

Introduction

Markus Lloyd and Simon Bennett

User Forum

27 July 2022

Agenda

Item	Description	Who	Time
1	🔹 Introduction: MOSL /RWG	Markus Lloyd	3-3.05pm
2	🔹 Market Audit overview	Sam Webb	3.05 – 3.15pm
3	🔹 Metering Roles & Responsibilities update and debate	Martin Hall	3.15 – 3.30pm
4	🔹 Wholesaler Reads - WaterPlus	Ben Kershaw	3.30 - 3.45pm
5	🔹 Change overview	Monica Falasca	3.45 – 3.55pm
6	🔹 Break		3.55 – 4pm
7	🔹 Retailer Wholesaler Group – Tariffs update	Ashley Marshman	4pm to 4.15pm
8	🔹 Central Data Cleanse update	Matt Labrum	4.15– 4.40pm
9	🔹 Future User Forums	Markus Lloyd	4.40 – 4.55pm
10	🔹 Closing	Markus Lloyd	4.55 – 5.00pm
	Please note there will be no User Forum in August, the next Forum will be 3-5pm 14 September	Markus Lloyd	4.55 – 5pm

Market Audit Overview

Market Assurance – 22/23 plan

Sam Webb

Market Assurance - period of transition

- ◆ **Team structure has changed** – with new Head of Market Assurance (Sam Webb – from November '21) and Market Assurance Manager (Jak Gibson – from May '22) - this brings dedicated focus on market audit (previously merged with internal compliance) and utilises knowledge of wider market performance
- ◆ **Increased insourcing of TP audits** – in line with agreed strategy, we will transition TP audit work away from PwC to being internally delivered – utilising resource from other MOSL teams such as Data team
- ◆ **Panel oversight has changed** – this has transitioned from Audit sub-group to MPC – enabling more joined up approach with wider market performance levers (e.g. IPRP's, comparative performance tables)
- ◆ **Increased visibility to market** – we continue to increase visibility to market of what market audit is delivering and why – through external comms but also trading party performance meetings – TP satisfaction on market audit increased from 3.46 to 3.84. Visibility will continue to be increased through 22/23.
- ◆ **Market Risk and Issues tracker will help inform priorities** – draft has been produced and is starting to be used to shape and prioritise areas of focus
- ◆ **MPF Reform will re-examine scope of market audit** – so will need to adapt approach - hence market audit tender delayed. But need for inhouse resource and expertise will be critical to shape any future strategy.

Audit plan overview

- ◆ **Retailer focus in 2021/22** - audit areas of scope were more retailer focussed, as agreed with the Market Audit Sub-Group, following a risk and prioritisation exercise
- ◆ **Billing system/CMOS consistency** - work has focussed on testing accuracy between retailers billing systems and CMOS on vacancy status and meter read data – being two critical drivers of customer bills and settlement.
- ◆ **2022/23 plan in place** - we will initially focus more on Wholesaler risk areas in line with plan agreed with Market Audit Sub-Group. Candidate areas identified - but will revisit after six months based on MPC feedback and direction of travel from the MPF reform. As well as utilising Risk and Issues Tracker.

Market support following 2021/22

Topic	Workstream	2021 - 2022				2022 - 2023				2023 - 2024								
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2					
Nov '21	Dec '21	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23
Settlement	Meter reads - completeness and accuracy of data in CMOS (vs retailer own records)	Scope	Field Work															
Vacancy	Vacancy status - completeness and accuracy of data in CMOS (vs retailer own records)	Scope	Field Work															
GDPR	Compliance of TP's with GDPR	Scope of self certification	Self certification	Report on self cert and scope of final audit	Field Work	Market Report												
Meter Data	Meter Data - completeness and accuracy of data in CMOS (vs wholesaler own records)																	
Premises management	Premise Management - completeness and accuracy of data in CMOS (vs wholesaler own records)																	
OPS	Use and appropriateness of OPS deferrals																	
Wholesaler tariffs	Wholesaler tariffs in CMOS in line with published rates																	

Topic	Workstream	2021 - 2022				2022 -					
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Nov '21	Dec '21	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	
Settlement	Meter reads - completeness and accuracy of data in CMOS (vs retailer own records)	Scope	Field Work			Market Report	Market Support				
Vacancy	Vacancy status - completeness and accuracy of data in CMOS (vs retailer own records)	Scope	Field Work			Market Report	Market Support				
GDPR	Compliance of TP's with GDPR		Scope of self certification	Self certification	Report on self cert and scope of final audit	Field Work	Market Report				

- Throughout June and September 2022, MOSL will support with findings from 21/22 audits helping trading parties make necessary changes and improvements

Proposed 2022/23 Audit areas

- ◆ **Meter data/Premise management**
 - ◆ Wholesale focussed audit audits on consistency and accuracy of data between wholesaler systems and CMOS. Focus on meter data (meter number/size/location/etc) and premise data (site address/ co-ordinates/etc). Discrepancies in this area could result in problems for retailers and billing customers
 - ◆ June 2022 start expected
- ◆ **OPS deferrals**
 - ◆ Identified as a known risk area, particularly since the introduction of the Bilaterals hub. Correct use of deferrals and robust processes around this function ensure good customer outcomes.
 - ◆ Start to be determined - work moved to the later in the year so we can ensure as much data as possible within the Bilaterals hub
- ◆ **Wholesaler Tariffs (potential area)**
 - ◆ Tariffs are very complex but critical driver of bill and settlement accuracy
 - ◆ HAL24K currently undertaking analytical review for potential areas of risk and non-compliance
 - ◆ Will assess audit scope once we have assessed initial findings from this work

2022/23 Audit areas

Topic	Workstream	2021 - 2022				2022 - 2023								2023 - 2024						
		Q3	Q4	Q1	Q2	Q3	Q4	Q1												
		Nov '21	Dec '21	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23
Settlement	Meter reads - completeness and accuracy of data in CMOS (vs retailer own records)	scope			field work					market report			market support							
Vacancy	Vacancy status - completeness and accuracy of data in CMOS (vs retailer own records)	scope			field work					market report			market support							
GDPR	Compliance of TPs with GDPR		scope of self assessment	self assessment	report on self assessment of data work	field work	market report													
Meter Data	Meter Data - completeness and accuracy of data in CMOS (vs wholesaler own records)																			
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Topic	Workstream	2022 - 2023												2023 - 2024	
		Q1			Q2			Q3			Q4			Q1	
		Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23
Meter Data	Meter Data - completeness and accuracy of data in CMOS (vs wholesaler own records)		Scope		Field Work			Market Report			Market Support				
Premises management	Premise Management - completeness and accuracy of data in CMOS (vs wholesaler own records)		Scope		Field Work					Market Report		Market Support			

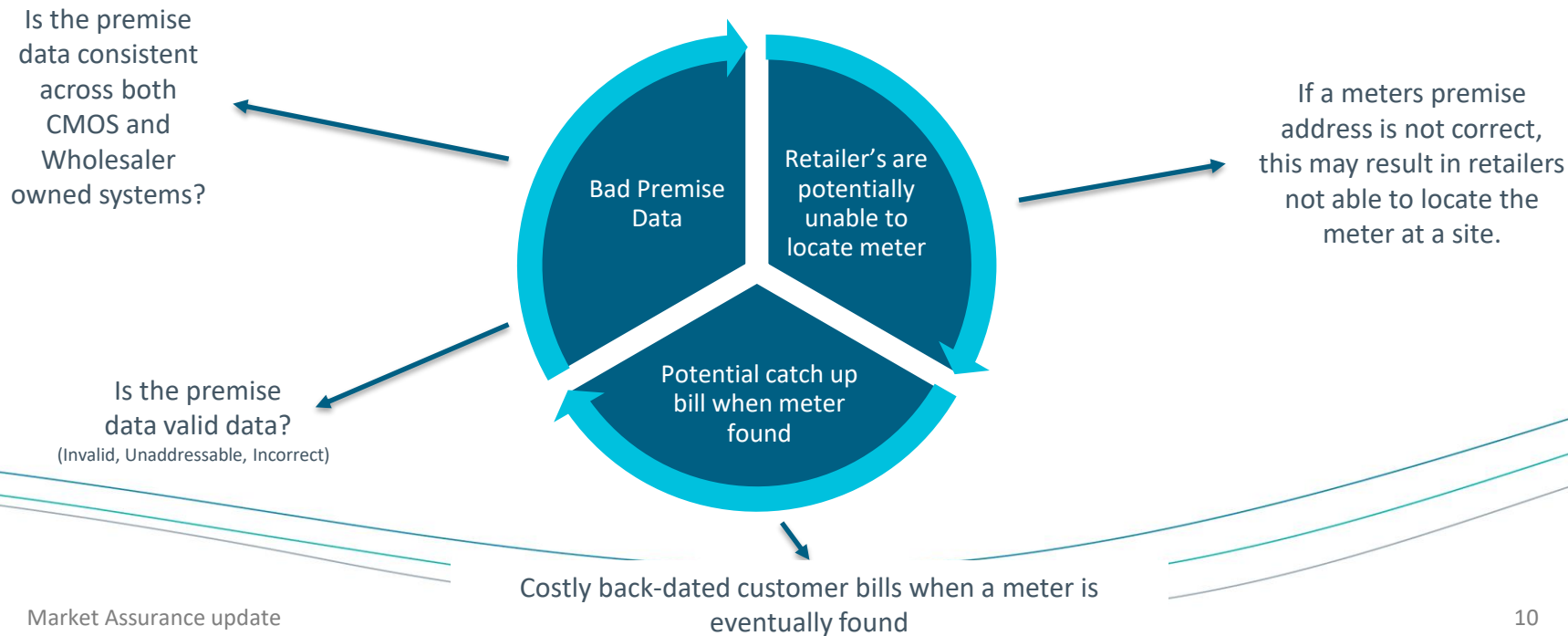
Why Meter Data?



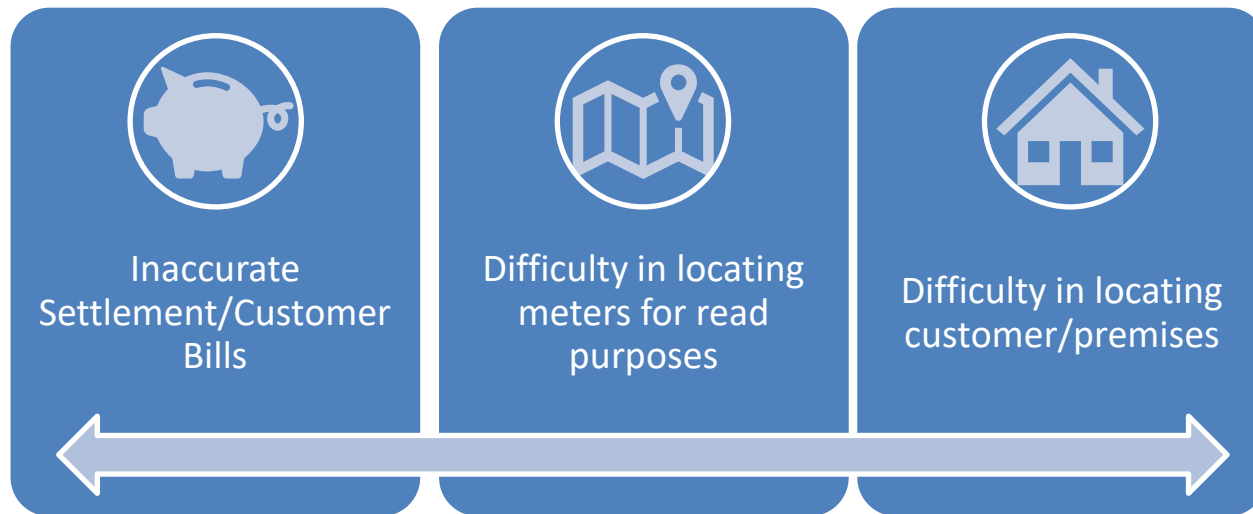
- Accurate meter data supports accurate billing
- Meter location enables reads to be taken reducing LUMs and estimated customer usage
- Wholesalers to be held accountable for the accuracy of the data fields relating to their assets

Why Premise Management?

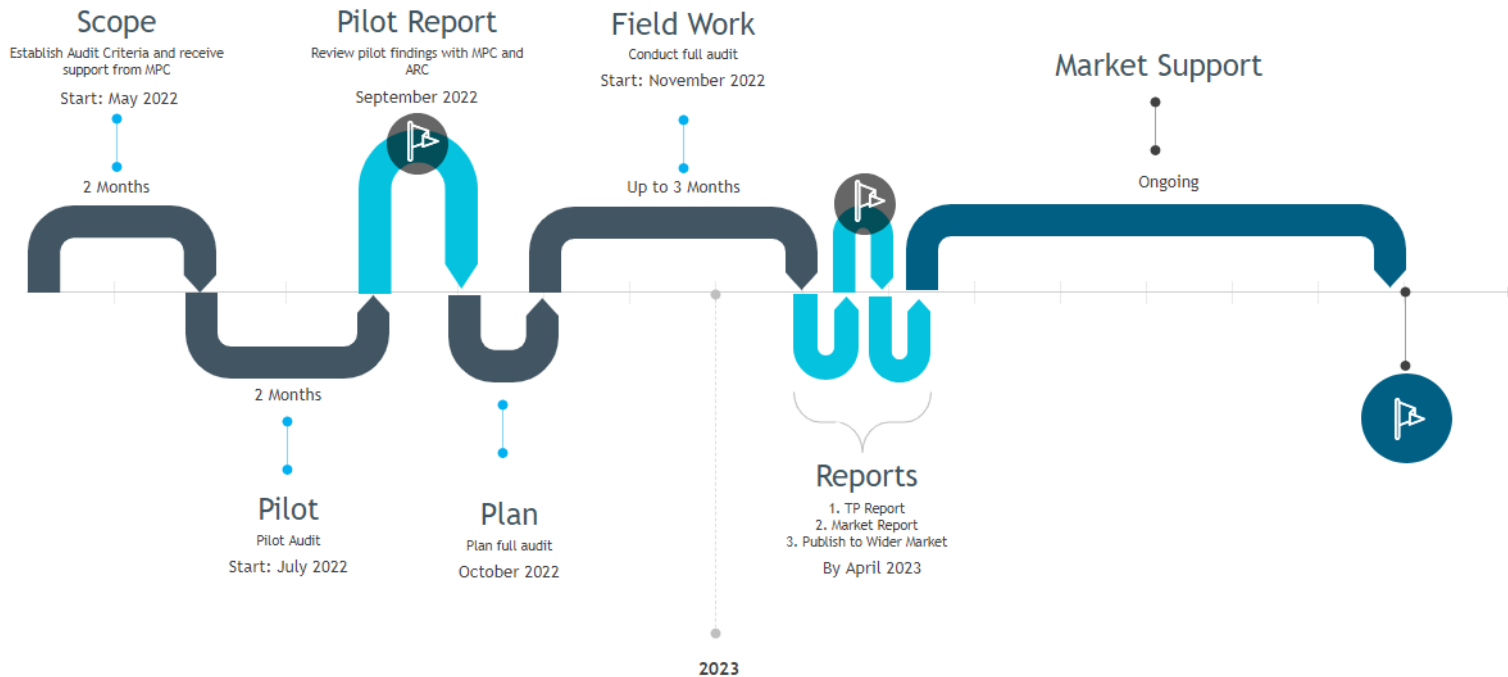
This work will be done alongside the meter data workstream using a similar dataset. This will allow two workstreams to be completed alongside each other.



Audit Focus



Audit Timeline



Audit focus (Data fields) – Pilot

Data Type	Data items	Data Area	Data Field	Priority
Meter Serial Number	D3013, D3014	Meters, Core Data	Manufacturer Meter Serial Number, Meter Manufacturer	High
Meter Location	D3025, D3019	Meters, Meter Non-Chargeable Data	Meter Location Code, Meter Location Free Descriptor	High
GISX & GISY Co-ordinates	D3017, D3018	Meters, Meter Non-Chargeable Data	GISX, GISY	High
VOA	D2037, D2038	Premises, Location Data	VOA BA Reference, VOA BA Reference Reason Code	High

Audit focus – Stage 2

Data Type	Data items	Data Area	Data Field	Priority
Physical Meter Size	D3003	Meters, Meter Non-Chargeable Data	Physical Meter Size	Medium
UPRN	D2039, D2040	Premises, Location Data	UPRN, UPRN Reason Code	Medium
Premises Address	D5004, D5005, D5006, D5007, D5008, D5009	Premises, Location Data	Address Line 1, Address Line 2, Address Line 3, Address Line 4, Address Line 5, Postcode	Low
Meter Effective From & To Date	D4006, D4024	Meters	Effective From Date, Effective To Date	Low

Metering –Roles and Responsibilities

Martin Hall

July 2022

Strategic Metering Review

Strategic theme 2: Roles and Responsibilities (Phase 1)

Objectives:

- To develop a longlist of potential options for changes to roles and responsibilities
- Carry out an initial assessment of pros and cons
- Launch the findings and seek trading party feedback to determine options to take forward

Current status

- PA Consulting developed a ‘longlist’ of 12 potential options (see over)
- Options presented at launch webinar on 29 June; good engagement
- Webinar slides, recording, full report and feedback form published on MOSL website
- Feedback requested on any options missed, that could be discounted or fast-tracked
- Phase 2 due to run from August 2022 to March 2023

Next steps and asks of User Forum

- Welcome views on Phase 2 approach – see later slides



[Slides, recording](#) and [full report](#)
available on MOSL website

Roles and Responsibilities longlist (order of development)

#	Option	Description
1	Wholesalers responsible for all market meter reads	Wholesalers obliged to submit reads on behalf of market for all meter read types within own Wholesale Area
2	Wholesaler Reads (Defined circumstances only)	Meter read responsibility switches to wholesaler in defined circumstances only
3	Wholesaler Reads and data service (for smart meters only)	Meter read responsibility switches to wholesaler where smart metering is installed
4	Data Platform	New NHH market-wide data platform to improve access to and standardisation of data for market participants
5	Integrated / independent meter ownership and data service	New market structure with an independent meter asset provider and data platform as a service
6	Full NHH Smart Metering/Technology Rollout	Mandated and coordinated smart metering / smarter technologies roll-out programme for all of the NHH market
7	Targeted Smart(er) Metering/Technology Rollout	Mandate on wholesalers to deploy smart / enhanced metering technologies at a defined sub-set of premises only
8	Retailers own and are responsible for metering assets	Responsibility for metering assets transferred to incumbent retailer for all NHH SPIDs from a specified date
9	Asset data improvement programme	Centrally-governed programme of initiatives to improve known metering issues
10	Wholesaler smart(er) replacement service offering	Retailers can request Wholesaler to install smart meter / enhanced technology and provide access to data.
11	Retailer/ Customer installation of additional metering technology	Enhanced ability / rights for retailer/customer to install own smart equipment (or commission installation by qualified contractor)
12	Competition in metering Non-Primary Services	Opens up non-primary activities to competition as no longer wholesaler monopoly activity

Roles and Responsibilities longlist ('straw man')

#	Option
9	Asset data improvement programme
4	Data platform
1	Wholesalers responsible for all market meter reads
2	Wholesaler Reads (Defined circumstances only)
6	Full NHH Smart Metering/Technology Rollout
7	Targeted Smart(er) Metering/Technology Rollout
10	Wholesaler smart(er) replacement service offering
11	Retailer/ Customer installation of additional metering technology
5	Integrated / independent meter ownership and data service
3	Wholesaler Reads and data service (for smart meters only)
8	Retailers own and are responsible for metering assets
12	Competition in metering Non-Primary Services

Note:

- This is a potential 'pathway' through the options and was offered to stimulate discussion and debate.
- Order of likelihood to progress to next stage – not a prediction of what will ultimately be delivered.

Phase 2 approach – two options

“Considered approach”

- Hold a workshop to determine priorities
- Market consultation on all options
- For each of the resulting priorities:
 - Quantify pros and cons of each option in more detail
 - Develop an outline business case for each option
 - Identify barriers to change
 - Develop a roadmap for change
- Asset data improvement programme
- Data platform
- Wholesalers responsible for all market meter reads
- Wholesaler Reads (Defined circumstances only)
- Wholesaler Reads and data service (for smart meters)
- Full NHH Smart Metering/Technology Rollout
- Targeted Smart(er) Metering/Technology Rollout
- Wholesaler smart(er) replacement service offering
- Retailer/ Customer install of add-on metering technology
- Competition in metering Non-Primary Services

“Fast track approach”

- What could be achieved in a timescale compliant with PR24
- Focus on those options that could provide significant and early market benefit, e.g.:
 - Wholesalers responsible for all market meter reads
 - Wholesaler reads (defined circumstances only)
 - Wholesaler reads and data service (smart meters only)
- Each of these options:
 - Reflect economies of scale wholesalers bring
 - Place incentives on wholesalers to improve fixed asset data and to install enhanced metering technology
- For each:
 - Consider risks and issues
 - Develop business case
 - Implementation plan

Water Plus & United Utilities – W reads

Ben Kershaw (WaterPlus) & Clare Garland (United Utilities)

CPW087 Ability for Wholesalers to add meter reads

- This change proposal seeks to allow Wholesalers to submit non settlement affecting meter reads into CMOS to facilitate Retailers in gathering readings, improving the market dataset and reducing the Long Unread position. It is important to note that this change does not affect the dynamics of meter read ownership, Retailers will still own their cyclic meter reads and choose what goes into CMOS.
- Importantly, this change will not impact the fundamental right of the Retailer to own the meter read. As Wholesaler reads will be identifiable to the Market Operator, there will not be any MPS impact on the Retailer association with the submission or otherwise of these reads. As the data owner, the Retailer will retain the responsibility for all cyclic reads and can therefore choose to use or ignore these reads. The Retailer will be able to duplicate the Wholesaler Read as a cyclic read if they want to adopt the Wholesaler's read.
- The Retailer must ensure that 'Wholesaler Read' is inserted into the 'Text Comments Field' before submission of T105.R if they are using a Wholesaler read.

WaterPlus & United Utilities - Utilising 'W' reads for LUM Pair & Improve plans

- As part of the Long Unread Meter Pair & Improve plans WaterPlus & United Utilities have been working together over the last 12 months to reduce overall volumes.
- Support was agreed to focus initially on the LLUMs with UU taking on additional responsible for post-market whereby Wholesaler support was required to resolve the skip code.
- To date we have seen 1,000 'W' reads through CMOS supporting our LUM reduction of which 84% have been utilised and returned to the market by Water Plus as a 'C' reading.

“The 'W' read process from a wholesale perspective has been a lot easier to get returned reads into the market and then concentrate more on the issues that are restricting the meters from being read. We have reads obtained and returned from a number of different avenues, and it is great that we can add these reads to the market to assist retailers on meters that the meter readers have experienced difficulty in reading.” – Clare Garland, Business Improvement Manager - United Utilities

Observations

- When a W read is received that conflicts with historic values or requires additional validation (photo from Wholesaler) it is not initially used, if additional evidence cannot be provided there is currently no Market process to communicate the request to remove these reads and relies on regular communication between Retailers and Wholesalers to prevent W reads becoming 'abandoned' in CMOS.
- The 'W' read will stay in CMOS and does not remove after a specific length of time. Wholesaler can remove the 'W' read via a transaction. UU have adapted their internal process to now run a number of checks prior to adding the 'W' read in the market. If a valid rejection is received from WaterPlus and UU are in agreement this needs to be removed and there is a next follow on action to assist with the resolution of the long unread meter we will remove the 'W' read from the market.
- Outside of Wholesalers supporting Retailers in reduction of LUMs additional reads are obtained through supply checks on bi-lats, these reads could perhaps follow the same W process as above.
- WaterPlus now utilised this process with another Wholesaler and are seeing significant volumes of W reads (specifically supporting LUM).

Change Overview

Monica Falasca

User Forum

July 2022

Change Proposals/Reports to table at CCC in next 3 months* (1/2)

Reference	Title	Summary	Gate	CCC Date
CPM046 & CPW133	Approved Codes of Practice	Seeks to establish a framework for Approved Codes of Practice (ACoPs), which are a newly proposed suite of documents under the Market Codes framework.	3	23/08/2022
PIP146	WRC Housekeeping	Seeks to correct errors and improve clarity of the WRC.	1 & 3	23/08/2022
CPW109	Changing the constraints on customer reads	Sought to remove the restriction in CSD 0202 which allowed the submission of only one Customer Read per year at bi-annually read meters.	6	23/08/2022

*As of 18/07/2022

Change Proposals/Reports to table at CCC in next 3 months* (2/2)

Reference	Title	Summary	Gate	CCC Date
CPM033	Improvements to the DSRR process	Sought to facilitate compliance with the GDPR and Data Protection Act 2018 in relation to Data Subject Rights Requests improving the process for the handling and recording of such requests.	6	23/08/2022
CPW070g	Bilaterals Phase 6 (B3, C2, C3, C5, C6, G2, G3, G5, G6)	Implementing Allowance and Deregistration Processes into the Bilateral Hub.	3	22/09/2022

*As of 18/07/2022

Awaiting Ofwat Decision* (1/2)

Reference	Title	CCC Recommendation	Decision Due	Implementation Date
CPW070e	Phase 4: Bilateral Transactions	24/05/2022	01/07/2022	02/08/2022
CPW070f	Phase 4: Bilateral Transactions	18/07/2022	29/07/2022	02/08/2022
CPM048 & CPW131	Suspending certain MPS charges pending full review of the MPF	24/05/2022	05/08/2022	26/08/2022
CPW129	Review of Post RF Materiality Threshold	26/04/2022	05/08/2022	26/08/2022
CPW126.R1	Settling of Post RF Primary Charges	23/02/2022	05/08/2022	26/08/2022

*As of 18/07/2022

Awaiting Ofwat Decision* (2/2)

Reference	Title	Panel Recommendation (Gate 3)	Decision Due	Implementation Date
CPW128	Updating Volume Validation Threshold	29/03/2022	17/11/2022	12/05/2023
CPW120	Final Read Where No Visual Read Available	29/03/2022	17/11/2022	12/05/2023
CPW130	Transfer Read Estimate Reason Codes	29/03/2022	17/11/2022	12/05/2023

*As of 18/07/2022

Awaiting Implementation*

Reference	Title	Central Systems Impact	Date of release
CPW070d	Bilaterals Phase 4 (B1, B3, B7)	Y	02/08/2022
CPW134	Clarifications to default provisions	N	02/08/2022
CPW105.R1	Provisions of Information Obligation	N	26/08/2022
CPW085.R1	Premises Vacant transaction link to DPID	Y	02/12/2022

*As of 18/07/2022

Tariff Simplification Sub Group

User Forum – July 2022



Reminder of the groups ambition

The RWG Tariff Simplification sub-group continues to work on opportunities to simplify and/or harmonise wholesale tariff structures to improve market functioning and deliver improved outcomes for business customers.

Key work areas

- Work Area 1- Volumetric & fixed charges (water & sewerage).
Standardisation of Wholesale Charging documents
- Work Area 2- Non-return to sewer allowances, surface water and highway drainage charges
- Work Area 3- Assessed and unmeasured tariffs (water and sewerage)
- Work Area 4- Trade Effluent

Representatives from wholesalers, retailers, CCW and Ofwat – thanks to MOSL for secretariat support!

What we've been up to and what's coming next

Complete	Happening now	Coming up
<p>Established key workstreams</p> <p>Initial request for information to industry</p> <p>Detailed analysis of potential options</p> <p>Successful Market Improvement Fund bid of £100k</p>	<p>Consultation on standard charging doc layout & return to sewer allowance (RTS)</p> <p>Onboarding PA Consulting – assessment of volumetric and fixed tariffs</p>	<p>Published standard charging doc and approach to RTS to use from 23/24</p> <p>PA Consulting report on proposals for alignment of volumetric and fixed tariffs with provisional industry consultation</p> <p>Analysis on unmetered and assessed charging approach</p>



Customer | Collaboration | Communication

Thanks for your input

- Reminder: consultation responses due by **Friday 29th July**
- The sub-group continues to meet every 3 weeks.
- We'll be sending periodic updates to trading parties throughout the rest of the year.
- If you have any thoughts or ideas for wholesale tariff simplification, please either feed these in to one of the sub-group members or send them directly to the new Chair, Ashley Marshman - Ashley.marshman@southernwater.co.uk

More info here: [Retailer Wholesaler Group \(RWG\) \(mosl.co.uk\)](http://mosl.co.uk)



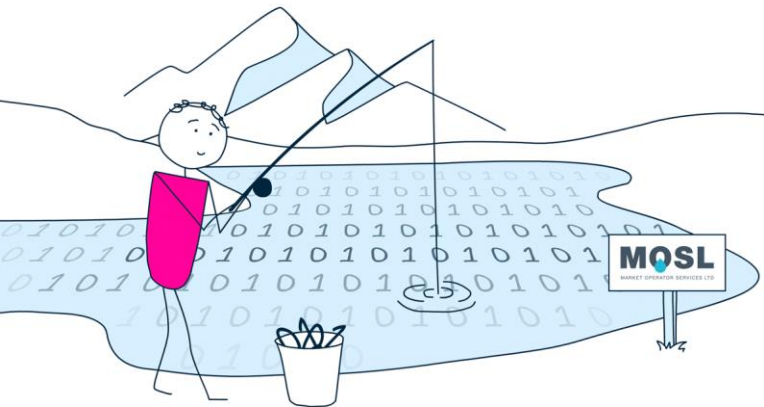
Centralised data cleanse and enrichment service – Project TIDE

Matt Labrum and Johnny Rice

27/07/22

Project scope

Sagacity



Sagacity and MOSL are working together to:

1. Assess the current data quality across all trading parties
2. Validate cleansed data with a small pilot of trading parties
3. Define the solution (process and technology) for a central cleanse service
4. Develop a service proposal (case for change) that will inform a consultation.



About Sagacity

About Us

Who we are



Dynamic technology company founded in 2005



Specialists in data solutions using our **data software**



Data and delivery solutions proven across a range of sectors

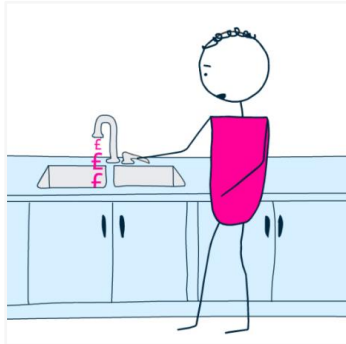


Helping our clients solve **complex business challenges**



Delivery focused teams working collaboratively

Our experience in water



Sagacity work with the best-known water suppliers in the industry and have an understanding of client needs as well as the overall demands of the sector

Our ground-breaking software is revolutionising the quality of data in the industry and enabling water companies to fully utilise their data and ensuring robust customer outcomes

We have broad experience in delivering substantial business value to water companies who provide water and waste services for consumer, SME and corporate customers, including wholesale and retail suppliers



from Southern Water.

Portsmouth Water



MOSL
MARKET OPERATOR SERVICES LTD

business stream
A SCOTTISH WATER COMPANY

SEVERN
TRENT

Waterplus
with you every drop of the way

YorkshireWater

United Utilities
Water for the North West



AffinityWater





Project Progress & Early Insights

Progress Overview



1

CMOS Data Validation

- MOSL provided 2 extracts of data from CMOS containing c4.5m rows of data
- Analysis and validation completed to identify an accurate dataset to reflect the market

2

Data Quality Assessment

- Processed over c1.7m address records through Sagacity's address matching software
- Analysis of over 2.6m records is ongoing to identify Data Quality issues within the market

3

Trading Party Engagement

- Kicked off engagement with our Deep-dive Proof of Concept Trading Party Partners - Thames Water, Anglian Water and Wave

4

Solution Design

- Sagacity and MOSL SMEs working jointly to understand the challenges and processes for data sharing between MOSL and Trading Parties
- Creation of the proposed centralised data cleanse and enrichment solution is ongoing and due to be reviewed at the start of August



5

Proof of Concept

- 2k records for Deep-dive Trading Parties specifically selected and processed through Sagacity's business data enrichment software (DQfB)
- SMEs from Deep-dive Trading Parties identified for Use Case sampling to commence later this month

CMOS Data Analysis

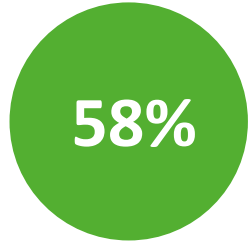
Initial estimates were that 1.2M Premises existed in the market vs 1.49m identified...

CMOS Data Validation	Insights	
 <p>4.5M Records</p>	<p>2.81M Supply Data Records</p> <p>1.64M Premise Data Records</p>	<p>The raw CMOS dataset provided by MOSL to Sagacity consisted of two files:</p> <ul style="list-style-type: none"> The Supply file, which contained SPIDs and the Retailer and Wholesaler information The Premises file, which contained address and customer information <p>The datasets were joined to enable analysis on one 'master' dataset</p>
	<p>Sagacity performed a cycle of pre-cleansing and analytics to removed invalid data from the master dataset. Deregulated SPIDs, empty addresses and superfluous data was removed before making links between Water and Sewage SPIDs where addresses were the same. This reduced the volume of SPIDs by over 200K from the original 2.81M provided</p>	
<p>Results</p>	<p>A total of 2.6M SPIDs were identified and included in the Data Quality Assessment. Using this dataset the number of premises and addresses within the market were able to be identified and are broken down below:</p>	
<p>2.6M SPIDs</p>	<p>1.38M Water SPIDs</p> <p>1.22M Sewage SPIDs</p>	<ul style="list-style-type: none"> A Premises is a location A Premises can have 1 or more SPIDs Each SPID has an Address <p>➔ We have had to analyse 2.6M addresses attached to each SPID to identify discrepancies, duplicates and unique addresses</p>
<p>1.49M Premises</p>	<p>1.11M with Water & Sewage SPIDs</p> <p>268K with Water SPID Only</p> <p>108K with Sewage SPID Only</p>	<p>The analysis conducted shows that a total of 376K Premises have either a Water SPID or a Sewage SPID attached, and not both</p> <p>➔ This is undergoing further investigation to understand why both Water & Sewage SPIDs are not attached to the same Premises e.g. Unpaired Supply Points</p>
<p>1.68M Addresses</p>	<p>913K Premises with a matching W&S Address</p> <p>197K Premises with a differing W&S Address</p> <p>376k Water or Sewage Only Premise</p>	<p>Our analytics has identified 1.68M unique addresses that were required to be processed through Sagacity's Address Matching software. This could in part be a result of the addresses being captured by multiple Trading Parties for SPIDs</p> <p><i>Note: There are 449 different combinations of Wholesalers and Retailers within the Non-Household Water market</i></p>

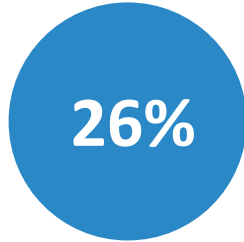
CMOS Address Matching

A holistic solution can address Data Quality cost effectively

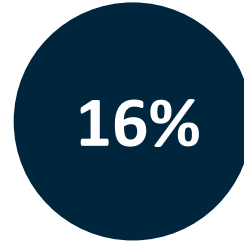
Key Observations



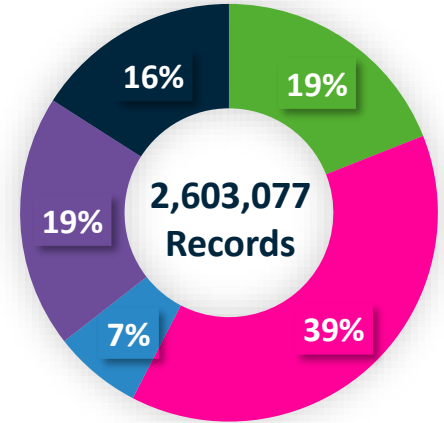
c1.5M records are **Exact** or **Definitive** and provide a base for further cleanse and enrichment activities to be undertaken on other data items lacking completeness or accuracy



There are 687K addresses with a **Probable** and **Potential** match. These can be matched to Address Reference sources and are a key target for uplift in Data Quality



415K records remain **Unmatched**. This highlights that a large number of the supplied addresses require investigation and correction by Wholesalers



Match Level	Records
Exact	494,637
Definitive	1,005,194
Probable	178,140
Potential	509,668
Unmatched	415,438
Total	2,603,077

Our Address Matching Classification

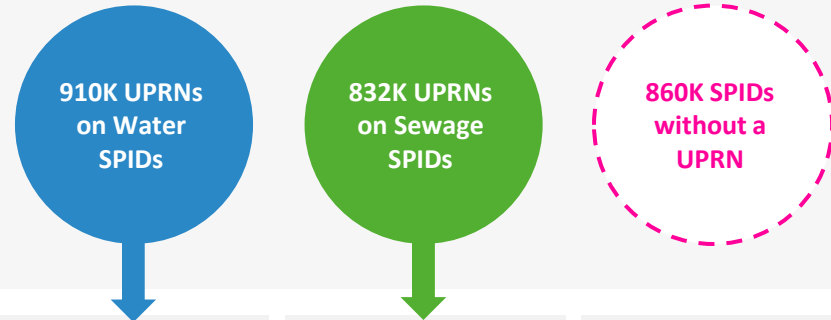
- An **Exact** match confirms the supplied address precisely matches to address reference sources
- A **Definitive** match is one that is confidently matched to address reference sources
- **Probable** and **Potential** matches are broadly matched to address reference sources but with a lowering degree of confidence
- **Unmatched** is where, with the information available, it is not possible to make an accurate attempt at a match to a recognised address

Unique Property Reference Number (UPRN) Findings

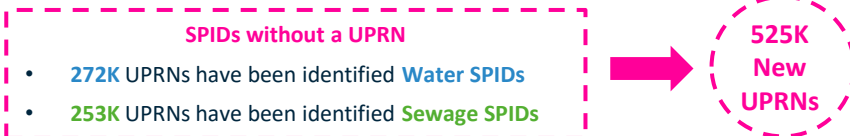
The Power of Confirming and Validating UPRNs...

The UPRN is the sector standard for referencing and sharing property and street information and is a core requirement within CMOS

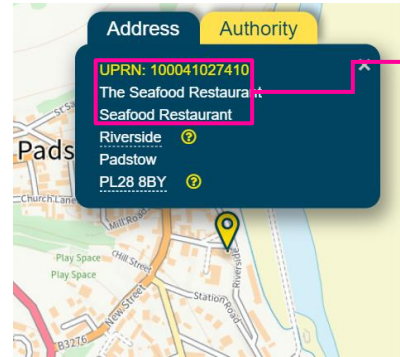
A total of **1.74M** SPIDs with a UPRN supplied, **860K** SPIDs with no UPRN



Water SPID UPRNs	Sewage SPID UPRNs	Total
✓ 590K UPRNs matched and validated	✓ 542K UPRNs matched and validated	1.13M Validated
? 320K requiring confirmation	? 290K requiring confirmation	610K require validation



CMOS Address & UPRN - The Seafood Restaurant (Padstow) Ltd, Laundry, South Quay, Padstow, Cornwall, PL28 8BL (10003292865)



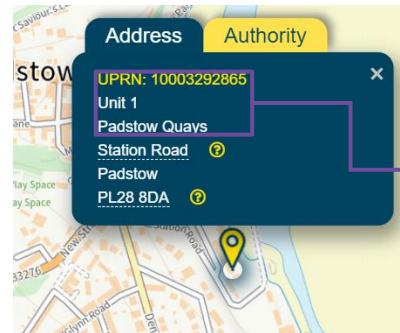
When searching for the CMOS address, a different UPRN has been identified than the one provided

Identified UPRN
100041027410

CMOS UPRN
10003292865

When searching for the CMOS UPRN a different address is identified

Address for CMOS UPRN - Unit 1, Padstow Quays, Station Road, Padstow, PL28 8DA (10003292865)



The supplied UPRN provides an alternative address:

Unit 1,
Padstow Quays,
Station Road,
Padstow,
PL28 8DA

Further investigation would be required to validate the correct Premise / UPRN...

Inactive Premises

There is power in utilising multiple datasets, industry know how and monitoring...



Inactive Premises

A total of **35,406 Premises** have been identified by Sagacity as Removed (PAF) / Demolished (ABP):

- Removed (28,178)
- Demolished (7,019)
- Removed and Demolished (209)

Of the **35,406 Premises** above identified as Inactive **62.2%** (c22.2k) were provided with an **Occupied** status

22,214
Premises are still showing as **Occupied**

13,192
Premises are showing as **Vacant**

These Premises will be impacting the industry in terms of costly meter reads, billing, customer management and regulatory charges

Armada Hotel, Arrad Foot, Ulverston, LA12 7SL



March 2009

December 2021

- This Premises has been identified as Demolished
- There was a Hotel at this address in March 2009, however, the Hotel no longer exists in the later photo
- Sagacity analysis found that this property has been vacant since at least 2017!
- In CMOS this premise is still incorrectly showing a status of **Occupied** for a property that has been empty for at least five years...

Residential Premises

There is power in utilising multiple datasets, industry know how and monitoring...



Residential Premises

A total of **212,750** addresses (8.17%) have been identified by Sagacity as **Potentially Residential**

Confidence in the identification of Potentially Residential supply points is split in to 3 categories:

25,018
High
Confidence

41,999
Medium
Confidence

145,733
Low
Confidence

- **High Confidence** – No data to suggest a Commercial site, two different data sources suggest Residential
- **Medium Confidence** – No data to suggest a Commercial site, one data source suggests Residential
- **Low Confidence** - No data to suggest a Commercial site, Residential Postcode

383 Mottram Road, Matley, StalyBridge, SK15 2SU

Previous Use
August 2018

Current Status
September 2021

Future Development

- This Premises is showing as active in CMOS
- It is a commercial property listed as a Pub (see photo dated August 2018)
- This Premises was removed from the PAF in May 2019 suggesting that the address is no longer active
- Confirmation that the address had been removed is shown in the above photo dated September 2021, indicating that the Premises is in the process of renovation
- Through further validation, it was identified that a development of the property was in progress to provide residential housing and is no longer a commercial property
- This Premises and others like this, should be monitored regularly to ensure they are classified correctly, maintained in a timely manner and so that leakage is prevented in the market



Project summary

Summary

The key figures...

With a constantly changing landscape and complex market, there is a need for a holistic and enduring solution to address key issues in Data Quality to reduce costs, increase Trading Party efficiency and improve customer experience

CMOS Data



2.6M SPIDs
1.49M Premises
1.68M Unique Addresses

UPRNs



1.13M UPRNs validated
610K UPRNs to be reviewed
525K new UPRNs identified

Address Matching



c1.5M Exact and Definitive
687K Probable and Potential
415K Unmatched

Demolished



35,406 Inactive sites with
22,214 Occupied status

Wholesaler & Retailer Overview



24 Wholesalers
45 Retailers
449 Combinations Wholesaler & Retailer

Residential



212K SPIDs Potentially Residential

Next steps

Next steps

**End of August /
Mid September
2022**

Share proof of
concept Findings

October 2022

Publish
consultation
results
Send out CEO
Forum pre-
reading (TBC)

February 2023
MOSL Business
Plan



**September/
October 2022**
Consultation

November 2022
CEO Forum
discussion

Questions?



Sagacity

MOSL

MARKET OPERATOR SERVICES LTD

Future User Forums

Markus Lloyd

July 2022

