

Minutes of the Market Performance Committee Meeting 74

15 June 2023 | 09:30 – 13:50

Held via Videoconference (Microsoft Teams)

Status of Minutes: **FINAL**

MEMBERS PRESENT

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

* Non-Voting Members of the Committee

OTHER ATTENDEES

Sam Webb	SW	MOSL Presenter	Sarah McMath	SMc	MOSL Observer
Axelle Saada	JG	MOSL Presenter	Nichola Vincendeau	NV	MOSL Secretariat
Matt Labrum	MLa	MOSL Presenter	Trading Party 1 Representative	TPR1	Trading Party 1 Presenter

APOLOGIES

Sean Mills	SM	Ofwat Representative*			
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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 SM and that GL had recused himself from the first three items of the meeting.
- 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 confirmed that the meeting was quorate.

2. Performance Reviews

Trading Party 1 Pre-Brief

- 2.1. The Committee considered the information to be presented by Trading Party 1. The Committee reflected on the slides provided by Trading Party 1 prior to the meeting and discussed the questions that the slides raised.

Trading Party 1 Performance Review

TPR1 joined the meeting

- 2.2. The Committee noted a presentation from Trading Party 1 on its long unread meter performance.
- 2.3. There was a detailed discussion following the presentation, the central focus of which was to draw out how Trading Party 1 proposed to tackle the issue of Long Unread Meters (LUMs), the issues for retailers in reading meters, vacancy management, the risks and challenges presented by the strategy that Trading Party 1 proposed as well as touching on issues with the Wholesalers that Trading Party 1 have experienced (including some operational issues with bilaterals).
- 2.4. Trading Party 1 confirmed it would focus efforts on occupied sites over unoccupied sites and the proportion of LUMs on occupied sites will therefore fall over the next six months. The target for December 2023 was to reduce the total Long Unread Meters (LUMs) with particular focus on occupied LUMs.
- 2.5. TPR1 was thanked by the Chair on behalf of the Committee for the information provided.

TPR1 left the meeting

Trading Party 1 Performance Decision

- 2.6. Following on from discussion at MPC72 and taking into account the information provided in this meeting, the Committee reviewed Trading Party 1's Long Unread Meter (LUM) performance and plan to address performance. The following key points were noted:
 - The code makes it the responsibility of Retailers to read meters, including meters at vacant sites and the Committee noted this and its importance in terms of vacancy management, especially in monitoring leaks;
 - Trading Party 1's plan to focus on customer impact in terms of prioritising occupied LUMs was acknowledged but while the Committee supported the prioritisation of LUMs at occupied premises, it wanted to ensure that appropriate steps are taken to address total numbers of LUMs. The Committee is aware that proposed changes included within the MPF Reform 'quick wins' work to how LUMs are reported, in particular the removal of these where a valid open bilaterals request exists, are being considered, which may impact the calculation of total LUMs. As such, the Committee requested that once the current plan has been fulfilled in December 2023, Trading Party 1 review its total number of LUMs and provide a further plan in 2024 to further reduce these; and
 - It would be desirable to contact the main Wholesaler in question to look further at their bilateral agreement with Trading Party 1 and to examine how they deal with vacancies.

2.7. Following discussion, the Committee:

- **AGREED** to continue with Focussed Monitoring and to review Trading Party 1's performance on LUMs in December 2023, and if it still under-performing, invite them to present a rectification plan to tackle the remaining LUMs. PT will write to Trading Party to confirm this. A review date will be agreed for the end of 2023.
- **AGREED** to seek an update from the Primary Wholesaler mentioned on its handling of vacant sites.

3. Escalation Framework Evolution

- 3.1. The Committee noted a verbal update on the impact of holistic reporting metrics vs expected outcomes along with Committee's actions on trading party performance levels.
- 3.2. The Committee noted that it has had a positive overall impact; expectations have been met for the most part and it has been most successful on the data measures. The Committee expressed some concerns about the plans for Trading Party 2 not being ambitious enough and this could be considered at MPC77 in September.
- 3.3. The Chair thanked SW for her presentation.

4. Annual Market Performance Report

- 4.1. The Committee were asked to comment on the final draft AMPR and it was agreed that this would be done ex-committee either by emailing MOSL but, preferably, by making amendments to the document circulated to Committee earlier in the week.

5. Candidate APIs

- 5.1. The Committee noted an interim update on the current position with Candidate APIs prior to full discussion as part of MPC strategy review at MPC75.
- 5.2. The Committee briefly discussed the update provided, noting that, particularly in light of the discussion with Castle Water, the direction appears to be the right one and there will be a full discussion about Candidate APIs at MPC75. It was noted that there are some concerns about action on vacants and whilst milestones are being met, performance does not change. The Committee noted that PAG were looking at the MPF programme to identify quick wins and substantive changes that will deliver meaningful interim improvements and the conversation at MPC75 will help shape this.
- 5.3. The Chair thanked MLa for his presentation.

6. Closed Session Tabled Updates

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

OPEN SESSION

MEMBERS PRESENT

Pamela Taylor	PT	Chair*	Gerard Lyden	GL	Wholesaler Committee Member
Trevor Nelson	TN	Retailer Committee Member	Michael Rathbone	MR	Wholesaler Committee Member
Wendy Monk	WM	Retailer Committee Member	Jesse Wright	JW	Wholesaler Committee Member
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Matt Labrum	MLa	MOSL Presenter			

APOLOGIES

Sean Mills	SM	Ofwat Representative*			
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7. Welcome and Apologies

- 7.1. The Chair welcomed attendees to the open session and noted that apologies for absence had been received from SM.
- 7.2. 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.
- 7.3. It was confirmed that the meeting was quorate.

8. Housekeeping

- 8.1. The minutes of MPC73 in May were approved as an accurate record.
- 8.2. The actions update circulated in advance of the meeting was noted and it was:
 - **AGREED** that the following actions could be closed: A59_01, A73_03, and A73_07.
 - **AGREED** that the following actions would remain open: A55_01, A68_01, A69_03, A69_04, A70_01, A73_01, A73_02, A73_04, A73_05 A73_06 and A73_08.

9. Tabled Updates

- 9.1. The tabled updates provided in advance of the meeting were noted.
- 9.2. There has been a delay in the CCW quarterly update and this will be circulated ex-committee.

10. AOB and Reflections

- 10.1. The Committee members reflected on the meeting.
- 10.2. The Committee were reminded that MPC75 on 20 July 2023 will be an in-person meeting to be held at Elexon. Full details will be provided ex-committee.
- 10.3. The Secretariat will take a view on whether to cancel MPC76 (August 2023) and will provide the Committee with an update after MPC75.
- 10.4. There being no further business, the Chair closed the meeting.