

User Forum

January 2019

Agenda

Item*	Description	Who	Time
	Live video streaming starts*		10:00
1	Welcome <ul style="list-style-type: none"> Housekeeping 	Pam Nash	10:00 – 10:10
2	<ul style="list-style-type: none"> Market Improvement update 	Mike Robertson Mark Crowley	10:10 – 11:00
3	<ul style="list-style-type: none"> MPOP Review <ul style="list-style-type: none"> Plan and approach to MPOP Review Workshop session – MPOP activities to-date <p>*coffee will be available 11:15</p>	Facilitated by MOSL	11:00 – 12:30
4	<ul style="list-style-type: none"> CMOS Release Management 	Stephen Winnie	12:30 – 13:00
5	Lunch		13:00 – 13:45
6	<ul style="list-style-type: none"> MPOP Review <ul style="list-style-type: none"> Workshop sessions – MPOP future scope, approach and timescales 	Facilitated by MOSL	13:45 – 15:15
	AOB wrap up and close	Steve Arthur	15:15 – 15:30
	Live video streaming ends* <p>* Please note: agenda items 2-5 will be videoed and streamed live. Streaming will end at 15:30.</p>		

Market Improvement Update

Market Improvement update

Market outcome	Market issue	Nature of issue	Impact	Lead	Market Governance Group	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Enabling efficient settlement	Unpaired supply points	MP & DQ	4	MOSL	MPC	- Settlement Dashboard - PfM Engagement Unit	○	User forum discussion	User Forum Working Session	Publicly publish settlement dashboard	Data quality improvement plans initiated*		
	Completeness and accuracy of meter reads including long unread meters	MP & DQ	4	MOSL	MPC						Data quality improvement plans initiated*		
	Yearly volume estimates	MP & DQ	4	MOSL	MPC						Data quality improvement plans initiated*		
	Meter master data	DQ	4	MOSL	MPC						Data quality improvement plans initiated*		
	Charging for vacant sites	DQ	3	MOSL	MPC					Updated settlement dashboard			
	Meter read validation	DQ & MA	3	MOSL	MPC								
Ensuring an equitable and effective market for retailers	Operational Performance Standards and Charging	MP & MA	4	MPC	MPC	OPS Charging Review		Code change proposal on OPS Charging			Consideration of code change proposal		
	Regional variances in Wholesaler performance	MP	4	MOSL	MPC			LPF Dashboard			User Forum Discussions		
	Credit rules	MA	3	Credit Committee	Panel	Credit Arrangements Review							
	Lack of Wholesaler incentives to fix data	MP & MA	3	MOSL	MPC	MPS Review							
	Treatment of defaulting Trading Parties	MA	3	MOSL	Panel								
Enabling efficient switching	Unpaired supply points	MP & DQ	4	MOSL	MPC	Switching dashboard PfM Discussion	○	UF discussion	UF Working Session	Publicly publish	Data quality improvement plans initiated		
	Transfer reads	MP	4	MOSL	MPC								
Improving Trading Party Experiences	Trade effluent processes	MA	4	TEIC	Panel	Developing solutions							
	Bilaterals complexity	MA	3	DSC	Panel	Developing solutions							

Age of last meter read



Recap – root causes identified for long unread meters

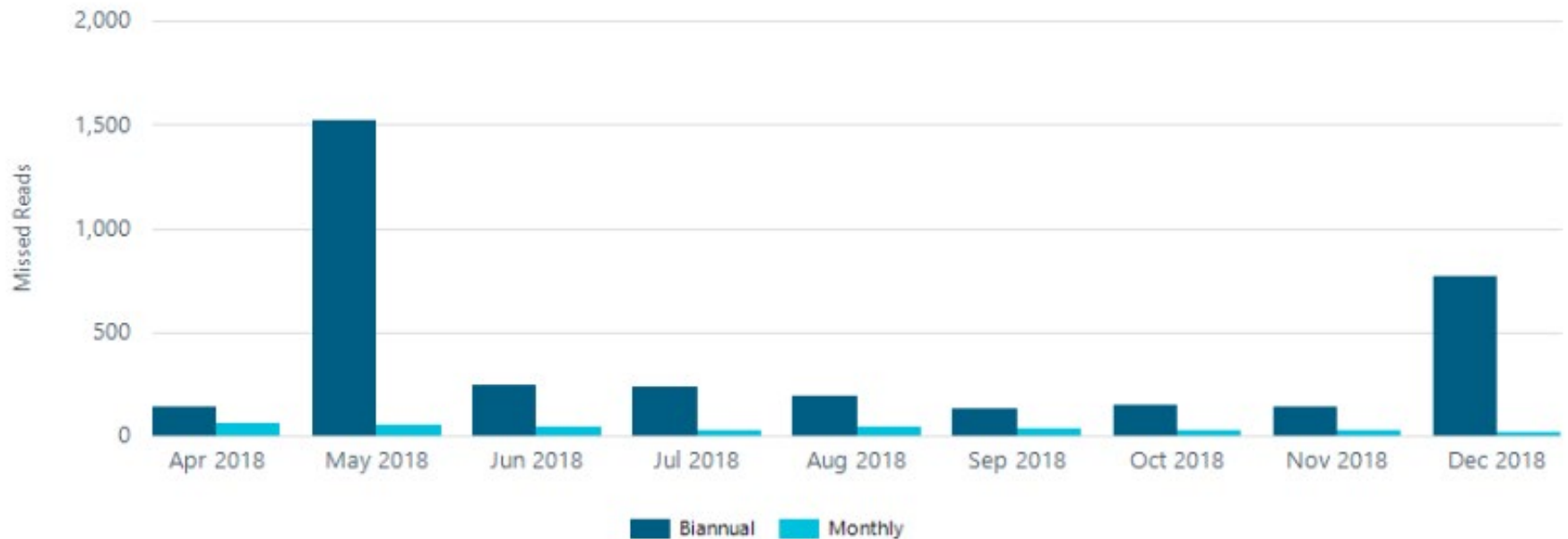
	Scheduling reads	Locating meters	Obtaining reads	Submitting reads
Specific challenges identified	<ul style="list-style-type: none"> Requirement to schedule additional reads to tackle backlog as well as ongoing BAU A need to reconcile meter portfolio with meter read provider Meters not being scheduled within book and walks 	<ul style="list-style-type: none"> Non-existent meters Inaccurate / insufficient meter location details provided 	<ul style="list-style-type: none"> Skips due to external access issues (e.g. inaccessible meters) Skips due to internal access issues (e.g. customers not present) Skips due to specific requirements (e.g. health and safety) not known Faulty / broken meters 	<ul style="list-style-type: none"> Reads failing validation due to mismatches with meter master data (e.g. serial number) Reads failing validation due to retailer middleware issues Immature processes for resubmission of rejected reads

Analysis of meter read submissions and rejections – new set of charts to be made available this month



Missed non-market meter reads

- Missed biannual non-market meter reads in December reduced by 50% from previous 'peak' month of May, ahead of plans



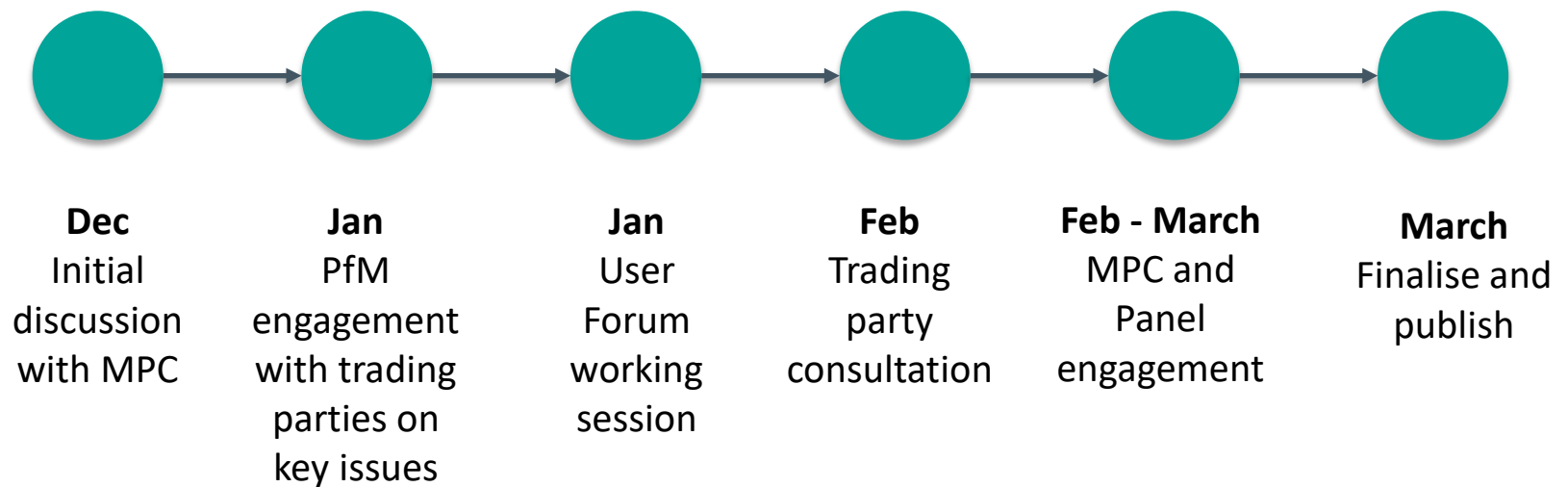
MPOP review part 1

Introduction to the MPOP review

- ◆ In July 2018 MOSL issued the MPOP covering the period through to the end of the year 2019/20 – this provides the baseline for the 2019/20 MPOP that will be published in March 2019 and that is currently under review
- ◆ Consultation feedback was broadly supportive of the MPOP and the initial set of market issues identified and prioritised within it
- ◆ Key themes from the feedback where respondents highlighted challenges or requested further clarity included:
 - ◆ The overall process by which market issues have been included and prioritised and how these will be updated.
 - ◆ The governance arrangements for MPOP and associated roles and responsibilities
 - ◆ The approach to planning and resourcing the activities set out in the MPOP.

Introduction to the MPOP review

Key engagement steps planned through the review process:

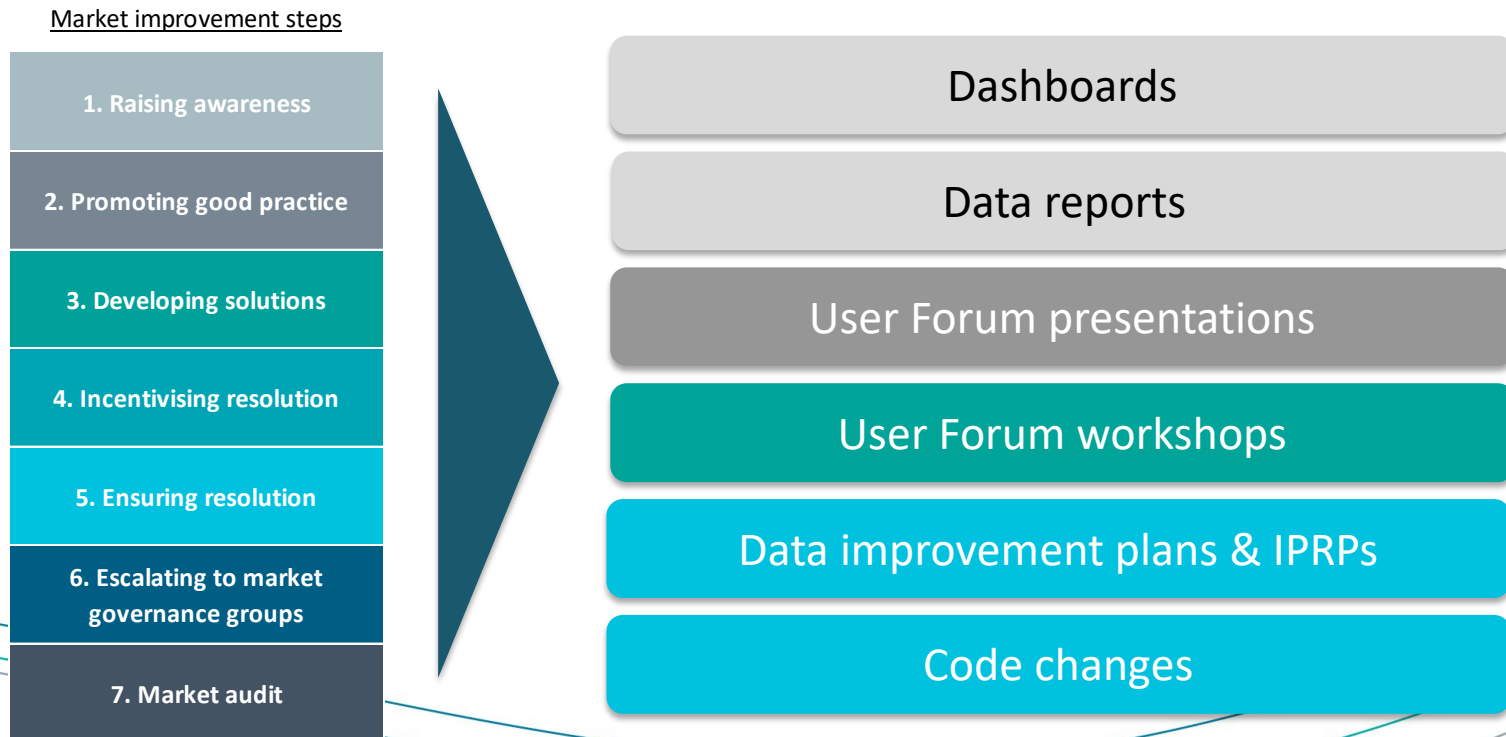


Recap: prioritisation of issues in the 2018/19 MPOP

Priority	Market outcome	Impact of market issues on the market outcome					
1	Enabling efficient settlement	High	High	High	High	Medium	Medium
2	Ensuring an equitable and effective market for retailers	High	High	Medium	Medium	Medium	Low
3	Enabling efficient switching	High	High	None	None	None	None
4	Improving Trading Party experiences	High	Medium	Low	Low	None	None
5	Ensuring all customers can access the market	Medium	Medium	Medium	None	None	None
6	Ensuring the market arrangements are proportionate	Medium	None	None	None	None	None
7	Mitigating potential future market friction	None	None	None	None	None	None

Workshop session 1

“What has worked well and what could be improved about the types of activity delivered through MPOP to date?”



Group 1: activities to raise awareness

Dashboards

Data reports

What has worked well about these in terms of supporting improvement activity?

What changes could be made to make these activities more effective?

Group 2: activities to promote good practice and develop solutions

User Forum presentations

User Forum workshops

What has worked well about these in terms of supporting improvement activity?

What changes could be made to make these activities more effective?

Group 3: activities to incentivise and ensure resolution

Data improvement plans
& IPRPs

Code changes

What has worked well about these in terms of supporting improvement activity?

What changes could be made to make these activities more effective?

CMOS Release Management

Stephen Winnie

Release Management – R6.0

CPW025 TCORRs to be applied to Dereg SPIDs

CPW038 Tariff Report Updates – standing data

CPW040 NAPS report extension – columns for submitted transactions

CPW042 Reads MDS - add reread flag

- ◆ Functionality scope declared and confirmed -Closed
- ◆ Panel recommendation on WRC content confirmed 31 July 2018
- ◆ Ofwat approval of CPW content 30 September 2018
- ◆ MPS_2 deployment **19 April 2019** for trading party testing
- ◆ Trading party testing to complete 10 May 2019 (with one week contingency)
- ◆ Deploy to PRD **17 May 2019**.

Release Management - R6.5

CPW047: Meter Networks for SWR/TE WHL
Allows sub-meter owner to build/tear down networks

CPW050; Long Unread meter report updates
Allows view of last non-Estimated read on meter

- ◆ Functionality scope declared and confirmed - closed
- ◆ MPS_2 deployment 28 June 2019 for trading party testing
- ◆ Trading party testing to complete 19 July 2019 (with one week contingency)
- ◆ Deploy to PRD 26 July 2019.

Lunch

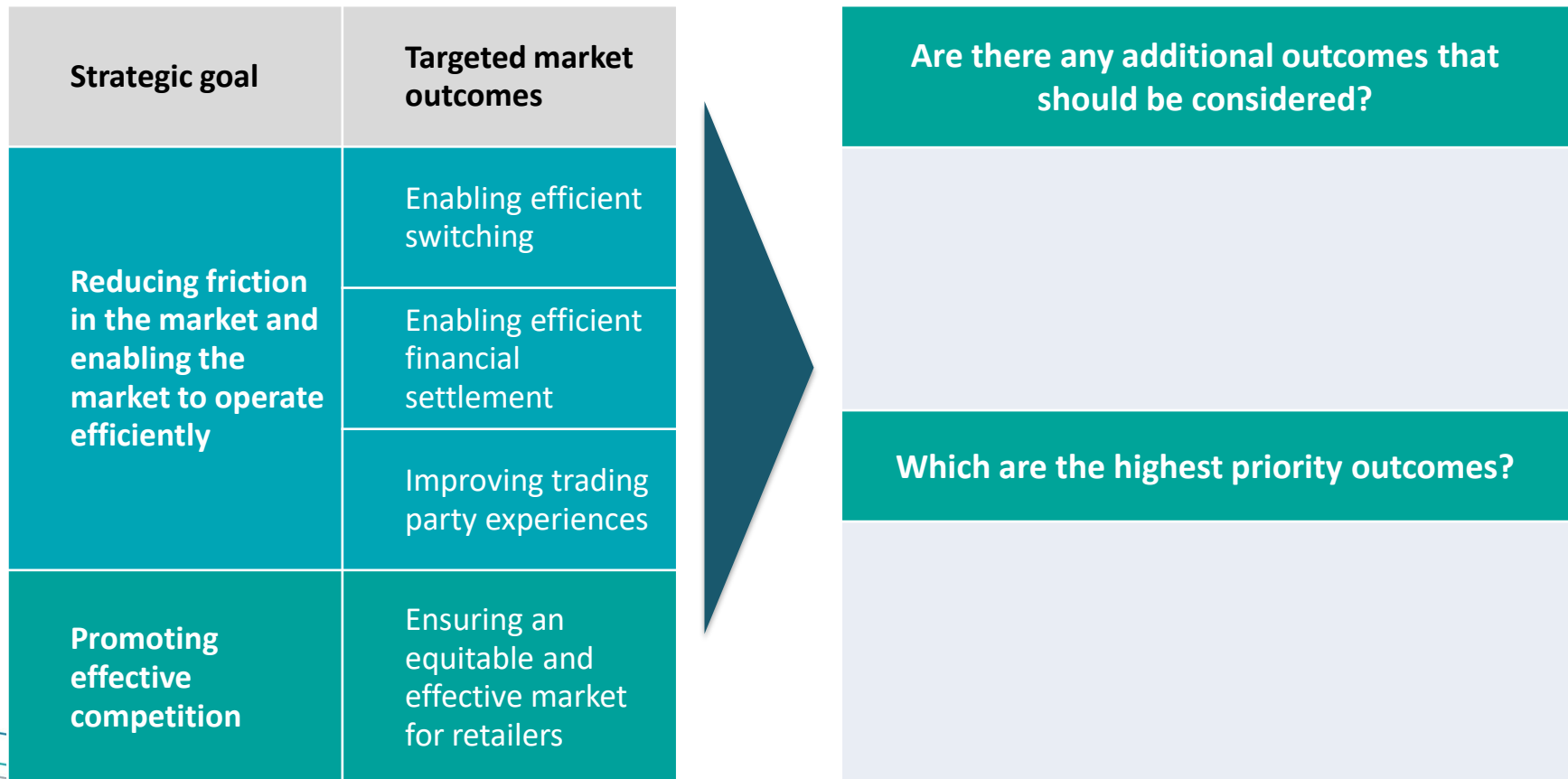
MPOP review part 2

Workshop session 2

Three groups to rotate around the following stations:

- ◆ ‘Top down view’ – what are the priority market outcomes that we should be driving towards?
- ◆ ‘Bottom up view’ – what are the top market issues / risks that should be prioritised for resolution?
- ◆ What are the best ways to achieve the market improvement steps?

Group 1: 'Top down view' – what are the priority market outcomes that we should be driving towards?



Group 2: 'Bottom up view' – what are the top market issues / risks that should be prioritised for resolution?

Market outcome	Market issue	Nature of issue	Impact
Enabling efficient settlement	Unpaired supply points	MP & DQ	4
	Completeness and accuracy of meter reads including long unread meters	MP & DQ	4
	Yearly volume estimates	MP & DQ	4
	Meter master data	DQ	4
	Charging for vacant sites	DQ	3
	Meter read validation	DQ & MA	3
Ensuring an equitable and effective market for retailers	Operational Performance Standards and Charging	MP & MA	4
	Regional variances in Wholesaler performance	MP	4
	Credit rules	MA	3
	Lack of Wholesaler incentives to fix data	MP & MA	3
	Treatment of defaulting Trading Parties	MA	3
Enabling efficient switching	Unpaired supply points	MP & DQ	4
	Transfer reads	MP	4
Improving Trading Party Experiences	Trade effluent processes	MA	4
	Bilaterals complexity	MA	3



What are the top issues you are worried about?

Is there evidence you can provide regarding impact of the issues?

Group 3: What are the best ways to achieve the market improvement steps?

Market improvement steps

1. Raising awareness
2. Promoting good practice
3. Developing solutions
4. Incentivising resolution
5. Ensuring resolution
6. Escalating to market governance groups
7. Market audit



What additional activities / interventions could be used against each of the steps?

AOB Wrap Up & Close

Thank You!