

May User Forum Q&A

Please note that some answers have been edited for length and clarity.

Annual Market Performance Report (AMPR)

“As Market Performance Standards (MPS) is a key component of the Market Performance Framework (MPF) is there a reason why the MPS league tables were excluded from the AMPR this year? It’s an obvious thing that stakeholders are interested in.”

“One of the messages is that we were not charging or running Initial Performance Rectification Plans (IPRPs), therefore it wasn’t entirely a level playing field because of the various experiences of customers and consequently on retailers. It would be unfair to major on the league tables, so we did not want to go down that route because it was not fair in this case. We were looking at the other aspects of it, such as ‘what was the settlement parity like?’ and ‘where are your long unread meters’, but this year was probably more of a learning year in terms of how to better manage customers during extraordinary circumstances.”

To note, the links to the MPS league tables were included in the digital report, and we are currently awaiting the links to be included in the accompanying PDF.

“A key question I have is who is it for? As trading parties, I believe the level of information is useful, but I can't see it as accessible for customers.”

“It is for the industry primarily. It’s not there for customers yet. I think the work that we are doing on the MPF should be driving more positive customer outcomes and it will lead the AMPR in the same direction so the AMPR can be used by customers to possibly inform themselves on decisions they are about to make.”

“is there a reason why the R-MeX was excluded from the report?”

“It was linked within the digital report, and a lot of analysis had already been done on the Retailer Measure of Experience (R-MeX) and reported back in various forums. The R-MeX schedule was also disrupted due to COVID-19. We did not want to regurgitate anything that had already been said or replicate any information that was already available on the website, therefore we chose to provide a link within the digital report.”

To note, the R-MeX is linked within the digital report, and we are currently awaiting the link to be included in the accompanying PDF.

RWG Eligibility Group Temporary Building Supplies (TBS)

“Does the new CMOS update in relation to providing occupier details on Supply Point ID (SPID) request does not solve some of the issues with TBS?”

“It does mean that the occupier details should have better completion rate and should have more detailed information, but they will still be the details of the developer as it was when it was started. So that could be the primary developer in some cases and then there’s often a secondary contractor that goes and works on the site. It can still be quite a complicated and messy situation when you look at the site. When you look at the journey for that end customer, that might be a household customer, it’s still unpleasant. So, I think there is an issue to be resolved there.

“It still doesn’t change the fact that there is a very short timeframe in which the water usage is going to be billed and most retailers are reporting back that this is a loss making endeavour for them, even if they do locate the developer.”

“Do you have a view on the points Defra have raised on Building Water? Does this offer a route for addressing these issues?”

“Potentially, and that is one of the first things we will be discussing in the group.”

“The Defra consultation offers an opportunity for domestic development building water to be managed outside of the market but I’m assuming there is potential for confusion if there are commercial elements within domestic developments, so there could be issues around defining whether it is domestic or commercial and the timeframes in finding that information out and with self-lay providers there could be issues as well. It’s opened a door and that is encouraging, but there could be potential for confusion.

“If a wholesaler needs to bill a household customer, can they do this and de-register the meter/SPID in line with the market codes?”

“The answer is ‘yes’ as long as they know it exists, and that’s part of the problem. If they know it’s gone to the non-household market most wholesalers will have filed that under non-household so there will be a SPID associated with it, so they won’t look for a household account. There are some questions about whether some

accounts that need to be de-registered are following the correct path and again, that is part of the work that we need to look at in the group.”

“It also raises the issues around the Building Supplies Indicator – if that is made mandatory that makes the whole process a lot easier to track the Temporary Building Supplies and then if they are occupied by a household customer and shouldn’t be in the market that would hopefully speed that process up.”

Data dashboards

“What will be the refresh rate - monthly?”

“We’re looking to update this at the same time as the Data Quality dashboard, which is scheduled for the 2nd business day of each month. We’ll get that process confirmed as it’s likely to be the same people possibly this on the same day quite often, so we’ll make sure that is refreshed consistently to prevent having to go back and forth.”