF Reform Working Group to define the scheduling, integration, reporting lines and funding for the pilot programme. Additionally, SB updated that two Working Group members had stepped down and that the Working Group were looking at how they should be replaced.

### MPF Reform Working Group Update

12.5. The Committee noted the tabled MPF Reform Working Group update provided by CY.

## 13. AOB

13.1. The Committee noted the overview of the Forward Plan provided by AC and that comments were invited offline.

13.2. AC stated that he would look to engage Committee members individually to get feedback on the Forward Plan.

## CLOSED SESSION

## 14. MPC54 Reflections

14.1. The Committee reflected on the meeting.

14.2. There being no further business, the Chair closed the meeting.