

Minutes of the Market Performance Committee Meeting 90

30 October 2024 | 09:30 – 11:00

Via MS Teams

Status of the Minutes: FINAL

MEMBERS PRESENT

Pamela Taylor	PT	Chair	Fallon Wilkinson	FW	Retailer Committee Member
Gerard Lyden	GL	Wholesaler Committee Member	Jesse Wright	JW	Wholesaler Committee Member
Wendy Monk	WM	Retailer Committee Member	Adam Richardson*	AR	MOSL Representative
Neil Pendle	NP	Retailer Committee Member	Shaun Kent*	SK	Ofwat Representative
Michael Rathbone	MR	Wholesaler Committee Member			

**Non-Voting Members of the Committee*

OTHER ATTENDEES

Sam Webb	SW	MOSL Presenter	Nichola Sampford	NS	MOSL Secretariat
Markus Lloyd	ML	MOSL Presenter	Axelle Saada	AS	MOSL Presenter
Trevor Nelson	TN	Former MPC Retailer Committee			

		Member (item 1 only)			
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APOLOGIES

Sarah McMath*	SMc	MOSL Representative	Adam Boyns	AB	Customer Representative
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CLOSED SESSION

1. Welcome, Introductions and Reflections on Market Performance Committee

- 1.1. The Chair welcomed everyone to the Market Performance Committee (“Committee”) meeting and noted that apologies had been received from SMc and AB.
- 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. It was noted that this was the last meeting of the Committee. The Chair welcomed the attendance (for this agenda item) of TN, a former Committee member and the Committee reflected on its work since market opening, noting the significant milestones it had achieved.
- 1.4. It was confirmed that the meeting was quorate. TN left the meeting.

Performance Reviews

2. Trading Party One

- 2.1. The Committee received an update on Trading Party One’s latest performance and its updated plan.
- 2.2. The Committee noted that the plan was not dissimilar to the previous plan but that the targets have a new timeline attached to them. It also noted that the Panel will monitor Trading Party One’s progress against its plan until the Performance Assurance Committee (PAC) is fully up and running.

2.3. The chair thanked SW for the update.

3. Trading Party updates for Performance Assurance Committee (PAC) Handover

3.1. The Committee received an update on the status of performance for all trading parties currently on Focussed Monitoring.

3.2. The Committee reviewed six Trading Parties currently under Focussed Monitoring.

3.3. **Trading Party Two.** As detailed in the paper circulated to the Committee prior to the meeting, Trading Party Two responded to the questions around Long Unread Meters (LUMs) and the issue with slow updates to bilaterals with Wholesalers. The Committee noted that there was a clear plan in place on working with customers and how Trading Party Two plan to improve its performance and the recommendation was to continue with Focussed Monitoring.

3.4. The Committee appreciated the improved visibility of Trading Party Two's plans and felt that this would help the PAC to hold it to account. The Committee:

- **AGREED** (unanimous) with the recommendation to keep Trading Party Two in Focussed Monitoring.

3.5. **Trading Party Three.** Trading Party Three's performance was reviewed last at MPC89 and the questions its work on LUMs and improving on the Market Performance Standards metrics were raised with Trading Party Three. The response in the paper circulated prior to the meeting explained the drop in MPS and what Trading Party Three planned to improve performance. Trading Party Three appointed a new Contracts Manager. The recommendation was to continue with Focussed Monitoring.

3.6. The Committee acknowledged the response from Trading Party Three. Issues around meter reading and the lack of options for Retailers were raised. It was noted that there are very few national meter reading providers and the challenge around meter reading for larger retailers was discussed. It was suggested that this area could be flagged with the new Performance Assurance Committee. The Committee:

- **AGREED** (unanimous) with the recommendation to keep Trading Party Three in Focussed Monitoring.

- 3.7. **Trading Party Four.** The Committee noted that long term vacant was the only metric that Trading Party Four was triggering and this saw slow improvement. In its response, requested by the Committee and included in the paper circulated to members before the meeting, it was confirmed that there are no issues impacting customers and that the issues are with CMOS. It was proposed that Trading Party Four was removed from Focussed Monitoring.
- 3.8. The Committee noted a possible correlation between the area that Trading Party Four operate in and areas of deprivation and vacancy and committee member pointed to a study, carried out by Yorkshire Water on this subject. The Committee:
- **AGREED** (unanimous) with the recommendation to remove Trading Party Four from Focussed Monitoring.
- 3.9. **Trading Party Five.** Trading Party Five's performance was reviewed last in July 2024 and it was asked to provide a plan for improvement to provide comfort to the Committee (although this is usually a tool that is reserved for a Trading Party that has been escalated from Market Operator Focussed Monitoring). The recommendation was to continue with Focussed Monitoring and, if Trading Party Five's performance dropped in any area, that it was escalated and to come to the Performance Assurance Committee to explain how it will address the issues.
- 3.10. The Committee discussed the option of keeping Trading Party Five in Focussed Monitoring as suggested. However, several Committee members felt that, whilst acknowledging the issues faced by Trading Party Five's small team, progress was very slow. It was agreed that the Committee's recommendation would be to escalate Trading Party Five to the Performance Assurance Committee. The Committee:
- **AGREED** (unanimous) to recommend escalation of Trading Party Five as quickly as possible. It was further agreed that a message to Trading Party Five to communicate this would be issued to explain that the PAC would be in contact with Trading Party Five to determine next steps.
- 3.11. **Trading Party Six.** A committee member recused themselves at this point of the meeting due to a material conflict of interest.
- 3.12. The Committee last looked at Trading Party Six in September and there was one outstanding action on addressing its plan to mitigate the impact of performance on customer. In

September, the Committee asked that this issue was addressed before any decision to remove Trading Party Six from Focussed Monitoring. The recommendation from MOSL, after following up on and receiving a response from Trading Party Six is to remove it from Focussed Monitoring. The Committee acknowledged the response from Trading Party Six and:

- **AGREED** (unanimous) with the recommendation to remove Trading Party Six from Focussed Monitoring

3.13. The recused member rejoined the meeting and another member recused themselves from the meeting due to a material conflict of interest.

3.14. **Trading Party Seven.** The Committee noted that the team at Trading Party Seven remain engaged with the Focussed Monitoring process. There was one concern raised with the OPS Customer Service and Disconnection is reported. Some of the tasks within this metric can only be closed when the Retailer confirms closure of the task and due to the number of tasks waiting for closure, the performance against this metric does not reflect the true situation for Trading Party Seven. Because of its improved performance and steady improvement overall, the recommendation was to continue with Focussed Monitoring.

3.15. The Committee acknowledged some of the issues facing Trading Party Seven in the concern it raised. The Committee:

- **AGREED** (unanimous) with the recommendation for Trading Party Seven to continue with Focussed Monitoring

3.16. The chair thanked SW for the update.

Performance Monitoring

4. Tabled Updates and Review of Holistic Performance and Escalation Decisions

4.1. The tabled updates provided in advance of the meeting were raised.

4.2. The Committee noted that no Letters of Concern (LOCs) were issued this month. SW confirmed that she had been in contact with Smaller Trading Parties as agreed with the Committee. The Committee noted that for the most part, the smaller Trading Parties were engaging and that this approach was working. SW confirmed that her team would continue to

work with smaller Trading Parties and noted the Committee’s recommendation of using Reassurance where appropriate (especially with new Contract Managers).

4.3. The Chair thanked SW for the update.

OPEN SESSION

MEMBERS PRESENT

Pamela Taylor	PT	Chair	Fallon Wilkinson	FW	Retailer Committee Member
Gerard Lyden	GL	Wholesaler Committee Member	Jesse Wright	JW	Wholesaler Committee Member
Wendy Monk	WM	Retailer Committee Member	Adam Richardson*	AR	MOSL Representative
Neil Pendle	NP	Retailer Committee Member	Shaun Kent*	SK	Ofwat Representative
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OTHER ATTENDEES

Sam Webb	SW	MOSL Presenter	Nichola Sampford	NS	MOSL Secretariat
Markus Lloyd	ML	MOSL Presenter	Evan Joannette	EJ	MOSL Presenter
Axelle Saada	AS	MOSL Presenter	Peter Strain	PS	Observer

APOLOGIES

Sarah McMath*	SMc	MOSL Representative	Adam Boyns	AB	Customer Representative
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5. Welcome and Apologies

- 5.1. The Chair welcomed everyone to the Market Performance Committee (“Committee”) meeting and noted that apologies had been received from SMC and AB.
- 5.2. 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.
- 5.3. It was confirmed that the meeting was quorate.

6. Housekeeping

- 6.1. The Committee agreed to approve the minutes of the Market Performance Committee meeting held on 25 September 2024 as an accurate record of the meeting.

7. Market Performance Framework Programme Update

- 7.1. The Committee received information on the Programme from EJ.
- 7.2. MOSL concluded Consultation 4 and it was clear from this consultation that the industry wanted a shadow reporting period for the new metrics under the new MPF and that it needed an extra consultation period to understand the impact on trading parties from the new charging structure. The MPF Steering Group has been consulted on this and it will be presented to Code Change Committee.
- 7.3. In effect, three metrics will go live in April to ensure that BR-Mex is fully functional. This will ensure that OPS analogue metrics are in place. From April there will be a phase one launch of the MPF metrics (shadow running) including cyclic meter reads. Those will go fully live in Phase 1, autumn 2025 and then the final Phase 2 will be ready to launch in April 2026.
- 7.4. This will allow time for the Programme Team to do the necessary prep for and run the consultation before launching the metrics as well as allowing time to ensure the correct level of shadow running of the metrics.
- 7.5. The Programme Team will continue to work with the PAC in the design of metrics.

- 7.6. There is another workstream for the Programme Team to look at some of the obligations that have been raised by Trading Parties relating to cyclic meter reading metrics. The Programme Team will continue to work closely with the Performance Advisory Group (PAG).
- 7.7. The Committee noted that there will be no duplication of charging and the current MPF with its associated charges will remain in place throughout the shadow running period for the new MPF metrics.
- 7.8. The Chair thanked EJ for the update and for the information that he has shared with the Committee over the last few years.

8. Tabled Updates

- 8.1. The Committee noted the Tabled Updates paper circulated in advance of the meeting. SK drew the Committee's attention to Ofwat's State of the Market Update.
- 8.2. It was confirmed that the MPC's handover document has been included in the Induction materials for the Performance Assurance Committee.
- 8.3. The actions update circulated in advance of the meeting was noted and it was:
- **AGREED** that the open action, A83_05 (re: Decisions Log) Decision Log will form part of the PAC handover.

9. Goodbyes

- 9.1. The Chair thanked all members for their contributions to Market Performance Committee and, there being no further business, the Chair closed the meeting.