

Operations and Release Working Group

Ricardo Wissmann-Alves
Head of IT Operations & Cyber

8 April 2025

Welcome and Introductions



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

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.

April		
Saturday 05/04/2025	Monday 07/04/2025	Tuesday 08/04/2025
<p>PROD</p> <p>OS vulnerability patching - NEW Outage between Saturday 11pm and Sunday 5am Calendar link</p>	<p>PRE PROD – MPS and MPS2</p> <p>SSO improvements - Outage between 10am and 10:45am Calendar link</p>	<p>PROD</p> <p>SSO improvements - Outage between 6pm and 6:45pm Calendar link</p>
Friday 11/04/2025	Wednesday 30/04/2025	
<p>PROD</p> <p>Disaster Recovery test Outage between Friday 6pm and Saturday 6pm Calendar link</p>	<p>PRE PROD – MPS2</p> <p>OS vulnerability patching - Outage between 10am and 10pm Calendar link</p>	

Release Schedule 2025



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

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

Release Schedule 2026



CMOS Release Schedule 2026				
Release	Deployment	Time	Environment	Content confirmed
19.0	10.04.2026	10am to 8am on 12.04.2025	MPS2	13.11.2025
	24.04.2026	10am to 5pm	Patch drop MPS2	
	08.05.2026	6pm to 2pm on 10.05.2025	PROD	
	12.05.2026	10am to 5pm	MPS	
19.5	17.07.2026	10am to 8am on 26.07.2025	MPS2	26.02.2026
	31.07.2026	10am to 5pm	Patch drop MPS2	
	14.08.2026	6pm to 2pm on 23.08.2025	PROD	
	18.08.2026	10am to 5pm	MPS	
20.0	06.11.2026	10am to 8am on 08.11.2025	MPS2	11.06.2026
	20.11.2026	10am to 5pm	Patch drop MPS2	
	04.12.2026	6pm to 2pm on 06.12.2025	PROD	
	08.12.2026	10am to 5pm	MPS	

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

- 3 Non-code changes 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.

- [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

CMOS Release R17.5

- Change confirmed to be implemented:
 - [NCC039](#) – **Modernisation of Systems – CMOS rejected transactions – stage 2**
 - This change builds upon the initial improvements made in [NCC036](#), which will be implemented in Release 17.0.
 - This change will enhance the submission of the remaining transactions within the CMOS portal. Specifically, if a transaction is rejected, the submission will be anchored. This means users can amend the required fields without having to retype all the information again, streamlining the process and significantly improving the overall user experience.
 - Note that this change for the TCORRs in the Corrections menu will be done at a later release.

System Code versions

System	Version	as of date
PROD	16.1.0 (34082)	04/04/2025
MPS	16.1.0 (34082)	04/04/2025
MPS2	16.1.0 (34082)	04/04/2025

Settlement and Estimated Readings

Settlement Schedule

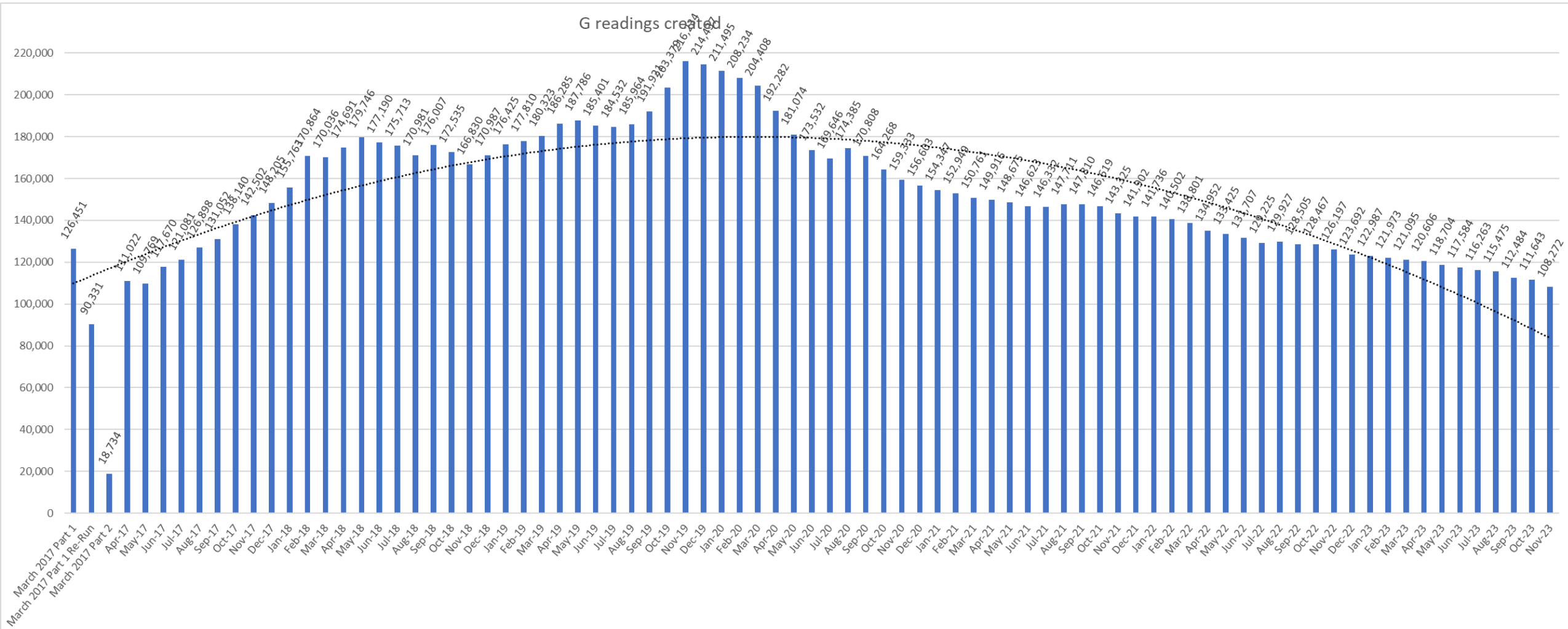


Month	Publication date	R1	R2	R3	RF	P1
Apr-25	04/04/2025	Mar-25	Jan-25	Jul-24	Nov-23	-
Apr-25	07/04/2025	-	-	-	-	May-25
May-25	07/05/2025	Apr-25	Feb-25	Aug-24	Dec-23	-
May-25	08/05/2025	-	-	-	-	Jun-25
Jun-25	05/06/2025	May-25	Mar-25	Sep-24	Jan-24	-
Jun-25	09/06/2025	-	-	-	-	Jul-25
Jul-25	04/07/2025	Jun-25	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
Sep-25	04/09/2025	Aug-25	Jun-25	Dec-24	Apr-24	-
Sep-25	09/09/2025	-	-	-	-	Oct-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: ~12.5% decrease in the last 12 months. 3% less G readings from last month. Processing on average in 1.5 hours.

Estimated Readings Process – G Readings

- Next dates the Estimated Reading process will be run:
 - 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

Bilaterals update – Phase 15

- Phase 15 work started as per the revised plan
- Release date 16th Dec 2025
- Release Scope (Phase 15 candidates added to BAU release scope):
 - Escalation functionality for H1, F4, F5 and M1 processes
 - New Data items for initial and final reads for B1, B7, B3 and B5 processes
 - GSS payment notifications for M1.W process
 - Increased character length for Additional Information Data item
 - Increased efficiency for Deferral functionality
 - Data logging process – B2
 - Additional SLAs as per CSD
- Cascaded releases will be done to Pre-production to introduce the changes/bug fixes
- Assurance testing is scheduled to commence w/c 16 June and will last for six weeks.
- Transition to BAU on 31st July 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

Non-Code Change Process



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

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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](#).

Non-code Reference	Proposer	Title	CMOS	Status	Implementation Date	Summary	Download Documents
39	MOSL	Modernisation of Systems – CMOS rejected transactions – stage 2	Yes	Design	CMOS 17.5	This change is following the initial NCC036, looking at changing the screen for the remaining transactions in CMOS, when a transaction is rejected via LVI, keeping the screen with the data inputted.	Download
38	United Utilities	Ability to bulk delete unauthorised future dated tariffs	Yes	Analysis	TBC	Ability for wholesalers to be able to delete tariffs in bulk that have been uploaded as part of yearly upload and need to be amended	Download
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).	Download

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

- Please respond to "Survey invitation" from the IT Service Desk whenever you receive an email from (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

- 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) or ServiceNow 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 (users that have access to ServiceNow) to the Service Desk.
- Please review your list of users to make sure you have the right people to raise CMOS tickets.

Proforma

- Always submit the latest version of the proforma: CMOS – CMOS Administration: Trading Party Systems Proforma

Code Changes

Sayonee Nandi
MOSL



CMOS Affecting Change Proposals/Reports to table at CCC in next 3 months*



Title	Summary	Stage
08 April 2025		
Cyclic Read Skip Code CPW162	Raising a change to introduce functionality;/ability for parties to submit and maintain skip code data in CMOS	Acceptance
08 July 2025		
CPW155 Data Assurance Quality Assurance Flags	CMOS flags to assist in data assurance activities by identifying that a data item has already been quality assured or checked.	Recommend

*As of 03/04/2025

Dates for changes with PIP references are estimated.

Non-CMOS Affecting Change Proposals/Reports to table at CCC in next 3 months* (Part 1 of 2)



Title	Summary	Stage
	8 April 2025	
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
Third Party Requests to Wholesalers CPW161	Seeks to improve third party water reduction services through the use of data loggers.	Acceptance
	13 May 2025	
Bilateral Hub CPM051 & CPW139	Bilateral Hub programme closure	Recommend
CPW153 ISA Cost recovery	Retrospective recovery of additional onboarding costs following Interim Supply Allocation (May**)	Recommend
CPW154 ISA Initial Cost Supply	Temporary alleviation of cashflow pressures on Interim Retailers, e.g. by deferring credit or wholesale charges (May**)	Recommend
	10 June 2025	
CPW152 Post RF Customer Refunds	Mechanism to enable customer refunds relating to periods more than 44 months or more than 16 months ago if materiality thresholds for an unplanned settlement run cannot be achieved	Recommend

*As of 03/04/2024

Dates for changes with PIP references are estimated.

Non-CMOS Change Proposals/Reports to table at CCC in next 3 months* (Part 2 of 2)



Title	Summary	Stage
	08 July 2025	
CPM058 & CPW149 'c1'	Key Performance Indicators and Incentives for Bilats Hub and Data Assurance in the reformed Market Performance Framework	Recommend
PIP192	Sharing Granular Consumption Data	Acceptance

*As of 03/04/2025

Dates for changes with PIP references are estimated.

Trading Party requests in next 3 months*



Title	Engagement type	Date
Customer and Third-Party Access to Consumption Data CPM60 & CPW 156	Consultation	28 Apr – 16 May**
Cyclic Read Skip Codes CPW162	Consultation	1 Apr – 22 May **
Data Retention Beyond 7 Years CPW157	Initial Consultation	May 26-June 09
Data/Report requests of the Market Operator CPM061 & CPW158	Consultation	2 Jun-20 Jun
Third Party requests to Wholesalers CPW161	Consultation	09 Jun-23 Jun
Estimated Transfer reads CPW159	Consultation	23 Jun-11 Jul

*As of 03/04/2025, ** Dates TBC

CMOS releases *



Title	Release Date	Confirmed/Provisional
**	9 May 25	
Data Quality Assurance Flags CPW155	8 May 26	Provisional
Cyclic Read Skip Code CPW162	8 May 26	Provisional
**	7 December 26	

**As of 03/04/2025, **no relevant changes

Awaiting Ofwat Decision*

Title	CCC Recommendation	Decision Due	Implementation
CPM062 & CPW160 Wholesaler MPS Charges Discontinuation	Majority Early Rejection	12/05/2025	

*As of 03/04/2025

Implementing*

Title	Central System Impact	Code Release Date
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Implemented in Last Month*

Title	Central System Impact	Date of Release
CMP052 &CPW140 BR-MeX	N	01/04/25

MOSL

Questions



Improvements / Data issues

CMOS Incidents

- 24 January – CMOS Prod unavailable: Late afternoon CMOS was not available resulting in a 1 hour 32 minutes outage during working hours. This was caused by a configuration parameter that was not set correctly when a change was implemented as part of a problem remediation.
- 03 February – There was an issue under the meter tabs for portal users, where tabs were displaying either incorrect data or error messages. This was a result of a hotfix applied for a defect on Friday, the 31st of January. On Monday, the 3rd of February, the hotfix was reverted and this resolved the issue.

CMOS SSO update

- SSO in place alongside legacy login.
- Yesterday, 7th of March, improvements to SSO applied to MPS2 and MPS environments. Production will be completed today, as communicated last week.
- We analysed the SSO usage for the first 2 weeks since deployed to Production – not bad, but some TPs still have the majority of their all login in via legacy login. This could be due to:
 - **Login Frequency:** Users who log in infrequently may not see the immediate benefits of SSO and might be more inclined to use stored credentials for quick access.
 - **Browser Settings:** If users have their credentials saved in their browser, they may prefer the convenience of clicking login without transitioning to SSO.
 - **User Awareness:** It is possible that some users are not fully aware of the SSO system's benefits or have not yet adapted to the new login process.
- Please communicate to all your CMOS users to use the SSO.

CMOS SSO update

- Legacy login alongside SSO will be in place for a few months. We will communicate TPs in advance when the legacy login will be removed.
- Some users not being able to use SSO – please see the guidance on our website (CMOS – CMOS Administration – SSO Login Guide)

CMOS users – ServiceNow users

- CMOS users – February we had 5,008 active users. Today 5,181.
 - February: 2,029 users were active but blocked. Today 1,880 – 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.**
- ServiceNow users = 320
- If you would like a list of your active users in CMOS to review, request it via email to itsupport@mosl.co.uk (Needs Contract Manager/Authorised user approval) or via My MOSL

CMOS 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.

SharePoint old data deletion

- Next ORWG: we will provide the dates and more details for the deletion of old data files held in our SharePoint – some folders will have a longer retention period than others.
- If there are any old files that you do not want to lose, please download them to your company's storage place

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: 10 June – 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

- August meeting: 12 August – 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**

