

# Operations and Release Working Group

**Ricardo Wissmann-Alves**  
Head of IT Operations & Cyber

**4 February 2025**

# Welcome and Introductions



- Participants
- Dynamics of web conference
- Questions/comments anytime in chat or raise hand
- Asanka Perera (Senior IT support analyst) will state your name, please tell us your company name and Alex Crosbie (Senior IT support analyst) will take the minutes.
- Feel free to switch your camera on

# Agenda

Item	Description	Who	Time
1.	Welcome and introduction	RWA	13:00–13:10
2.	MOSL updates & TP discussion <ul style="list-style-type: none"> <li>• CMOS Maintenance schedule 2025</li> <li>• CMOS Release schedule 2025</li> <li>• CMOS Release 17.0</li> <li>• System Code versions</li> <li>• Settlement and estimated readings</li> <li>• General information/discussion – including:               <ul style="list-style-type: none"> <li>• Tariffs upload, Non-Code Changes, e-Learning videos, Bilaterals update, Proforma, Tickets feedback</li> </ul> </li> </ul>	HA HA HA HA HA HA	13:10-13:30
3.	Forthcoming changes	OB	13:30–13:45
4.	Improvements/Data issues <ul style="list-style-type: none"> <li>• CMOS SSO update</li> <li>• Old SharePoint data deletion</li> <li>• Historical notifications issues</li> <li>• CMOS users (audit) / ServiceNow</li> <li>• CMOS Transactions' submission (HVI/MVI)</li> <li>• MDS Reports</li> <li>• CMOS data retention update</li> <li>• April/June meeting</li> </ul>	HA HA HA HA HA HA HA HA	13:45–14:20
5.	AOB and wrap up	All	14:20–14:30

# MOSL Updates

# CMOS Maintenance Schedule 2025



- The schedule for 2025 is published on our [website](#) (CMOS – Current Release – CMOS Maintenance Schedule 2025).

# CMOS Maintenance Schedule 2025



- Remember to always keep an eye on the schedule as it might change.

February		
Friday 07/02/2025	Saturday 08/02/2025	Monday 17/02/2025
<p><b>PROD</b> Internal system improvements <b>Outage between 6pm and 10pm</b> <a href="#">Calendar link</a></p>	<p><b>PROD</b> OS vulnerability patching - <b>Outage between Saturday 11pm and Sunday 5am</b> <a href="#">Calendar link</a></p>	<p><b>PRE PROD – MPS2</b> Implementation of SSO - <b>Outage between 10am and 10pm</b> <a href="#">Calendar link</a></p>
Wednesday 26/02/2025	Thursday 27/02/2025	Friday 28/02/2025
<p><b>PRE PROD – MPS2</b> OS vulnerability patching - <b>Outage between 10am and 10pm</b> <a href="#">Calendar link</a></p>	<p><b>PRE PROD – MPS</b> OS vulnerability patching - <b>Outage between 10am and 10pm</b> + 30 min outage from 6pm for both MPS and MPS2 <a href="#">Calendar link</a></p>	<p><b>PRE PROD – MPS2/MPS</b> Mop Up if required <b>Outage between 10am and 10pm</b> <a href="#">Calendar link</a></p>

# Release Schedule 2025



CMOS Release Schedule 2025				
Release	Deployment	Time	Environment	Content confirmed
<b>17.0</b>	<a href="#">11.04.2025</a>	10am to 8am on 12.04.2025	MPS2	14.11.2024
	<a href="#">25.04.2025</a>	10am to 5pm	Patch drop MPS2	
	<a href="#">09.05.2025</a>	6pm to 2pm on 10.05.2025	PROD	
	<a href="#">13.05.2025</a>	10am to 5pm	MPS	
<b>17.5</b>	<a href="#">25.07.2025</a>	10am to 8am on 26.07.2025	MPS2	27.02.2025
	<a href="#">08.08.2025</a>	10am to 5pm	Patch drop MPS2	
	<a href="#">22.08.2025</a>	6pm to 2pm on 23.08.2025	PROD	
	<a href="#">27.08.2025</a>	10am to 5pm	MPS	
<b>18.0</b>	<a href="#">07.11.2025</a>	10am to 8am on 08.11.2025	MPS2	12.06.2025
	<a href="#">21.11.2025</a>	10am to 5pm	Patch drop MPS2	
	<a href="#">05.12.2025</a>	6pm to 2pm on 06.12.2025	PROD	
	<a href="#">09.12.2025</a>	10am to 5pm	MPS	

Published on MOSL website [CMOS > CMOS – Current Release](#)

- Changes confirmed to be implemented:
  - [NCC034](#) – **Allow wholesalers to set up permission roles for the TCORR115.W transaction at a lower level of detail.**
    - The main purpose of this change is to allow wholesalers to set up user groups for the TCORR115 transaction at a lower level of detail. Wholesalers will be able to set user groups based on data item D2025 'Disconnection/Reconnection/Deregistration'. The key requirement of the change proposal is to allow wholesalers to create new user groups which include and exclude the deregistration reason of SPERR.
  - [NCC035](#) – **Tariffs uploads via CSV**
    - This change will provide an option for wholesalers to upload tariffs via a csv file, as an alternative to or alongside the existing .XML file.

# CMOS Release R17.0

- Changes confirmed to be implemented:
  - [NCC036](#) – **Modernisation of Systems – CMOS rejected transactions**
    - This enhancement involves the modernisation of systems and aims to improve the CMOS portal. Based on feedback from trading parties from the work carried out on the CMOS user experience/user interface (UX/UI), the portal will be updated to allow amendments to necessary information in rejected transactions without the need to retype all data. Initially, this change will affect the behaviour of nine transactions:
      - T104.W - Submit Meter Details
      - T121.W - Submit DPID
      - T105.W - Submit Meter Read
      - T105.R - Submit Meter Read
      - TCORR171.W - Remove Meter Read
      - TCORR171.R - Remove Meter Read
      - TCORR172.W - Insert Meter Read
      - TCORR172.R - Insert Meter Read
      - TCORR173.W - Amend Initial or Final Meter Read

# System Code versions

<b>System</b>	<b>Version</b>	<b>as of date</b>
PROD	16.0.1 (33034)	03/02/2025
MPS	16.0.1 (31111)	03/02/2025
MPS2	16.0.1 (31111)	03/02/2025

**Settlement**

**MOSL**



# Settlement Schedule

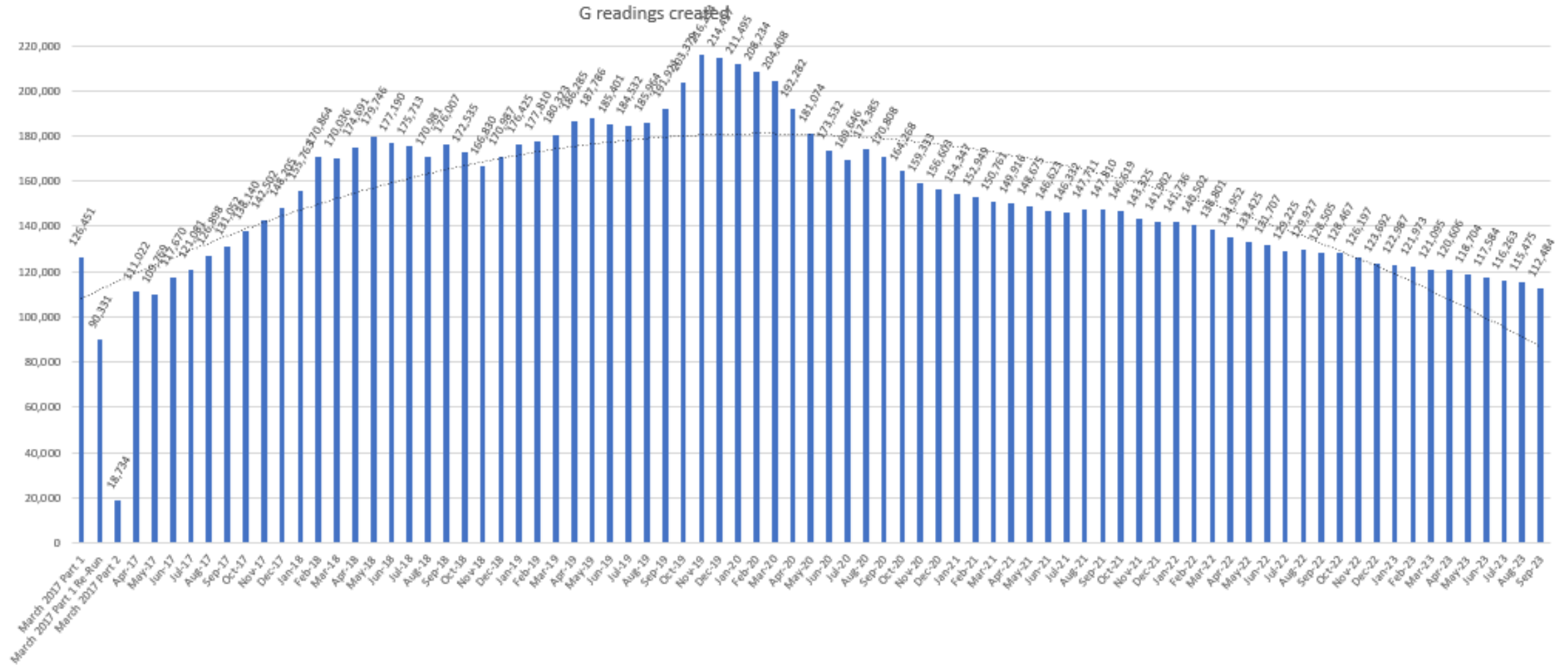


Month	Publication date	R1	R2	R3	RF	P1
Feb-25	06/02/2025	Jan-25	Nov-24	May-24	Sep-23	-
Feb-25	07/02/2025	-	-	-	-	Mar-25
Mar-25	06/03/2025	Feb-25	Dec-24	Jun-24	Oct-23	-
Mar-25	10/03/2025	-	-	-	-	Apr-25
Apr-25	04/04/2025	Mar-25	Jan-25	Jul-24	Nov-23	-
Apr-25	07/04/2025	-	-	-	-	May-25
May-25	07/05/2025	Apr-25	Feb-25	Aug-24	Dec-23	-
May-25	08/05/2025	-	-	-	-	Jun-25
Jun-25	05/06/2025	May-25	Mar-25	Sep-24	Jan-24	-
Jun-25	09/06/2025	-	-	-	-	Jul-25
Jul-25	04/07/2025	Jun-25	Apr-25	Oct-24	Feb-24	-
Jul-25	10/07/2025	-	-	-	-	Aug-25
Aug-25	06/08/2025	Jul-25	May-25	Nov-24	Mar-24	-
Aug-25	07/08/2025	-	-	-	-	Sep-25

Reports will be available by 6pm on the Publication Date

Full timetable published on MOSL website: [Services > Market Operations > Settlement > Settlement Runs](#)

# Estimated Readings Process – G Readings



Doing well: ~10.5% decrease in the last 12 months. Processing on average in 1.5 hours.

# Estimated Readings Process – G Readings

- Next dates the Estimated Reading process will be run:
  - 03.03.2025
  - 03.04.2025
  - 06.05.2025
  - 02.06.2025
  - 03.07.2025
  - 04.08.2025
  - 03.09.2025
  - 03.10.2025
  - 03.11.2025
  - 03.12.2025
- The process usually starts at 9am but it can start earlier.

# General Information / discussion

# Tariffs upload

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- You can find them on our website in [Market Codes – Codes – Guidance Documents](#) (Tariff Timetable 2025-26)

Month	Initial Update Date (MPS2)	Initial Update Date (Production)	Final Update Date (MPS2)	Final Update Date (Production)	Authorisation Date (MPS2)	Authorisation Date (Production)
January	06/01/2025	13/01/2025				
February			18/02/2025	25/02/2025	21/02/2025	28/02/2025

# Non-Code Change Process

Guidance and template: [CMOS > MOSL Guidance > Non-Code Change \(NCC\) Request Guidance and NCC Change Request Template](#)

- Simplified process
- Allows changes to CMOS or MOSL systems to be requested and considered
- Fill in the template and email [itsupport@mosl.co.uk](mailto:itsupport@mosl.co.uk)

# Non-Code Change Process

- NCC on MOSL website ([Market Codes > Change > Non-Code Change Requests](#))

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MARKET OPERATOR SERVICES LTD

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[Home](#) > [Market Codes](#) > [Change](#) > Non-Code Change Requests

## Non-code Change Requests

Please find a list of all of the non-code change requests below. If you would like to submit a NCC to MOSL please fill in this [form](#) and follow the guidance within this [document](#).

37	MOSL on behalf of RWG	Future Effective From Dates T145.W/T163.W	Yes	Analysis	TBC	The proposal seeks to allow Wholesalers to send to CMOS T145.W and T163.W transactions with future effective from dates. This includes their respective TCORR versions (which would require both future effective from dates and effective to dates).	<a href="#">Download</a>
36	MOSL	Modernisation of Systems – CMOS rejected transactions	Yes	Design	CMOS 17.0	This change is looking at changing the screen when a transaction is rejected via LVI, keeping the screen with the data inputted.	<a href="#">Download</a>
35	MOSL	Tariffs uploads via CSV	Yes	Design	CMOS 17.0	This change is looking at allowing trading parties the option to upload tariffs for the annual tariff window or ad-hoc window, using the csv format.	<a href="#">Download</a>

# eLearning Videos

Trading Parties can have access to the below training videos to teach the CMOS basics:

- CMOS Administration
- Maintaining SPID Data
- Registering Supply Points
- Trade Effluent
- Corrections
- Transfers

# eLearning – Feedback/Improvements/Suggestions



- Access on MOSL's website either in [CMOS – Training Videos](#) or [Training and Guidance](#) (CMOS – Training Videos) separated for Wholesalers and Retailers
- Each course has a comment / rating section
- Improvement or suggestions may also be submitted using My MOSL.

# Tickets Feedback

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- Please respond to "Survey invitation" from the IT Service Desk whenever you receive an email from ([snowdon@service-now.com](mailto:snowdon@service-now.com))
- Also, please provide feedback that is at the end of the closure email for tickets raised to MOSL.
- This is important for us to see where we are doing well and where we can improve.

Hi Ricardo Wissmann-Alves,

Your request number [REDACTED] has now been resolved by the MOSL Support Team on 01/06/2023 9:34.

Regards,  
Asanka

Please click one of the following buttons below to confirm whether you are happy to close the ticket or not:



Asanka Perera  
IT Support Analyst | MOSL | The White Building, 1-4 Cumberland Place, SO15 2NP  


Market Operator Services Limited (MOSL) is registered in England & Wales No. 09276929. Registered office: The White Building, 1-4 Cumberland Place, Southampton, SO15 2NP

We are constantly reviewing our performance and services to make improvements where we can. Please take a moment to rate your recent experience with the support team by clicking below:



# Tickets Feedback

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- Please communicate this to your colleagues that raise tickets with the Service Desk and via My MOSL
- It's important to get feedback to resolve any issues, improve the service or praise for the good service received.

## **Ticket Response / closure**

- Several users do not respond when we resolved the issue and ask for the confirmation from the user or,
- The user does not confirm ticket closure when we contact them to confirm
- Please communicate this to your colleagues that raise tickets with us or CGI Service Desk

# CGI Service Desk contact

- A reminder the tickets raised with CGI Service desk via email ([moslservicedesk.uk@cgi.com](mailto:moslservicedesk.uk@cgi.com)) or ServiceNow (from tomorrow – 9 October) are picked up during business hours (Monday to Friday) from 8am to 6pm.
- Any tickets raised outside these hours are picked up the next business day.
- Urgent incidents (P1) outside working hours need to be raised over the phone (0333 207 6589) by authorised users (Remedy users) to the Service Desk.
- Please review your list of users to make sure you have the right people to raise CMOS tickets.

# Code Changes

**Olivia Bletsoe**  
**MOSL**

4 Feb 2025



# Change Proposals/Reports to table at CCC in next 3 months\* (Part 1 of 3)

Title	Summary	Stage
<b>11 February 2025</b>		
BR-MeX CPM052 & CPW140	Survey of businesses and retailers to inform the Wholesaler price control	Recommend
<b>11 March 2025</b>		
Interim Supply: Cost Recovery Mechanism CPW153	Retrospective recovery of additional onboarding costs following Interim Supply Allocation	Recommend
Interim Supply: Initial Cost Support CPW154	Temporary alleviation of cashflow pressures on Interim Retailers, e.g. by deferring credit or wholesale charges	Recommend
Data Quality Assurance Flags CPW155	Provide a series of indicators and flags within CMOS for trading party use to track assurance work	Recommend
Bilateral Hub CPM051 & CPW139	Bilateral Hub programme closure	Recommend



\*As of 31/01/2025

Dates for changes with PIP references are estimated.

# Change Proposals/Reports to table at CCC in next 3 months\* (Part 2 of 3)



Title	Summary	Stage
<b>11 March 2025</b>		
Cyclic Read Skip Code PIP224	MOSL is reviewing feedback to its Request for Information to consider if RWG recommended skip codes need to be revised and whether to propose a change to incorporate skip code data into market systems	Acceptance



\*As of 31/01/2025

Dates for changes with PIP references are estimated.

# Change Proposals/Reports to table at CCC in next 3 months\* (Part 3 of 3)

Title	Summary	Stage
<b>8 April 2025</b>		
Deductions and Withholdings under Dispute Process CPM054.R1 & CPW145.R1	Looking at the process around deductions and withholdings allowed by section 9.7.2 of the business terms.	Recommend
Estimated Transfer Reads CPW159	Seeks to clarify the circumstances in which an estimated transfer read can be used in place of an actual transfer read.	Acceptance
Standardising the Definition of Sensitive Customer PIP216	Implement a standard definition of a Sensitive Customer.	Acceptance
Third Party Requests to Wholesalers PIP233	Seeks to improve third party water reduction services through the use of data loggers.	Acceptance



\*As of 31/01/2025

Dates for changes with PIP references are estimated.

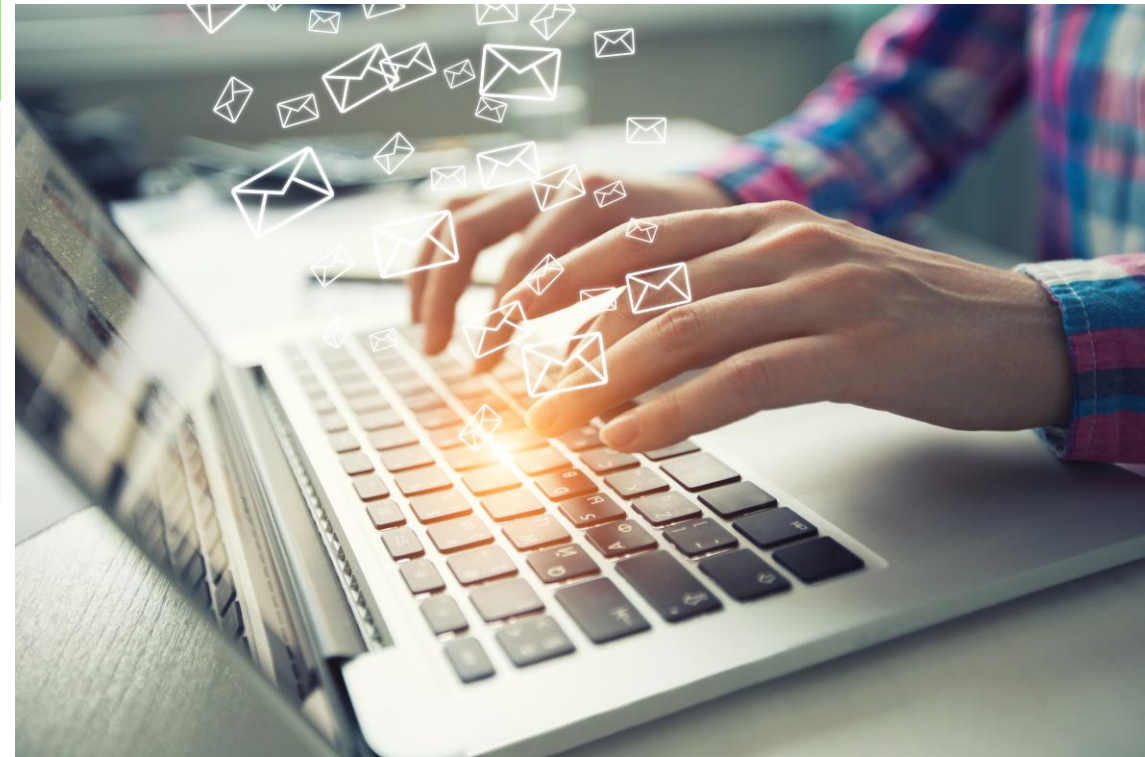
# Trading Party requests in next 3 months\*

Title	Engagement type	Date
Post-RF Customer Refunds CPW152	Consultation	10 Feb – 28 Feb
MPF Consultation 5 on standards and charge values CPM058 & CPW149	Consultation	17 Feb – 7 Mar
Customer and Third-Party Access to Consumption Data CPM60 & CPW 156	Consultation	7 Apr – 25 Apr**
Bilataterals Programme	PIR	1 Apr – 30 Apr **



# Awaiting Ofwat Decision\*

Title	CCC Recommendation	Decision Due	Implementation
Credit support and wholesaler credit ratings CPW132	Unanimous rejection	01/02/24	TBC
Bilateral Hub (Additional enhancements pt4) CPW139i	Majority acceptance	03/03/25 & 08/09/25	26/03/25 & 16/12/25



\*As of 31/01/2025,

# Implementing\*

Title	Central System Impact	Code Release Date
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\*As of 31/01/2025

# Implemented in Last Month\*

Title	Central System Impact	Date of Release
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**MOSL**

**Questions**



**Improvements / Data issues**

# CMOS Incidents

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- 24 January – CMOS Prod unavailable: Late afternoon CMOS was not available resulting in a 2-hour outage during working hours. The root issue is still under investigation.
- 03 February – There was an issue under the meter tabs for portal users, where tabs were displaying either incorrect data or error messages. The issue seems linked to the fixes deployed Friday evening and have been removed. There were a few reports received after the fix was deployed but these were linked to cache data issues. Clearing these resolved the issue. The root issue is still under investigation.

## **CMOS SSO update**

- Deployment to the Market UAT (MPS2) will be on the 17<sup>th</sup> of February (10am to 10pm) as per planned maintenance.
- Deployment to Production will be on the 7<sup>th</sup> of March.
- Deployment to MPS will be on the 11<sup>th</sup> of March
- Next slide shows the login screen mock-up

# CMOS SSO update – logon screen



MARKET OPERATOR SERVICES LTD  
CENTRAL MARKET OPERATING SYSTEM

News

Log on

**User name\***

*User name*

**Password\***

*Password*

Ok

[Forgot user name?](#)

[Forgot password?](#)

Log on

Single Sign-on

SystemStatus

# Historical Notifications issues

- Missing T105.M for transfer readings
  - We identified a defect in CMOS, which has now been corrected, where some transfer readings notifications were not sent to the Incoming Retailer if the Incoming Retailer was not owning the other SPID. This was completed on 29/01/2025 and the affected TPs notified.
- TCORR115.M and TCORR174.M pending to be sent
  - Although a defect identified in CMOS and corrected in Release 8.0 (15 May 2020), ALM975 where some notifications were not sent to the Other Wholesaler/Other Retailer when one SPID was SPERRed (TCORR115.M) or when a meter was erased (TCORR174.M) and the SPID in question had an Other Wholesaler and/or Other Retailer, some of these historical notifications (TCORR115.M and TCORR174.M) are pending to be sent.
  - We received all responses last week and final checks have been completed. Now it's just arranging some time to generate these missing notifications.
- All relevant TPs were already contacted

# CMOS users

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- CMOS users – December we had 4,998 active users. Today 5,008
  - December: 1,990 users were active but blocked. Today 2029 – please action (remove users that no longer need CMOS access)
  - CSD006 – Trading Party Administration and Notification Process ([Market Codes > Codes](#))
  - **Trading Parties are responsible for maintaining user accounts** on the Market Operator Systems, including the termination of accounts as part of the exit process for leavers, but **always within one (1) week of the user having left the Trading Party.**
- If you would like a list of your active users in CMOS to review, request it via email to [itsupport@mosl.co.uk](mailto:itsupport@mosl.co.uk) (Needs Contract Manager/Authorised user approval) or via My MOSL

# Transactions' submission

- **HVI Transactions**

- Maximum number of transactions to maintain CMOS performance: **4,000/hour** from 8am to 6pm (6,000/hour between 6pm and 12am and 3:30am to 8am).
- No transactions to be submitted between 12am and 3:30am.

- **MVI Transactions**

- 10,000 transactions/TP/month
- Trading Parties can now submit more batches at the same time, but they will be processed in order. Once one batch is completed, then another one will start being processed, but:
- Larger volumes than 10,000 transactions/month still **need to be communicated in advance** for acceptance and planning. (Raise a ticket to IT Support via My MOSL)

# MVI – Pre-production

- Reminder that the MVI Pre-Prod (submission to MPS2) is only available Monday to Friday from 8am to 6pm

# MDS Reports

- A reminder that the MDS reports are published daily by 6pm.
- Usually, they are published in the morning, but due to other processes we can't guarantee they will be fully published in the morning.
- If there are any issues that might delay their publication beyond 6pm, TPs will be communicated.

## **AOB and wrap up**

- Slides will be published on the website by tomorrow
- Meeting minutes to be published on the website in 2 days ([Groups and Forums > Industry Groups and Forums > Operations and Release Working Group](#))
- Date of next meeting: 8 April – virtual 1 to 2:30pm
- Any special guest or topic to be included? (Please raise a ticket to IT Support via My MOSL with your suggestion or contact me directly)

## AOB and wrap up

- June meeting: 10 June? – virtual 1 to 2:30pm
- Always check the **Maintenance Schedule** on our [website](#) and **CMOS Release Notes** for the latest updates
- Everyone subscribed to the mailing list on our website? “CMOS/Bilaterals outages, updates and release notes” and “Operations and Release Working Group (ORWG)”

**Thank you for  
joining**

