

User Forum

Wednesday 19 May 2021

Agenda

Item	Description	Speaker	Time
1	Introduction: MOSL and RWG	Markus Lloyd and Simon Bennett	2 - 2.10pm
2	RWG Tariff Standardisation update	Martin Mavin	2.10 - 2.20pm
3	New MOSL website	Sophie Turner	2.20 - 2.30pm
4	AMPR update	Markus Lloyd	2.30 - 2.40pm
5	RWG Eligibility Group looking at Temporary Building Supplies update	Mike Rathbone	2.40 - 2.50pm
6	Update on Code Changes	Tom Daborn	2.50 - 3pm
7	Break		3 - 3.05pm
8	Vacancy Dashboards	Janet Judge	3.05 - 3.30pm
9	Waterwise, Water Efficiency and Water Saving Week	Kate Marx	3.30 - 3.40pm
10	RWG Meter Location Standards update	Angela Brown	3.40 - 3.50pm
11	Close	Richard Stanbrook	3.50 - 4pm



Tariff Simplification Sub-Group
User Forum Update May 2021

£X/m³ for water and £Y/m³ for sewerage

Job Done? 😊 - if only



Context, Background & Team

The aim is to look at wholesale tariff structures and identify opportunities for simplification and standardised structures – NOTHING TO DO WITH PRICE (recognising Competition Act requirements).

The team – Wholesalers, Retailers, CCW, Ofwat & MOSL

Commenced with a refresh of;

- The objectives, principles, rules, regulations and constraints around wholesaler tariff setting.
- The complexity and main issues facing retailers & customers



Work Stream Updates

Work Area 1 (PT, DM, RC)

- User tariff bands & structures (water and sewerage)
- Fixed charges and meter size charging structures (water and sewerage)

Work Area 2 (DK, WM, LB)

- Non-return to sewer allowance(s) and application
- Surface water drainage and highway drainage charges

Work Area 3 (TBD) - Assessed tariffs & Unmeasured tariffs (water and sewerage)

Work Area 4 (MM,AB) Trade Effluent – (working group)

General (MM) – Terminology & Presentation

Water Efficiency

Looking ahead

The main sub-group meets every 3 weeks.

Aiming to produce a standard RWG Guidance Document.

First thoughts/ideas likely to be end of June 2021.

Keen for quick wins but recognise complexity of adoption/implementation

- cost reflectivity
- consultation
- incidence effects
- complex interactions of company policies & procedures
- annual tariff setting cycle

New MOSL website

Sophie Turner

We're pleased to
announce...

The new MOSL website launched
on **Monday 26 April!**

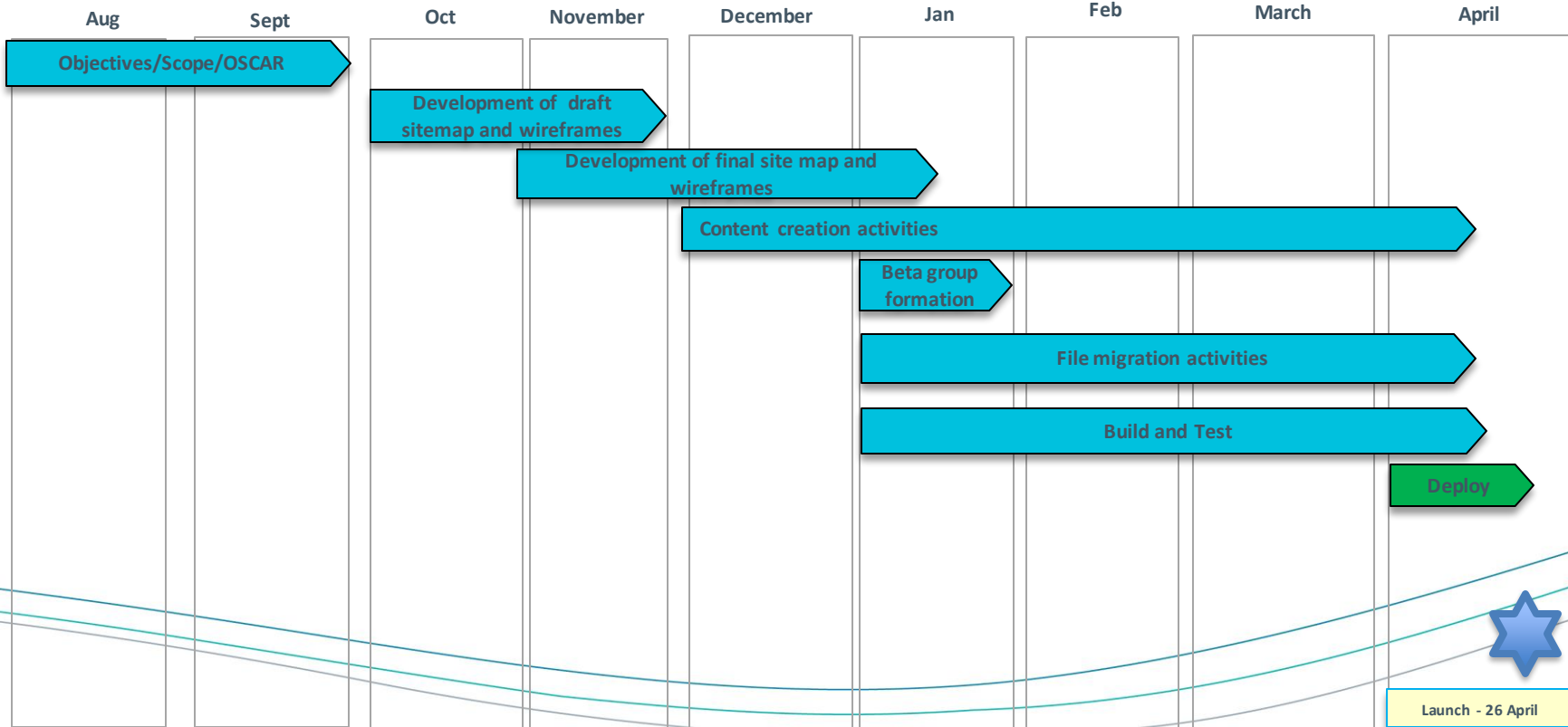


Channel Management Timeline – The Journey

-  Complete
-  In Progress
-  Not Started

2021

2021

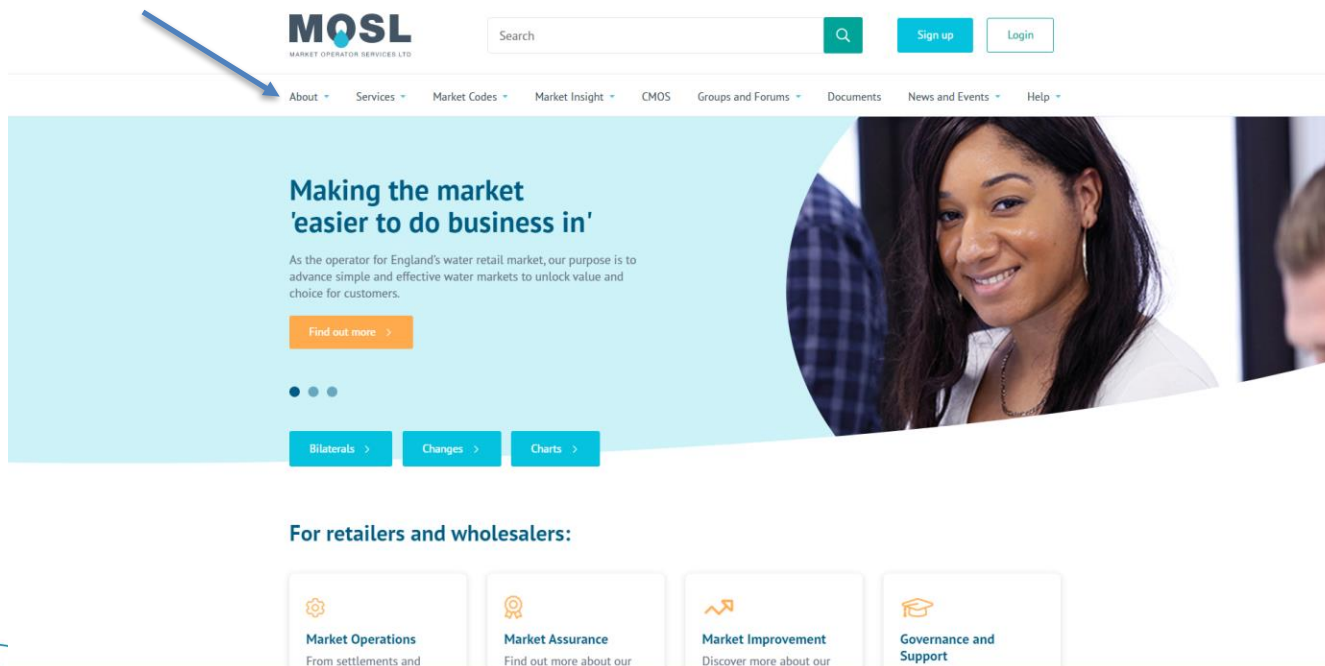


Post-launch activities

- ◆ 30-day warranty with developers to address any bug fixes
- ◆ First analytics report produced in July
- ◆ Phase two requirement gathering
- ◆ Decommission of MOSL legacy website
- ◆ Content review: Monthly spot checks and full content and documentation review at end of July
- quarterly website audits thereafter.

New website features include...

New site navigation



New calendar

[Home](#) > [News and Events](#) > [Calendar](#)

Calendar

Scroll through the calendar to view upcoming meetings, events and key dates. Click on an individual event to find out more, including any accompanying documents.

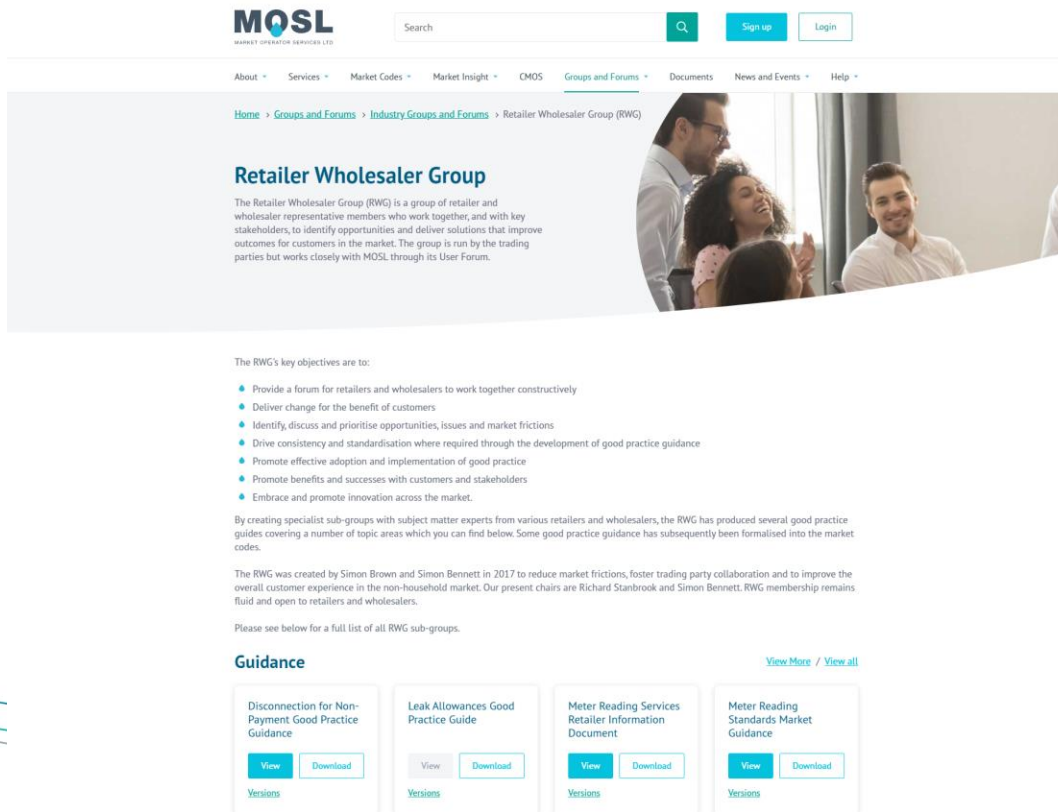
All ▼

May 2021

today ← →

25	Sun	26	Mon	27	Tue	28	Wed	29	Thu	30	Fri	1	Sat
		MPS and OPS reports ...	Panel Meeting 54		RWG sub-group meet...		MPC Meeting 49			CMOS Release 10.0 Pa... Market Focus publicat...			
2	3		Bilaterals Pathfinder G... Panel Governance Sub...		RWG sub-group meet...		Operational Advisory ...			Apr 2021 Settlement ... Aug 2020 Settlement ... Dec 2019 Settlement ... Feb 2021 Settlement ... Jun 2021 Settlement ...		8	
9	10	Board Meeting Strategic User Forum ...	Metering Committee ... Remuneration Commit...					13	OPS submission deadl... Panel Governance Sub...	14	CMOS Release 10.0 de... Panel Governance Sub...	15	
16	17		Bilateral Pathfinder Gr... CMOS Release 10.0 de...		18	Disputes Committee 7 Market Focus publicat... User Forum		20	British Water Innovat... Operational Advisory ... Panel Governance Sub...	21		22	
23	24	Audit and Risk Comm...	MPS and OPS reports ... Panel Meeting 55			26		27	MPC Meeting 50 RWG sub-group meet...	28		29	

Dedicated RWG page



MOSL
MARKET OPERATOR SERVICES LTD

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[Home](#) > [Groups and Forums](#) > [Industry Groups and Forums](#) > Retailer Wholesaler Group (RWG)

Retailer Wholesaler Group

The Retailer Wholesaler Group (RWG) is a group of retailer and wholesaler representative members who work together, and with key stakeholders, to identify opportunities and deliver solutions that improve outcomes for customers in the market. The group is run by the trading parties but works closely with MOSL through its User Forum.

The RWG's key objectives are to:

- Provide a forum for retailers and wholesalers to work together constructively
- Deliver change for the benefit of customers
- Identify, discuss and prioritise opportunities, issues and market frictions
- Drive consistency and standardisation where required through the development of good practice guidance
- Promote effective adoption and implementation of good practice
- Promote benefits and successes with customers and stakeholders
- Embrace and promote innovation across the market.

By creating specialist sub-groups with subject matter experts from various retailers and wholesalers, the RWG has produced several good practice guides covering a number of topic areas which you can find below. Some good practice guidance has subsequently been formalised into the market codes.

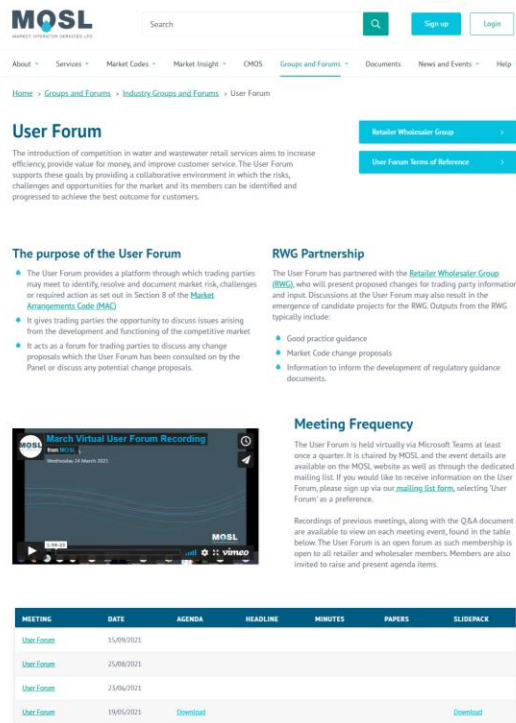
The RWG was created by Simon Brown and Simon Bennett in 2017 to reduce market frictions, foster trading party collaboration and to improve the overall customer experience in the non-household market. Our present chairs are Richard Stanbrook and Simon Bennett. RWG membership remains fluid and open to retailers and wholesalers.

Please see below for a full list of all RWG sub-groups.

Guidance [View More / View all](#)

<p>Disconnection for Non-Payment Good Practice Guidance</p> <p><input type="button" value="View"/> <input type="button" value="Download"/></p> <p>Versions</p>	<p>Leak Allowances Good Practice Guide</p> <p><input type="button" value="View"/> <input type="button" value="Download"/></p> <p>Versions</p>	<p>Meter Reading Services Retailer Information Document</p> <p><input type="button" value="View"/> <input type="button" value="Download"/></p> <p>Versions</p>	<p>Meter Reading Standards Market Guidance</p> <p><input type="button" value="View"/> <input type="button" value="Download"/></p> <p>Versions</p>
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Updated User Forum page



The screenshot shows the MOSL website's User Forum page. At the top, there is a navigation menu with links for About, Services, Market Codes, Market Insight, OMS, Groups and Forums, Documents, News and Events, and Help. Below the navigation, the page title is "User Forum". A brief introduction states: "The introduction of competition in water and wastewater retail services aims to increase efficiency, provide value for money and improve customer service. The User Forum supports these goals by providing a collaborative environment in which the risks, challenges and opportunities for the market and its members can be identified and progressed to achieve the best outcome for customers." Two buttons are visible: "Retailer Wholesaler Group" and "User Forum Terms of Reference".

The purpose of the User Forum

- The User Forum provides a platform through which trading parties may meet to identify, resolve and document market risks, challenges or required action as set out in Section 9 of the [Market Arrangements Code \(MAC\)](#)
- It gives trading parties the opportunity to discuss issues arising from the development and functioning of the competitive market
- It acts as a forum for trading parties to discuss any change proposals which the User Forum has been consulted on by the Panel or discuss any potential change proposals.

RWG Partnership

The User Forum has partnered with the [Retailer Wholesaler Group \(RWG\)](#), who will present proposed changes for trading party information and input. Discussions at the User Forum may also result in the emergence of candidate projects for the RWG. Outputs from the RWG typically include:

- Good practice guidance
- Market Code change proposals
- Information to inform the development of regulatory guidance documents.

Meeting Frequency

The User Forum is held virtually via Microsoft Teams at least once a quarter. It is chaired by MOSL, and the event details are available on the MOSL website as well as through the dedicated mailing list. If you would like to receive information on the User Forum, please sign up via our [mailing list form](#), selecting 'User Forum' as a preference.

Recordings of previous meetings, along with the Q&A document are available to view on each meeting event, found in the table below. The User Forum is an open forum as such membership is open to all retailer and wholesaler members. Members are also invited to raise and present agenda items.

MEETING	DATE	AGENDA	HEADLINE	MINUTES	PAPERS	SLIDERBACK
User Forum	15/09/2021					
User Forum	25/08/2021					
User Forum	23/06/2021					
User Forum	19/05/2021			Download		Download

Feedback so far

"Just wanted to pass on my appreciation for the new website; after many years of using this as a resource to for Bilateral information, this comes as a refreshing update to this content. Well done to those that have worked on these changes, it's great!"

"Good step forward from the original in terms of look and feel, and is accessible"

"Liking the new website so far"

"Significant improvement on the current website"

Phase two: enhancements

Whilst the primary focus of phase two is the digitisation of forms and query management system, there are several enhancements we'd like to make, including:

- ◆ Increased visibility of page levels on top navigation - **priority**
- ◆ Subscribing to a change – **priority**
- ◆ RSS feed automation of website updates - **priority**
- ◆ MOSL calendar: Syncing with Outlook Programme Calendar, user adding to personal calendar and bulk uploader
- ◆ Removal of unneeded meeting table columns
- ◆ News article sharing on social media.

User requirements gathering for phase two

- ◆ Initial kick off meeting with nominated representatives has commenced to review the current process and capabilities
- ◆ Project Mandate developed and under review.

Next steps

- ◆ Produce a high-level design
- ◆ Produce requirements document
- ◆ Establish the trading party beta group – please contact comms@mosl.co.uk if interested.

MOSL Annual Market Performance Report (AMPR)

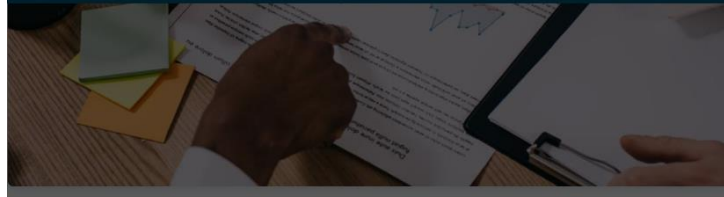
Markus Lloyd

Intent

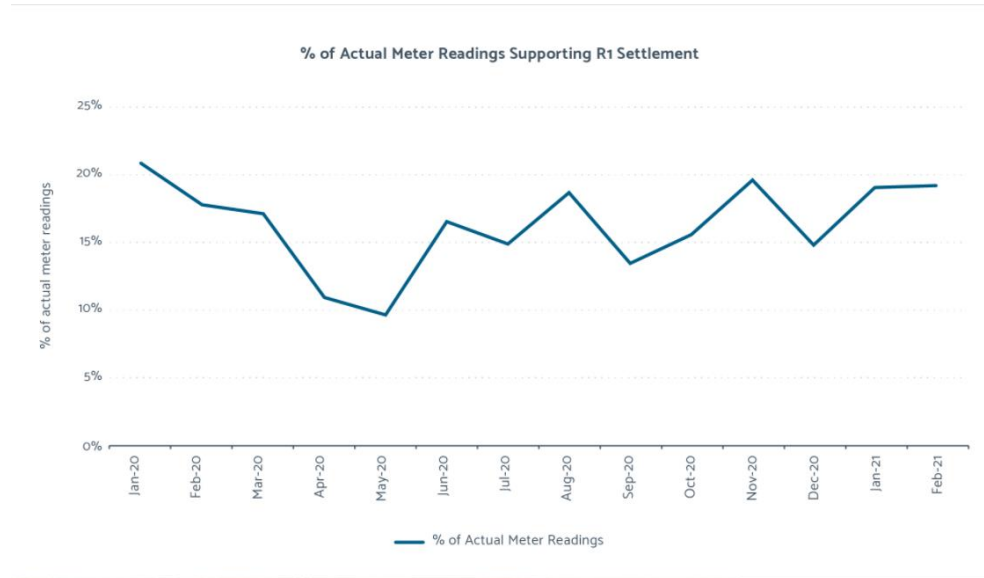
- ◆ Easy to read
- ◆ Easy to navigate
- ◆ Clear messages
- ◆ Set the stage for Market Performance Operating Plan (MPOP) and Market Performance Framework (MPF).

Easy to read

- Data and graphs available on demand without disrupting the narrative
- “Concertina” structures to keep pages clean and allow for info on demand
- Interactive graphics to minimise clutter
- Full PDF print out for hard copy requirements.



Actual Reads Supporting R1 Settlement



With many meter readings relying on estimates, retailers were asked to review Yearly Volume Estimates (YVEs) which had been applied to those customers whose consumption had reduced, either as a result of reduced trade or because they were no longer occupying their premises.

Market Performance Review

Easy to read

- ◆ Data and graphs available on demand without disrupting the narrative
- ◆ “Concertina” structures to keep pages clean and allow for info on demand
- ◆ Interactive graphics to minimise clutter
- ◆ Full PDF print out for hard copy requirements.

In March 2020, MOSL and Ofwat [announced that all market performance charges](#) and [Initial Performance Rectification Plans \(IPRPs\)](#) were being suspended for at least three months to relieve pressure on trading parties. This was implemented through change proposal [CPMo23/CPWo90: Suspension of Performance Standard Charges](#).

Although charges were suspended, MOSL has continued to track performance and publish [peer comparison league tables](#). The performance timeline below shows the key events which had a direct bearing on wholesalers’ and retailers’ performance in relation to [Market Performance Standards \(MPS\) and Operational Performance Standards \(OPS\)](#).

2020/21 Performance Timeline

March 2020: First national lockdown begins

March 2020: Change proposal CPWo91: Temporary Changes to Vacancy is introduced

April 2020: Priority changes to performance monitoring are implemented

May 2020: Suspension of charges and IPRPs

July 2020: National lockdown restrictions ease and temporary vacancy ceases

August 2020: The COVID Transition Review Group (CTRG) is established

The [COVID Transition Review Group \(CTRG\)](#) is established. Under the provisions of [CPWo91](#), retailers begin to return all sites with a temporary vacancy flag to a status of “occupied” or “assured vacant”. This allows the occupancy status of “vacant” to be used for [its defined purpose](#). The CTRG, established by Ofwat, MOSL and CCW, monitors the progress of retailers ‘unwinding’ these sites, ensuring all sites are reviewed and the occupancy statuses are set correctly before the end of September 2020.

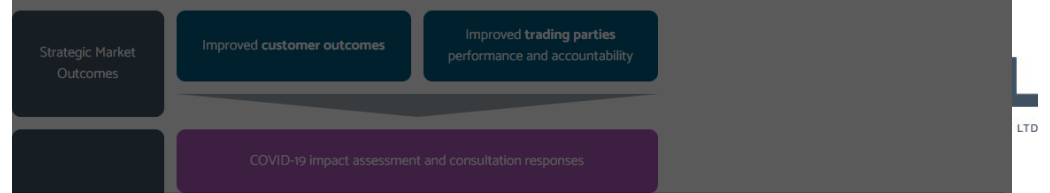
Nov 2020: Second national lockdown/ tiered regional lockdowns begin

January 2021: Third national lockdown begins and OPS Charges resumes

February 2021: OPS charges resume

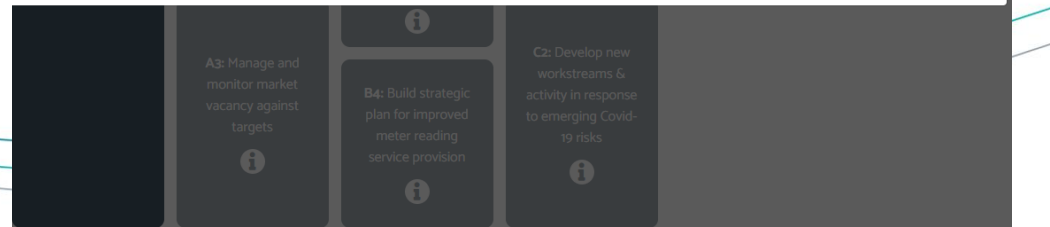
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B2 Streamline Meter Read Capture and Submission Process

Objective	Outputs	Next steps and recommendations
B2.1 Reduce the number of rejected reads from CMOS	<ul style="list-style-type: none">◆ Detailed analysis has been implemented by CGI to provide evidence for the number of read rejections◆ Detailed dialogue with relevant trading parties regarding performance and identified issues	<ul style="list-style-type: none">◆ There are two non-code changes proposed and work on reviewing volume validation is underway as part of the Strategic Metering Review◆ MOSL is working with CGI to develop dashboards to help monitor read rejections and resolve issues
B2.2 Develop an approach to agreeing transfer reads between Retailers	<ul style="list-style-type: none">◆ Incorporated into the Strategic Metering Review	<ul style="list-style-type: none">◆ Retailers to be included in the work developed for the new Metering Committee
B2.3 Review YVE methodology and guidance	<ul style="list-style-type: none">◆ Reviewed impact of estimation methods on settlement charges, including identification of areas of concern and recommended performance measures◆ Agreed Additional Performance Indicator (API) for YVE performance with MPC	<ul style="list-style-type: none">◆ Included in the list of projects for the SMR and will be included in the Metering Committee review of future projects◆ Next steps include publishing findings for analysis of impact of estimation on settlement and details of API◆ Implementation of API for YVE performance◆ Developing reporting tools and dashboards for settlement and estimation accuracy to support improved YVE performance.



Easy to read

Data and graphs available on demand without disrupting the narrative

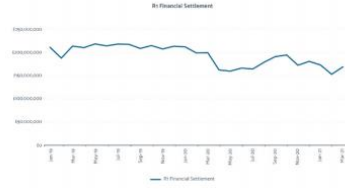
“Concertina” structures to keep pages clean and allow for info on demand

Interactive graphics to minimise clutter

Full PDF print out for hard copy requirements.

Market Settlement

The total charges settled at R1 has been dropping in line with consumption levels, as can be seen on the R1 Financial Settlement Graph. The graph includes settlement from January 2019 to allow 2020/20 comparison with pre-pandemic settlement.



The assessment of the level of parity between R1 settlement and the second reconciliation (R2) captured two months after the first and third reconciliation (R3) captured eight months after R1 has received greater focus because of the pandemic.

Meter readings and submissions continued to be tracked by reporting against the Market Performance Standards, however, the ability to use estimates accurately, including the use of VEDs, has become a key indicator to the accuracy of settlements, especially when meters are difficult to access.

We have not reported on the overall performance of the market in this area in previous years, but it could be represented as R3 typically being within plus or minus three per cent of R1. The R1 - R3 Variation Chart shows the point at which leaving the difference between R1 and R3 within that three per cent range became challenging for the market last year.

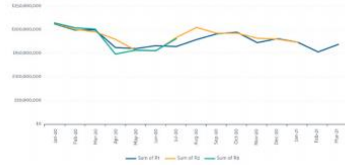
MOSL Market Operator Services Limited Annual Market Performance Report 2020/21

R1-R3 Variation



This has implications both for the accuracy of settlement between retailers and wholesalers and for future customer billing. The settlement impact, noting the disparity between first, second and third reconciliation settlements, during lockdown, is represented in the R1 - R3 Settlement Graph. It is encouraging to see second reconciliation settlement returning to alignment with the first settlement as the year ends. Validity of R1-R3 differential is currently limited to Q2 of 2020/20. As this becomes available, we will monitor the R1-R3 differential as settlement progresses through R1 for COVID-19 affected periods.

R1, R2, R3 Settlement



Market Performance Review

In March 2020, MOSL and Oweil announced that all market performance charges and retail performance notifications from MPS and OPS were being suspended for at least three months to relieve pressure on trading parties. This was implemented through change proposal CPW002/CPW000. Suspension of Performance Standard Charge CPW002/CPW000. Suspension of Performance Standard Charge.

Although charges were suspended, MOSL has continued to track performance and publish peer comparison league tables. The performance tables below show the key events which had a direct bearing on wholesalers' and retailers' performance in relation to Market Performance Standards (MPS) and Operational Performance Standards (OPS).

- March 2020: First national lockdown begins and MPS/OPS**
Oweil and MOSL announce urgent actions to support market participants and their customers in response to the pandemic.
- March 2020: Change proposal CPW002 Temporary Changes to Vacancy**
CPW002 enables retailers to apply a temporary OPSD vacancy flag when a premises is completely closed or activities at the premises are reduced by at least 95 per cent.
- April 2020: Priority changes to performance monitoring are implemented**
The immediate impact of the changes to on Market Performance Standard (MPS) is the ending of a normal cycle read. The time period for taking this read is extended by three months. For these three months (April, May and June 2020) no sales for the standard and therefore, performance is recalculated at 0% per cent. This information on the Priority Changes CPW002/CPW002 is provided later in this report.
- July 2020: National lockdown restrictions ease and temporary vacancy ceases**
The permitted use of the temporary flag under the provisions of CPW002 ceases on 31 July 2020. Retailers are required to only use the occupancy status of "vacant" if premises are vacant according to Code Subcategory Document No. 0004 (CSD004): Merchant SPD Data Code Subcategory Document No. 0004 (CSD004): Merchant SPD Data.
- August 2020: The COVID Transition Review Group (CTRG) is established**
Under the provisions of CPW001, a multi-stakeholder group of stakeholders begins to work with temporary vacancy flag to a status of "suspect" or "misread status" if the above the occupancy status of "vacant" is not used for all affected premises. The CTRG, established by Oweil, MOSL and CCW, monitors the



- May 2020: Suspension of charges and OPSD**
Financial incentives for MPS and OPS tasks are suspended under change proposal CPW002/CPW000. MOSL continues to track and calculate the impact of trading parties failing the standards but no metrics for these failures are raised. Charging resumes in February 2021 for OPSD and May 2021 for MPS (service code).
- May 2020: Second national lockdown begins**
Retailers submit adjust VEDs for non-measured businesses to mitigate the effects of reduced consumption on settlement. The impact varies by region and local approach.
- January 2021: Third national lockdown begins and OPS Charges resume**
All retailers are affected. OPS Charges resume from January. Further changes to VEDs are made across the customer base.
- February 2021: OPS charges resume**
From January 2021 OPS charges resume. Metrics in wholesalers resume in February.
- March 2021: National lockdown restrictions begin to ease**
As restrictions are lifted, businesses respond in shops. Retailers start to make changes to VEDs to reflect this.
- April 2021: MPS charges resume**
From April 2021 MPS charges resume.



MOSL Market Operator Services Limited

Annual Market Performance Report 2020/21

MPS and OPS Performance

MOSL's Peer Comparison League Tables, which summarise overall performance, now include retailer/wholesaler pairings. The tables are presented with the caveat that trading parties have adopted different approaches to challenges imposed by COVID-19.

Over the course of the year, the market conditions varied according to the sector and region, and customers were impacted by Government restrictions and the associated emergency legislation differently and at different times. It is important to consider this when comparing performance across the year and across the market.

The year ends with standards on a steadily improving trend. The sudden dip in the annual MPS performance at the start of 2020/21 is due to the implementation of CPW002/CPW002. Priority Performance Range Changes from April 2020. Read an explanation of this change and its impact.

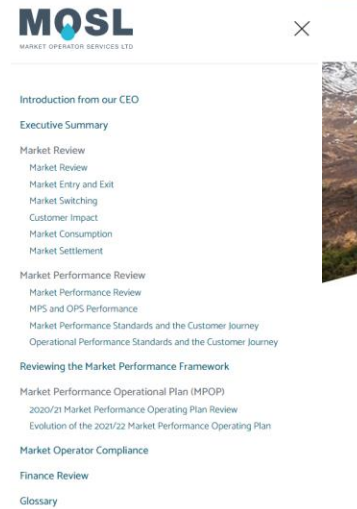
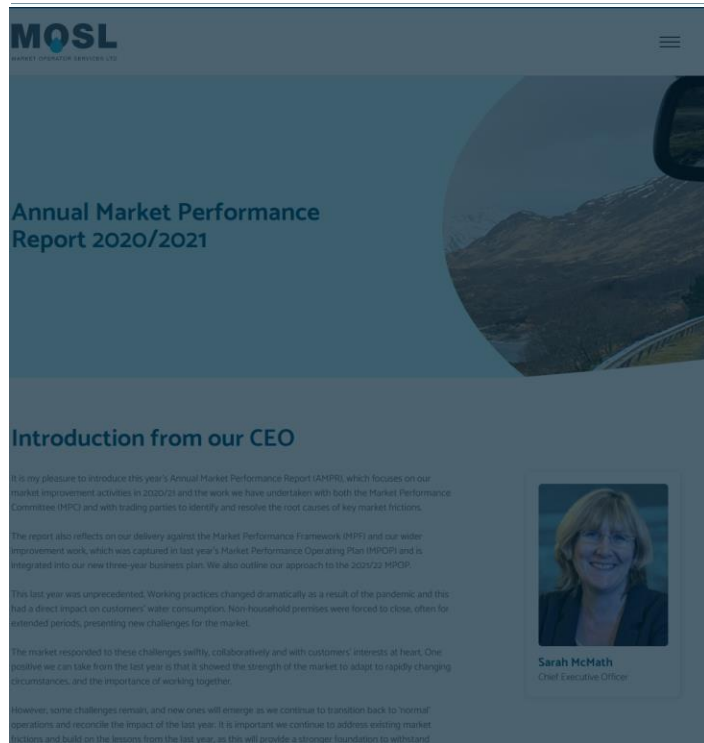
Validated reporting and Peer Comparison League Tables showed that market performance continued to rise, although it should be noted that there were fewer MPS and OPS tasks than the previous year.

Reason	Time Parameter 1		Time Parameter 2		Time Parameter 3	
	Start	Change	Start	Change	Start	Change
MPS1	Current	5	15	4	16	14
MPS1	Approved	10	15	15	15	14
MPS4	Current	8	15	12	16	17
MPS4	Approved	10	15	15	16	17
MPS10	Current	3	0	10	10	10
MPS10	Approved	10	0	10	10	10
MPS16	Current	5	0	10	0	10
MPS16	Approved	10	0	10	0	10
MPS18	Current	0	0	0	0	0
MPS18	Approved	8	0	10	5	10
MPS19	Current	17	10	0	10	10
MPS19	Approved	17	10	0	10	10
MPS19	Current	14	0	10	10	10



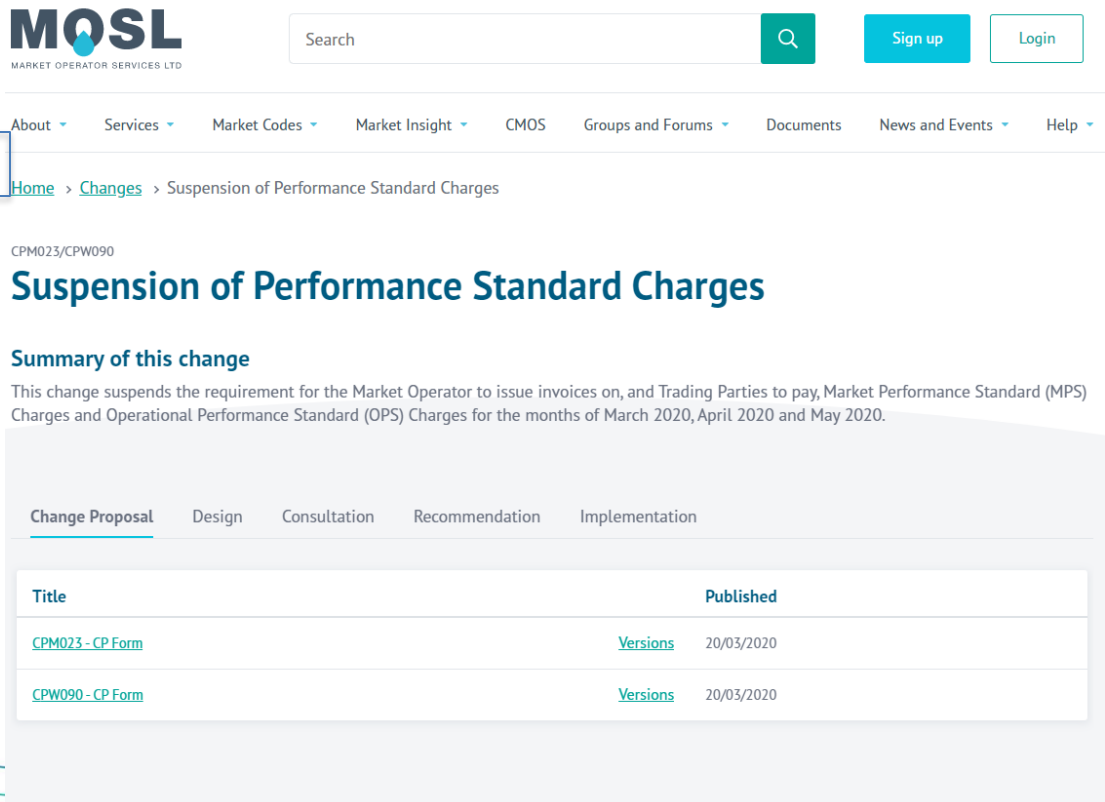
Easy to navigate

- Drop down navigation menu
- Hyperlinks to external pages.



Easy to navigate

- Drop down navigation menu
- Hyperlinks to external pages



The screenshot shows the MOSL website interface. At the top, there is a search bar and buttons for 'Sign up' and 'Login'. Below this is a horizontal navigation menu with dropdown arrows for 'About', 'Services', 'Market Codes', 'Market Insight', 'CMOS', 'Groups and Forums', 'Documents', 'News and Events', and 'Help'. The breadcrumb trail reads 'Home > Changes > Suspension of Performance Standard Charges'. The main heading is 'Suspension of Performance Standard Charges' with the identifier 'CPM023/CPW090'. A sub-heading 'Summary of this change' is followed by a paragraph explaining the suspension of Market Performance Standard (MPS) and Operational Performance Standard (OPS) charges for March, April, and May 2020. Below this is a progress bar with stages: 'Change Proposal' (active), 'Design', 'Consultation', 'Recommendation', and 'Implementation'. A table lists the change proposals:

Title	Published
CPM023 - CP Form	Versions 20/03/2020
CPW090 - CP Form	Versions 20/03/2020

Messages

MPF Metrics

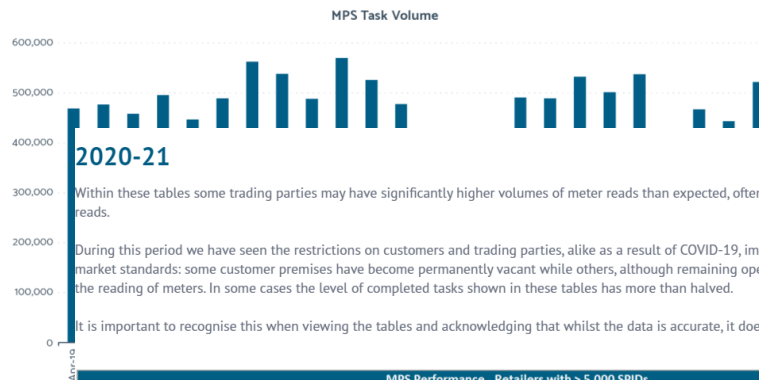
Suspension of charges and interventions for Market Performance Standards (MPS) and Operational Performance Standards (OPS)

Sustained performance for MPS and OPS

Market Performance activity by task volume

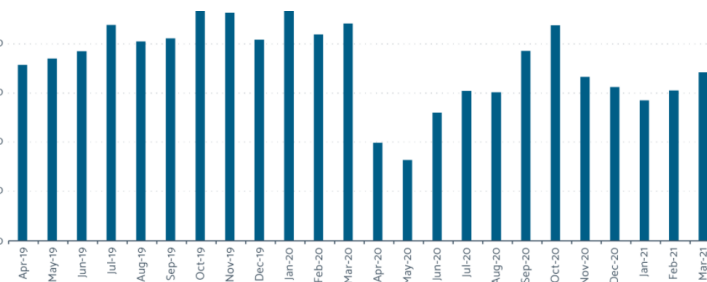
League tables continue.

MPS Task Volume chart



OPS Tasks Co

Retailer	Financial Year 2020-21			Apr-Sep 2020			Performance Trend Indicator	Tasks per 1k SPIDs (FY 2020-21)
	Rank	Performance	Total Tasks	Performance	Rank	Task Vol		
Water 2 Business	1	95.1%	403,719	95.8%	1	184,657		2,651
Business Stream	2	93.5%	778,228	95.0%	2	380,519		1,924
Everflow	3	90.6%	184,389	92.1%	3	73,072		2,244
Wave	4	89.2%	847,668	88.1%	8	376,474		2,033
First Business Water	5	89.0%	21,393	90.7%	4	8,010		3,171
Clear Business Water	6	87.9%	35,247	90.1%	5	17,150	▼	1,976
SES Business Water	7	87.7%	70,641	89.5%	6	26,192		1,702
Water Plus	8	87.5%	1,384,569	89.4%	7	638,714		1,814
Pennon Water Services	9	86.3%	393,264	83.7%	9	172,684	▲	2,429
Castle Water	10	78.0%	898,469	76.8%	10	407,479		1,611
Market-Wide Performance		87.7%	5,017,587	88.0%		2,284,987		



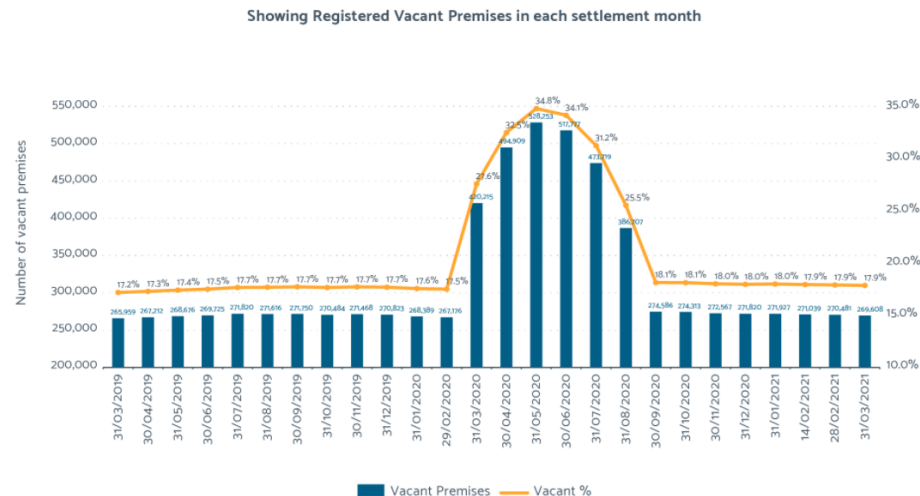
OPS Tasks Completed

Messages

Customer focus

- Overall Consumption
- Activity and impact represented by Yearly Volume Estimate (YVE) changes
- Access to customer premises
- Customer vacancy (including temporary).

2019/20 Vacant Premises chart



Messages

💧 Cost reduction

- 💧 Overall Costs
- 💧 MPF Costs.

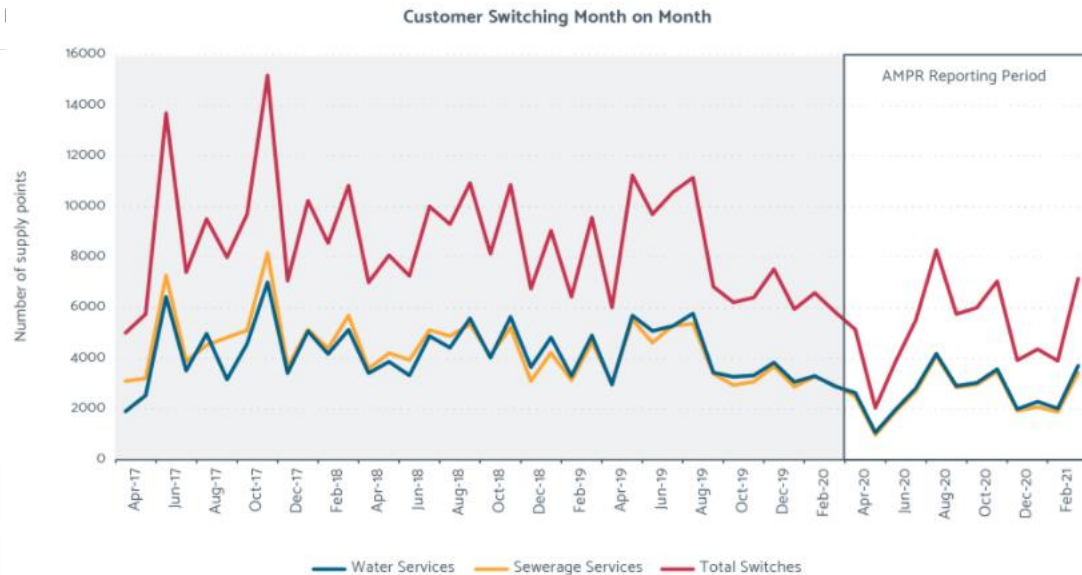
Breakdown of MPF Costs:

	20/21	19/20
Market Performance	£293,323	£298,781
Support from other teams	£36,559	£73,147
MOSL's Market Performance Team	£329,882	£371,928
Cost of running the MPC	£42,062	£100,398
Video production	£2,700	£11,900
Facilities	£803	£9,204
Cost of running the User Forum	£3,503	£21,104
Contractors within MOSL	£34,897	£373,140
Consultants	£32,700	£224,996
Facilities	£0	£9,048
Costs of running the MPOP	£67,597	£607,184
Legal Advice	£0	£12,558
VAT Advice	£0	£4,971
Professional advice relating to CPM018 and CPW078	£0	£17,529
Total Program Spend	£443,043	£1,118,142

Set the stage for MPF and MPOP

💧 MPOP Future Focus

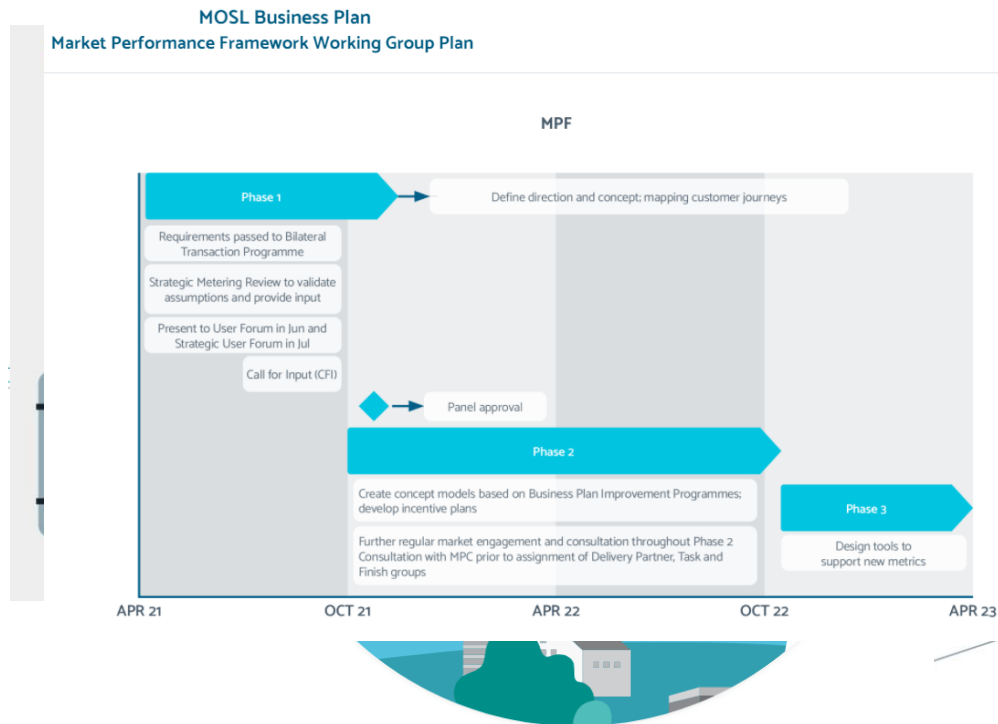
- 💧 Data quality Additional performance indicators (APIs)
- 💧 Metering representation
- 💧 Vacancy APIs
- 💧 Settlement accuracy
- 💧 Switching.



Set the stage for MPF and MPOP

MPF Focus

- Background and features
- Business plan alignment
- Leverage of existing initiatives e.g. Metering
- Initiatives e.g. Bilateral Transactions Programme
- Timeframes.



Conclusion

- Follows the style of the business plan
- Allows the reader to find and focus on what is important to them
- Easier to produce than previous AMPR's
- The future of the AMPR.



RWG Eligibility Group
Temporary Building Supplies
User Forum Update May 2021

Mike Rathbone
Severn Trent



What are they?

- Water supplies used by developers during construction
- Generally temporary in nature
- Often transform into a permanent supply for one of the constructed properties at the end of the project
- Differ from permanent supplies in that the user of the water is often transitory and NOT based on the site on an ongoing basis



What's the Issue?

- Occupied status is difficult to determine under the market rules
- The user of the water (usually the developer) will often have completed the project and moved on before a meter can be scheduled for reading
- The supply can be used to provide water to one or more customers after the development work is completed, this can be either a HH or NHH property.
- If the property using the supply after development is Household, then deregistration from CMOS may be required before a meter read has even been possible.
- Large numbers of temporary building supplies remain in the market as vacant



How can we resolve this?

- Should TBS be in the market, other similar functions aren't (e.g Standpipe Hire)
- Is it possible for the market to make changes to the way TBS work?
- If they shouldn't be in the market, how should they be handled?



Where are we so far?

- Initial Feedback from New Connections RFI (Jan 2021)
- Initial review with Ofwat, scale and legality questions
- Recent Communication from Defra
- Next Steps

Change Update

Tom Daborn

Change proposals in design (1/3)

Reference	CPW122	CPW123
Title	Introducing direct debit as a payment method to improve efficiency	Improved remote read type codes
CMOS Impact	N	Y
Group	MOSL	MOSL
Update	<ul style="list-style-type: none"> 💧 Panel Recommendation: TBC 💧 Implementation Date: TBC 	<ul style="list-style-type: none"> 💧 Panel Recommendation: TBC 💧 Implementation Date: TBC

Change proposals in design (2/3)

Reference	CPW116	CPW110
Title	Clarification and removal of redundant clauses in the Unified Disputes Process	Sharing non-household emergency contact details
CMOS Impact	N	Y
Group	MOSL	MOSL
Update	<ul style="list-style-type: none"> 💧 Panel Recommendation: May 2021 💧 Implementation Date: August 2021 	<ul style="list-style-type: none"> 💧 Panel Recommendation: June 2021 💧 Implementation Date: May 2022

Change proposals in design (3/3)

Reference	CPW117	CPW106
Title	Credit support reduction	Management of long-term vacant SPIDs
CMOS Impact	N	N
Group	MOSL	MOSL
Update	<ul style="list-style-type: none"> 💧 Panel Recommendation: June 2021 💧 Implementation Date: August 2021 	<ul style="list-style-type: none"> 💧 Panel Recommendation: June 2021 💧 Implementation Date: August 2021

Change proposals in consultation

Reference	CPW110
Title	Sharing Non-Household Emergency Contact Details
CMOS Impact	Y
Group	MOSL
Update	The change was discussed at the RWG Planned and Unplanned Events sub-group meeting on 21 January 2021. The group agreed to incorporate guidance on data formatting and frequency of sharing within a best practice document. The group also changed the solution to a CMOS-affecting one, so customer emergency contact data can be stored and maintained centrally. MOSL is working with the proposer and RWG on developing the best practice document and designing the CMOS solution.
Consultation	28 Apr – 20 May
Panel Recommendation	29 June 2021
Implementation	May 2022

Awaiting Ofwat decision

Reference	Title	Target Implementation Date
CPM015/CPW071	Panel Self-Governance	27 August 2021
CPW080	Simplification of Default and Termination Processes	27 August 2021
CPM035	Panel Election Streamlining	27 August 2021
CPW109	Changing the constraints on customer reads	27 August 2021

Changes Implemented (1/2)

Reference	Title	CMOS Impact	Date of Release
CPW089	T101 Adding Billing Address fields	Y	14 May 2021
CPW099	Clarify the responsibilities of Trading Parties during a planned event	N	14 May 2021
CPM033	DSRR process	N	14 May 2021

Changes Implemented (2/2)

Reference	Title	CMOS Impact	Date of Release
CPW113	Housekeeping Changes to Correct Typographical Errors	N	14 May 2021
CPW114/CPM037	Housekeeping changes to MAC, Market Terms, CSDs	N	14 May 2021
CPW112	Clarifications to CSD 0102 and CSD 0105	N	14 May 2021
CPW111	Housekeeping change to align the codes with CMOS	N	14 May 2021

Changes in the spotlight

Reference	CPM021	CPM039	CPM040/CPW121
Title	Panel Membership and Voting Rights	Revisions to Panel Composition	MAC and WRC Principles
Key info	<p>CPM021 and CPM039 are changes to the composition, structure and provisions of the Panel in order to support delivery against a revised Panel purpose.</p> <p>CPM040 proposes a focused set of sharply defined principles for the MAC and WRC that reflect the desired market outcomes (including customer benefits).</p> <ul style="list-style-type: none"> 💧 Consultation: 21 May to 11 June 💧 Panel Recommendation: June 2021 💧 Implementation Date: August 2021 		

Vacancy Dashboards and API

Janet Judge and Luke Austin

Introduction (1/2)

Data Insight commitments within MOSL's three-year business plan:

- ◆ **Data Quality:** Improvements to the quality of asset, customer and premises data in the central market operating system (CMOS)
- ◆ **Data Analytics:** Providing access to rich analytical tools - allowing enrichment and segmentation of market data to enable more informed decision making
- ◆ **Technology:** Developing a modern data warehouse - to improve data analytics and reporting capabilities
- ◆ **Access:** Enabling improved self-service reporting.

Introduction (1/2)

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Vacancy dashboard introduction

Problem:

- ◆ High levels of vacancy with no central view of issues
- ◆ Inaccurate occupancy leads to higher costs, inaccurate billing, inaccurate settlement and poor customer experience of the market.

Issues:

- ◆ Long-term vacancy
- ◆ Vacancy with consumption and unread meters
- ◆ Vacancy from newly registered supply points.

Vacancy dashboard introduction

Solution:



Whistle-stop tour of vacancy dashboard

Market Overview

Total Premises
1.51M

Vacant Premises
269.50K

Vacancy Rate
17.8%

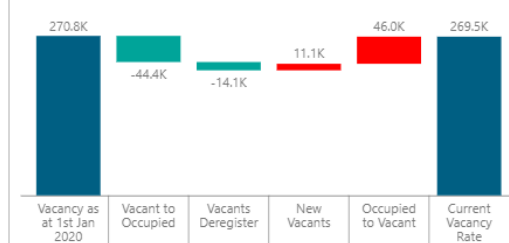


Raw data

Vacancy by Period

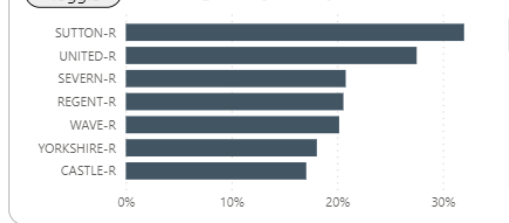


Vacancy Waterfall



WholesalerID	RetailerID	Premises	Vacant Premises	Vacancy rate	Percent change since January 2020
AFFINITY-W	ADSM-R	25	1	4.0%	4.0%
AFFINITY-W	BT-R	213			
AFFINITY-W	BUSSTREAM-R	2,337	239	10.2%	4.5%
AFFINITY-W	CASTLE-R	61,534	10,951	17.8%	9.0%
AFFINITY-W	CLEARBUS-R	381	16	4.2%	1.3%
AFFINITY-W	CONSERVAQ-R	46	1	2.2%	2.2%
AFFINITY-W	EVERFLOW-R	2,286	97	4.2%	1.3%

Trading Party Comparison



Wholesalers

- Search
- Select all
 - NAV
 - WaSC
 - WoC

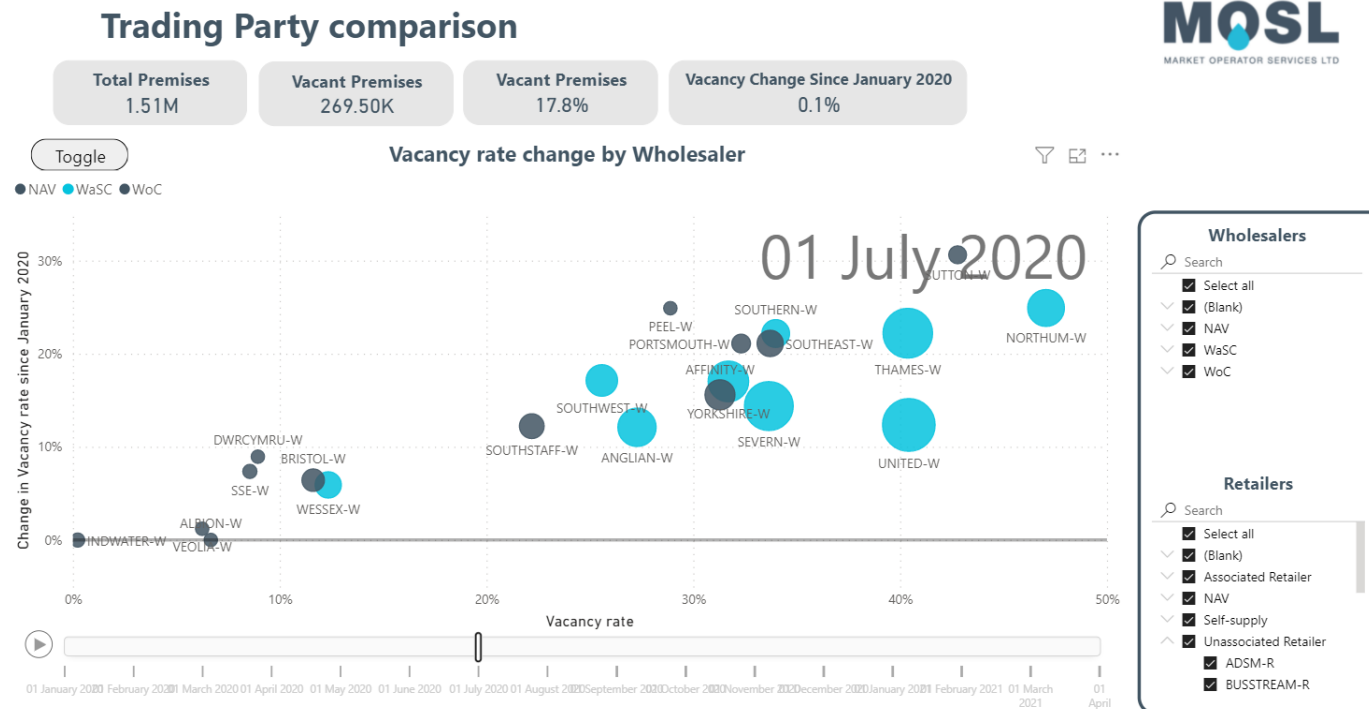
Retailers

- Search
- Select all
 - (Blank)
 - Associated Retailer
 - NAV
 - Self-supply
 - Unassociated Retailer

Contents

1. Market Overview
2. Peer Comparison
3. Vacancy Breakdown
4. Metered Vacancy
5. Unmetered Vacancy
6. Vacancy at registration

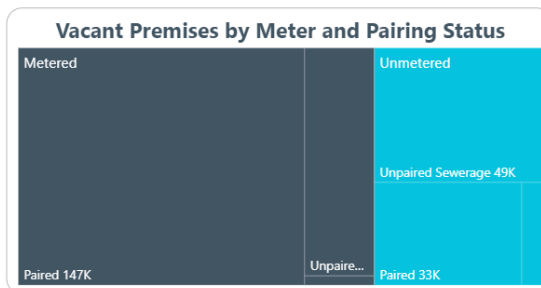
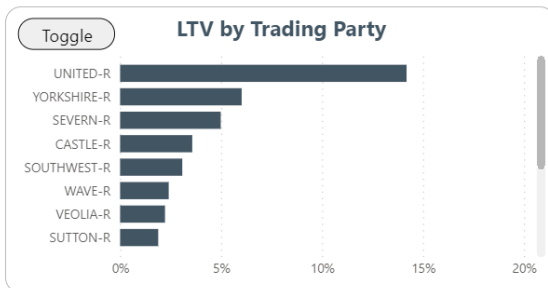
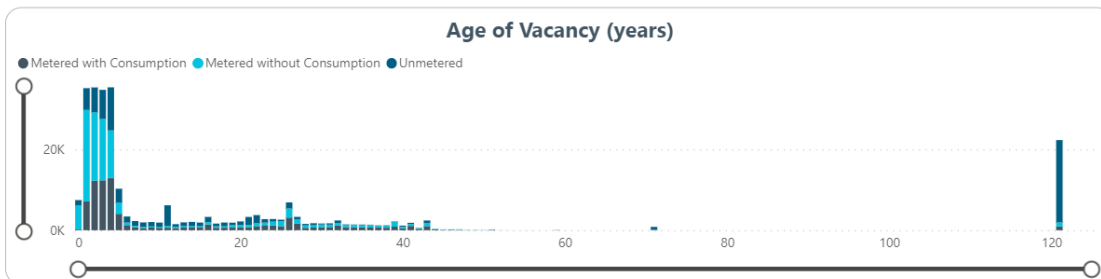
Trading party comparison



Vacancy breakdown

Vacancy Breakdown

Total Premises 1.51M	Vacant Premises 269.50K	Vacancy Rate 17.8%	Median Age 5 Years	Long-term Vacancy Rate 4.9%
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Raw data

Long-term Vacancy

- Long Term Vacant
- Vacant

Wholesalers

Search

- Select all
- NAV
- WaSC
- WoC

Retailers

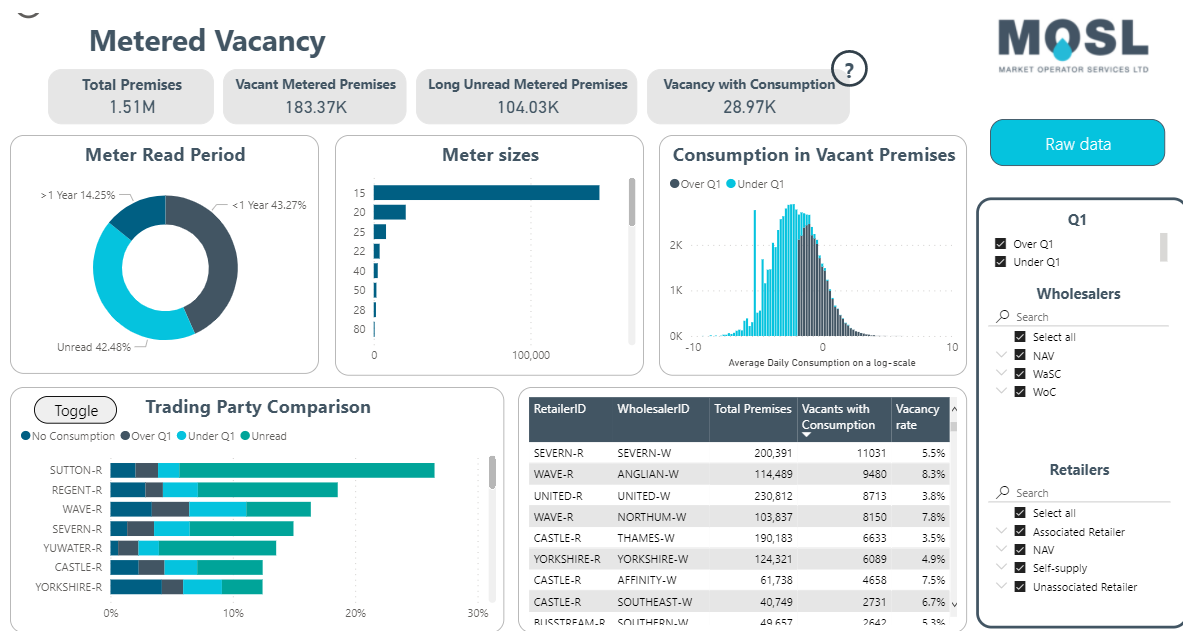
Search

- Select all
- (Blank)
- Associated Retailer
- NAV
- Self-supply
- Unassociated Retailer

Focus on metered vacancy & vacancy with consumption

Vacancy with consumption:

- Vacant premises with registered consumption above a threshold
- Threshold = minimum level a meter can record consumption for a given meter size (Q1 level)
- Also highlighting unread meters



Vacancy at registration

Vacancy at registration

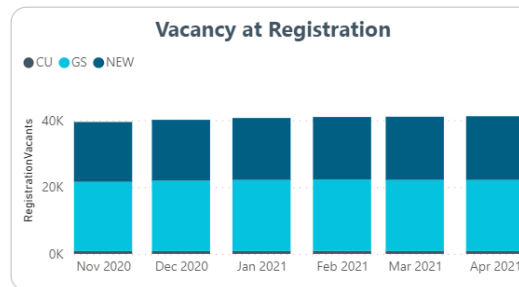
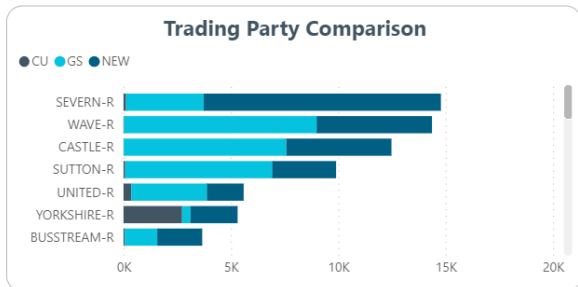
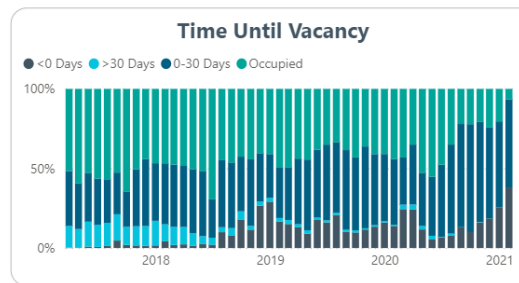
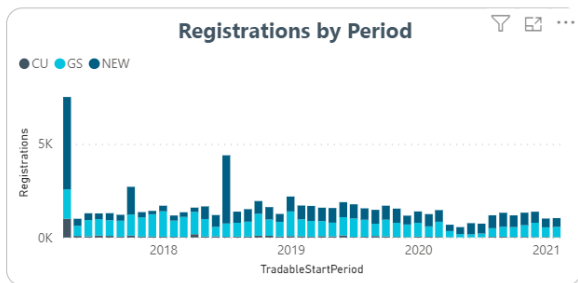
Total Premises
1.51M

Premises Registered
75.10K

Vacant Premises
41.05K



Raw data



Wholesalers

Search

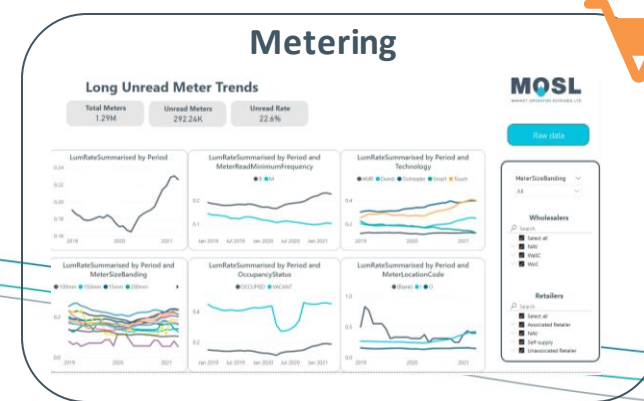
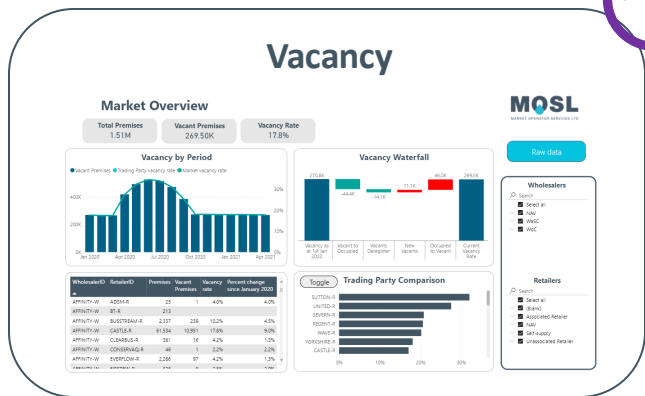
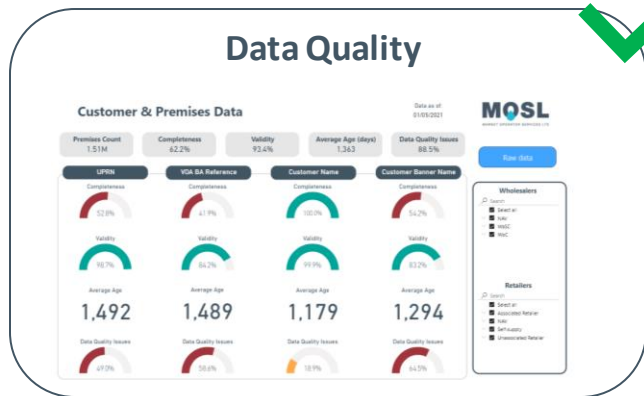
- Select all
- NAV
- WaSC
- WoC

Retailers

Search

- Select all
- Associated Retailer
- NAV
- Self-supply
- Unassociated Retailer

Dashboard Pipeline



- Market charts
- Settlement
- YVEs and estimation accuracy
- MPS and OPS
- New connections
- Switching
- Water efficiency
- Segmentation

Next steps

- ◆ Vacancy Dashboards and API announced week commencing 1 June
- ◆ Guidance document on accessing and using Vacancy Dashboards will be provided
- ◆ Monitor progress against API and engage with Trading Parties during a ‘bedding-in’ period of 3-6 months
- ◆ Start conversations where there is no change before considering implementation of performance rectification.

Waterwise – Water Efficiency Week

Kate Marx

waterwise



This year we're talking about saving water outside the home!



Monday - talk to your community about saving water
Tuesday - talk to your water company about saving water
Wednesday - talk to your plumber about saving water
Thursday - talk to your colleagues about saving water
Friday - talk to your customers about saving water



17th-21st May 2021

waterwise.org.uk | @waterwise

[#WaterSavingWeek](https://twitter.com/WaterSavingWeek)





Good Practice Guide

Standardising Meter Location Free Descriptor

Angela Brown

Northumbrian Water

Objective of group

- Create standard set of abbreviations
 - ✓ Facilitate easier understanding of meter location free descriptors
- Eradicate issues which contribute to finding and reading meters
 - Helps to identify occupied premises if occupancy status marked as vacant
 - Reduces number of long unread meters
- Reduce cost to serve
- Increase accuracy of settlement charges between trading parties
- Increase accuracy of customer billing
 - ✓ Improves cash collection

What we have achieved and Next Steps

- Group included Wholesalers, Retailers, external stakeholder
 - ✓ Thank you to everyone for their contribution
- What does good look like?
 - Level 1 - GIS co-ordinates, text description, meter location code, photograph, video, site access information
 - Level 2 - GIS co-ordinates, text description, meter location code, photograph, video
 - Level 3 - GIS co-ordinates, text description, meter location code
 - ✓ Wholesalers and Retailers expected to maintain level 3 as a minimum standard
- Guide to be easy to adopt moving forward
 - Remove jargon
 - Descriptions to be relevant and up to date
- Challenges:
 - Remembering abbreviations
 - Updating internal systems to make life easier for Wholesaler installation/maintenance crews and Retailer meter read partners
- Next steps:
 - Finalise good practice guide for publication

Close

Simon Bennett and Richard Stanbrook