

October User Forum

v4

12 Oct 22

Agenda

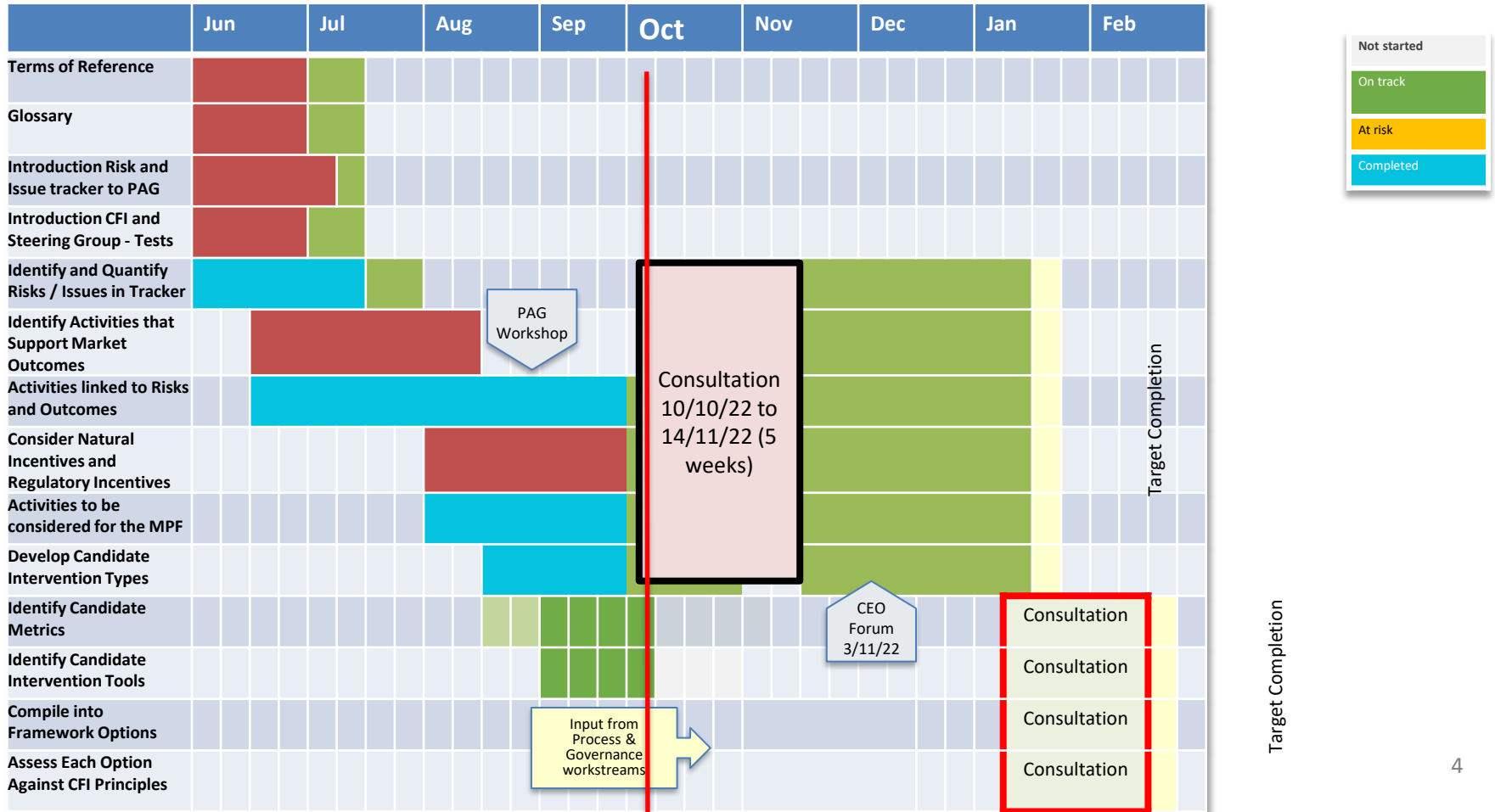
Item	Description	Who	Time
1	🔹 Introduction: MOSL /RWG	Markus Lloyd and Simon Bennett	3-3.05pm
2	🔹 Market Performance Framework update	Chris Dawson	3.05 – 3.15pm
3	🔹 Query Management System – My MOSL	Lyv Nabarro and Alex Crosbie	3.15-3.30pm
4	🔹 MOSL Business Plan	Steve Formoy	3.30- 3.40pm
5	🔹 Change	Oli Robins	3.40 – 3.50pm
6	🔹 Contract Manager Communications	Sophie Turner	3.50 – 4pm
7	🔹 Break		4-4.05pm
8	🔹 Retailer Wholesaler group update	Mike Rathbone	4.05 – 4.15pm
9	🔹 Forum discussion TBC	Forum discussion TBC	4.15 – 4.45
10	🔹 Close	Markus Lloyd/Simon Bennett	4.45

MOSL Market Performance Framework Reform update

Chris Dawson

User Forum 12 October 2022

Progress to date



MPF Reform Consultation

- On 10 October we launched a consultation on the MPF Reform Programme
- This is being complemented by a series of webinars to create a more accessible forum than a written only consultation
- We want your feedback on the work the programme has undertaken since the call for inputs last year



MPF Reform Consultation

Rationale

- First opportunity for industry-wide engagement
 - Will be follow-up opportunity for another consultation
- Build common position with market on:
 - Activities that support market outcomes and mapping to risks
 - Activities considered by an MPF + prioritisation
 - Scope and extent of types of interventions
- Create the mandate to move onto further phases

MPF Reform Webinars

Consultation launched – Monday 10 October

**Webinar 1 - Overview of MPF Reform programme to date -
Thursday 13 October 10.00-12.00**

Webinar 2 - Activities that support market outcomes and market risks/issues - Monday 17 October 10.00-12.00

Webinar 3 - Activities to be considered by an MPF plus natural and regulatory incentives - Thursday 27 October 10.00-12.00

Webinar 4 - Types of interventions that could form part of an MPF - Tuesday 1 November 10.00-12.00:

MOSL CEO Forum – Thursday 3 November

Deadline for written submissions – 5pm Friday 11 November



MPF Reform Consultation

As part of this consultation we are seeking feedback on the following areas

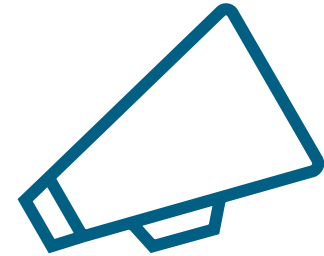
- ◆ Activities that support market outcomes
- ◆ Market issues and risk tracker
- ◆ Activities and risk mapping; and
- ◆ Activities to be considered by the MPF
- ◆ Intervention types

The following areas are included in the consultation as they provide important background information:

- ◆ Principles for the future MPF
- ◆ Natural and regulatory incentives

Have your say on the MPF Reform

- ◆ Find out more on our website:
<https://mosl.co.uk/services/market-improvement/programmes-and-projects/market-performance-framework-mpf#consultation>
- ◆ Sign up to our mailing list to receive the latest updates on MPF Reform: <https://mosl.co.uk/help/subscribe>
- ◆ Any questions email: mpfreform@mosl.co.uk



Query Management System – My MOSL!

Head of Market Engagement and Communications, Lyv Nabarro

User Forum 12 October 2022

Channel Management

- ◆ Channel Management was one of MOSL's improvement programmes in our **2021-24 Business Plan**
- ◆ It's part of our **Service Excellence** strategic priority, aimed at 'making it easier to do business' in the market
- ◆ It's focused on how trading parties **access our services** and **engage** with us

Objectives

- ◆ **Streamlined communication channels** - making it easier for trading parties and others to access our services
- ◆ **Centralised query management service** - with clear Service Level Agreements (SLAs) for delivery to improve the consistency and clarity of when and how we respond
- ◆ **Integration of a knowledge hub tool** - improving how we collect and use market intelligence as well as how we track and manage stakeholder communications
- ◆ **Development of a 'single front door'** - including full integration with market systems and applications, such as the central market operating system (CMOS) and the Bilaterals solution, which is being developed in parallel.

What we've done

- ◆ Designed and built the workflow for the Unplanned Settlement Run (USR) process enabling you to raise a USR through the My MOSL platform
- ◆ Migration of the MVI (Medium Volume Interface) to My MOSL
- ◆ Designed and built the user interface to integrate it to the MOSL website
- ◆ Started the first phase of single sign on (SSO) through website login

What we have been working on

💧 Designing and building the workflow for general queries, focusing on:

- 💧 Bilaterals
- 💧 Operations
- 💧 IT Support
- 💧 Performance

We would like to see a clear escalation route

There needs to be some clarification around the levels of service for responses to queries.

There are too many inboxes for us to refer queries too

MOSL to consider a Service Desk approach or platform that would move away from email

Confusion over who we should contact regarding certain matters. It's not clear and sometimes you do not get any response back at all.

We often experience delays in response to our queries with no visibility or clear levels of service

Longer-term

- ◆ All Kissflow processes move across to My MOSL and Kissflow phased out
- ◆ All MO Portal charts and reporting move across to My MOSL and MO Portal phased out
- ◆ My MOSL becomes the 'single front door' into MOSL's services – via Single Sign On

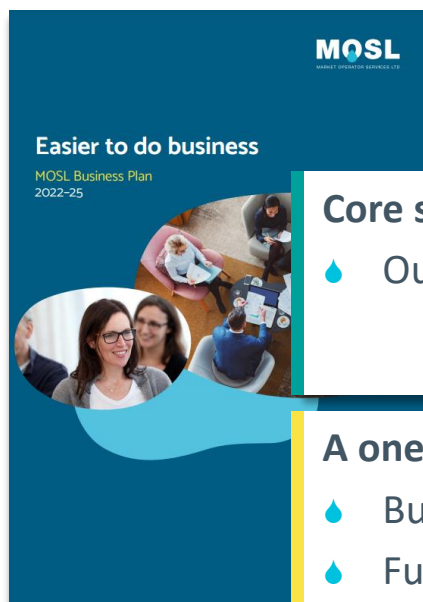


MOSL Business Plan

Steve Formoy

User Forum 12 October 2022

MOSL's three-year Business Plan



Core services

- Our 'business as usual' services

Improvement programmes

- Our longer-term programmes to advance the market

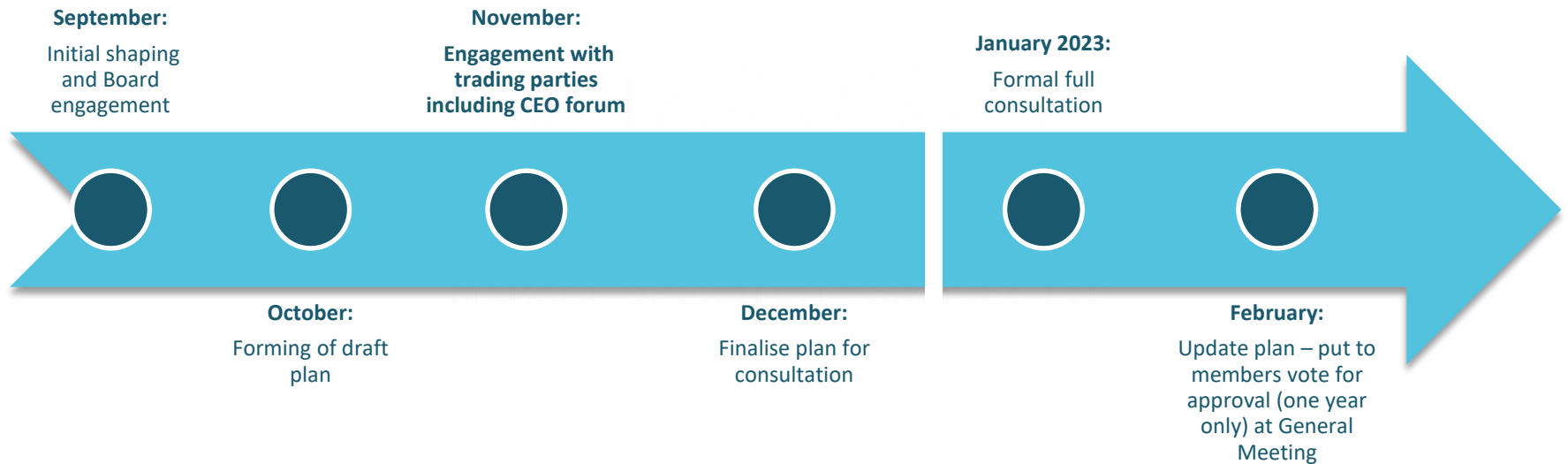
A one-year detailed plan...

- Budget
- Funding from Market Operator charges
- Enhancements to core services
- Efficiency improvements
- Improvement programme deliverables and benefits

...plus a two-year 'look ahead':

- Focus on Improvement Programmes
- What we will deliver
- How it will benefit the market
- Indicative cost forecast

Business plan timetable



Engaging with the market

We consult in a number of different ways...

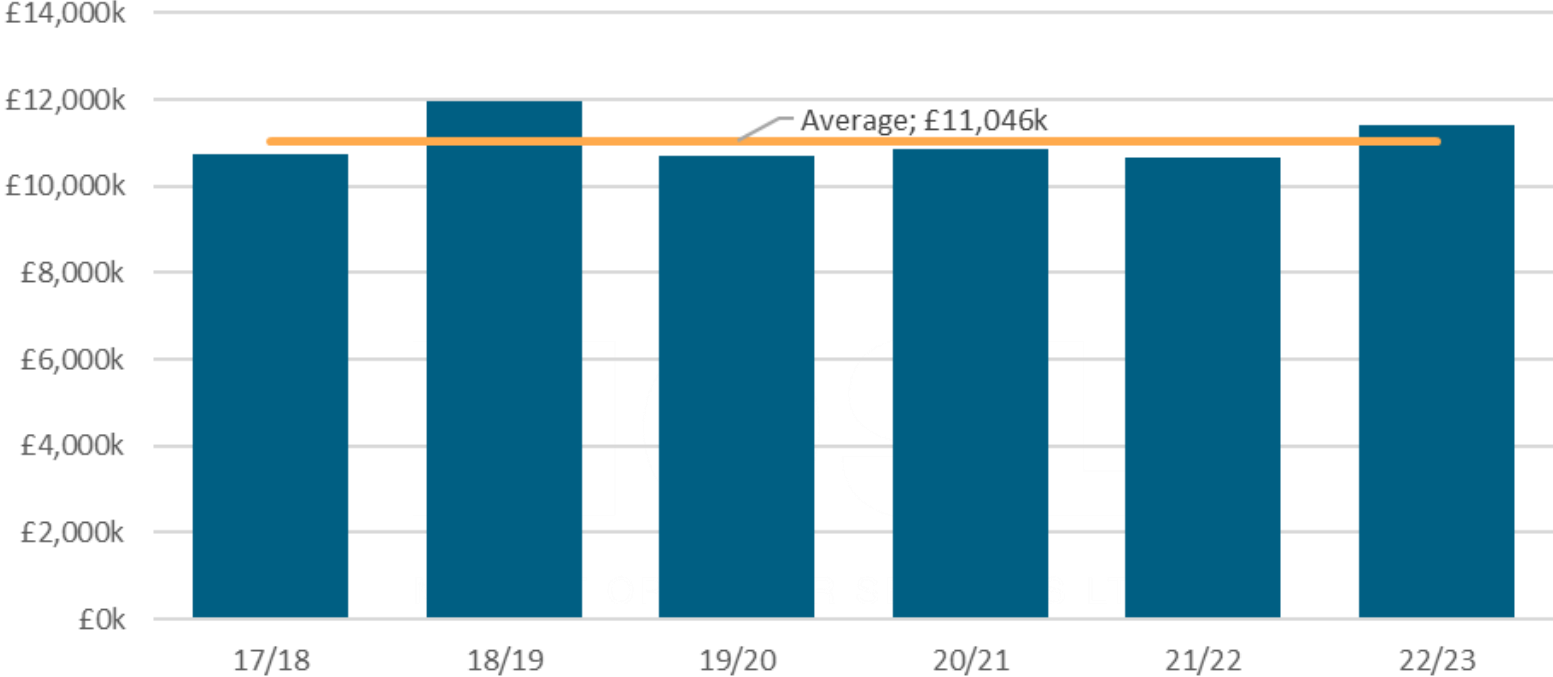
- ◆ Regular trading party catch ups
- ◆ CEO Forum
- ◆ User Forum
- ◆ Self Supply User Forum
- ◆ Consultation with the Strategic Panel
- ◆ Metering Committee, MPF Performance Advisory Group, etc

Last year we revised our plan in response to feedback:

- ✓ Revising our proposals on data insight offerings
- ✓ Increased our budget for MPF following member and Panel feedback

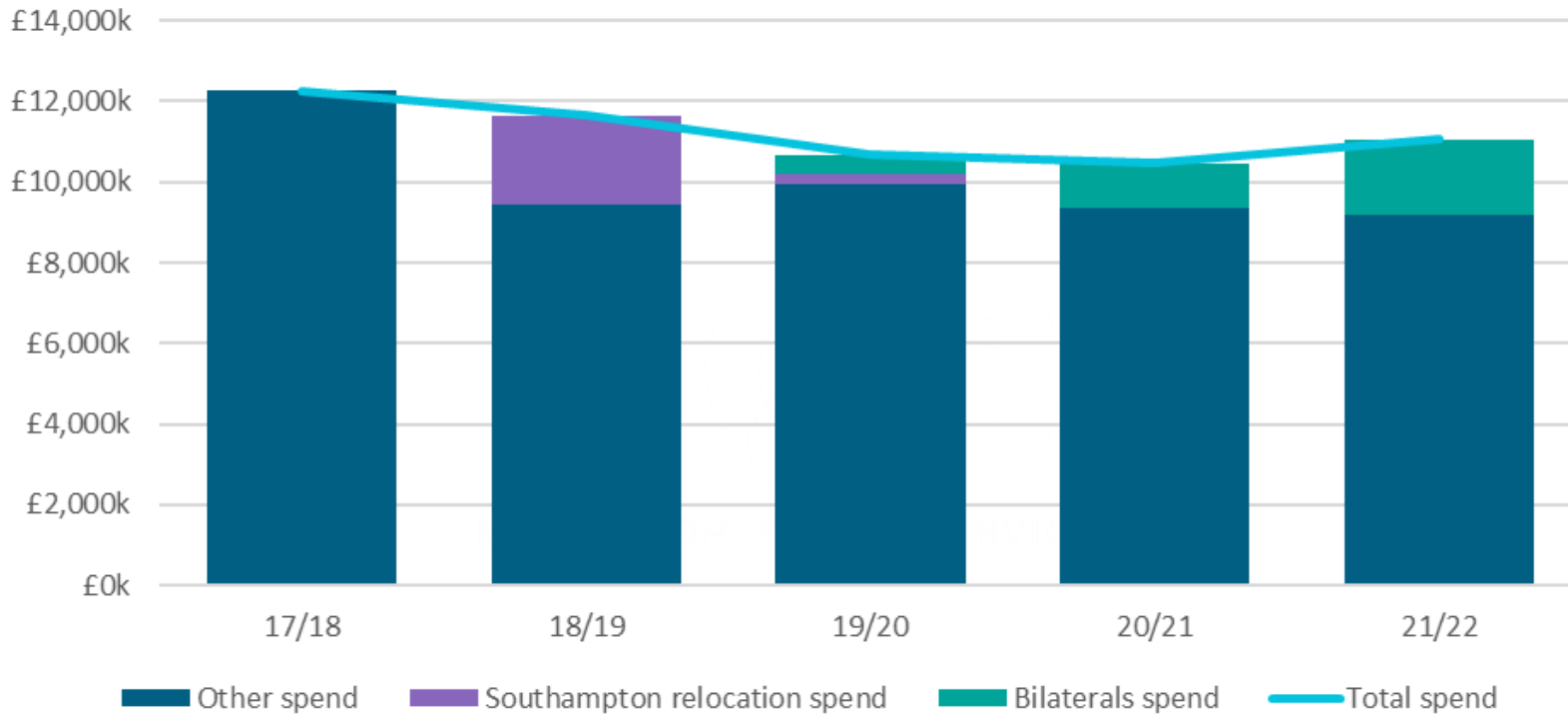


Market Operator charges net of redistribution



- ◆ Market Operator charges have remained stable over time
- ◆ 2018/19 included £2,195k in relation to the Southampton relocation

Total actual spend over time



- ◆ Total spend over last 5 years influenced by large project spend on Southampton move and Bilaterals programme
- ◆ Spend excluding Bilaterals has reduced in recent years

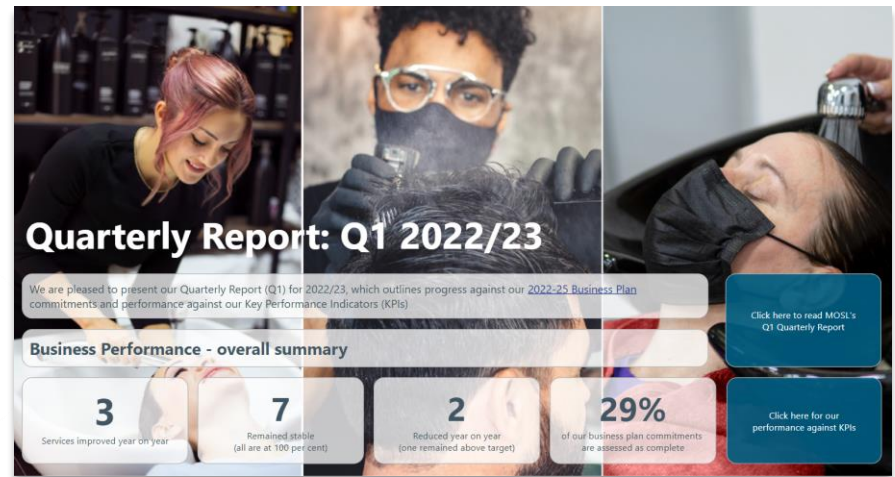
Driving efficiency in core services - examples

- 💧 **Market audit insourcing** £600k+ annual saving versus 17/18
- 💧 **Insourcing legal review activity** £100k annual saving, better service
- 💧 **CMOS contract renegotiation (2020)** £80k annual saving
- 💧 **CMOS rehost (starting this year)** £100k+ annual saving
- 💧 **Bilateral transactions programme** Benefits double the business case



Track record of delivery

- ✓ Transparent quarterly reporting
- ✓ Strong KPI performance for core services
- ✓ 95% delivery on Improvement programme commitments
- ✓ Market Improvement Fund launched
- ✓ Governance arrangements overhauled
- ✓ Bilaterals transactions programme
- ✓ Working with Ofwat through responses to PR24 and Retail Codes Review



But

- 💧 Wider market issues remain - data quality, wholesaler service, long unread meters, etc

Listening and responding

Areas of focus:

- ◆ Improving data accessibility and comparability – **new market data dashboards**
- ◆ Making training in the market easier – **new contract manager page, clearer links to training**
- ◆ Improving visibility and early sight of consultations, requests **building a market request calendar to improve visibility**
- ◆ Data interoperability standards – **Metering Committee strategic programmes**
- ◆ Deregistration for invalid sites – **MPF and Data Cleanse**
- ◆ Inconsistent and complex tariffs – **Supporting RWG through Market Improvement Fund**



**THANK
YOU!**

Change Update

Oli Robins

User Forum 12 October 2022

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

Reference	Title	Summary	Gate	CCC Date
CPW070g	Bilaterals Phase 6 (C2, C3, C5, G2 (Merged))	Seeking to implement Gap Site, Deregistration, and Trade Effluent Consent processes into the Bilateral Hub.	3	25/10/2022
CPM049	MAC Housekeeping	Seeks to correct errors and improve clarity of the MAC.	1 & 3	25/10/2022
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	23/11/2022
CPW108	Agreement to Unplanned Settlement Runs	Clarified that the agreement between Retailer and Wholesaler that is required before an Unplanned Settlement Run should not be unreasonably delayed or withheld.	6	23/11/2022

*As of 11/10/2022

Awaiting Ofwat Decision*

Reference	Title	CCC Recommendation	Decision Due	Implementation Date
CPM046 & CPW133	Approved Codes of Practice	23/08/2022	11/11/2022	29/11/2022
CPM048 & CPW131	Suspending certain MPS charges pending full review of the MPF	24/05/2022	17/11/2022	29/11/2022
CPW129	Review of Post RF Materiality Threshold	26/04/2022	17/11/2022	29/11/2022
CPW135	WRC Housekeeping	23/08/2022	16/11/2022	29/12/2022
CPW128	Updating Volume Validation Threshold	29/03/2022	17/11/2022	12/05/2023

*As of 11/10/2022

Awaiting Implementation*

Reference	Title	Central Systems Impact	Date of release
CPW085	Premises Vacant transaction link to DPID	Y	02/12/2022
CPW120	Final Read Where No Visual Read Available	Y	12/05/2023
CPW130	Transfer Read Estimate Reason	Y	12/05/2023

*As of 11/10/2022

Implementations*

No new implementations in September



*As of 05/10/2022

Contract Manager Communications

Sophie Turner

User Forum 12 October 2022

Problem statement

There is a lot of communication that is received from MOSL, this is good but also can be overwhelming.

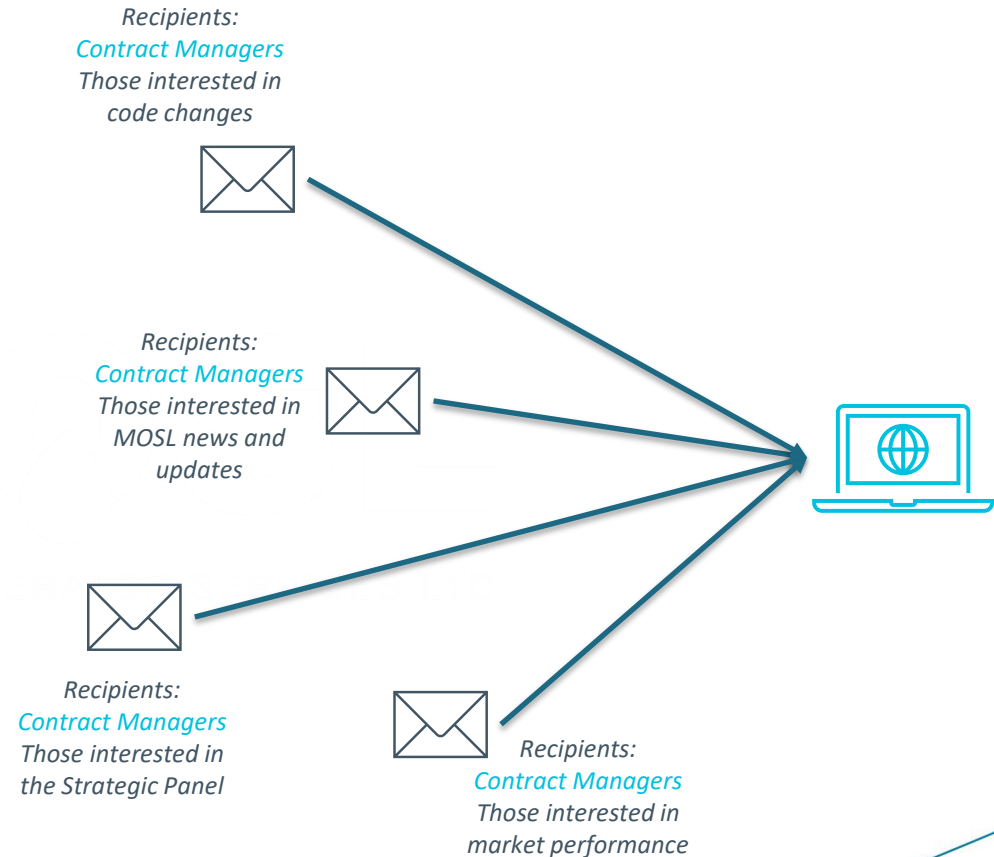
MOSL communicate and engage with us frequently however on occasion there feels to be a large number of emails.

There is a lot of communication (sometimes it feels like too much). As a small TP we have signed up to receive all of the communications and it's hard to keep on top of everything.

Streamlining the channels was a great move as the overall communication from MOSL is excellent, however, the new approach does fall prey to an information overload with too many emails sent through risking important information getting buried.

Current approach

- All Contract Managers receive a tag in our mailing list
- Majority of emails are sent to the respective mailing list groups along with all Contract Managers.



Trial approach

Putting the onus on Contract Managers to utilise our mailing list groups – **you decide what you receive and ensure the right people receive the correct communications.**

I am interested in information about:

- CMOS and Bilaterals Hub outages, updates and release notes
- Change proposal consultations, Ofwat decisions and implementations
- The Panel and Committees (meetings, updates and nominations)
- Market performance improvements, inc Market Performance Operating Plan (MPOP), market charts
- Bilateral Transactions Programme
- Market operations, settlement runs and timetables
- Trading, Market Operator (MO) and Market Arrangement Codes (MAC) Disputes
- Market Performance Standards (MPS) & Operational Performance Standards (OPS) charges, distribution
- Credit arrangements guidance and documentation
- MOSL news and updates
- Ofwat notices
- Retailer Wholesaler Group (RWG) updates
- Gap sites and opt-in notices
- User Forum
- Strategic Metering Review
- Market Improvement Fund
- Market Performance Framework (MPF) reform
- Data Insight and Analytics

I am a member of the:

- Operational Advisory Group (OAG)
- Code Advisory Group (CAG)
- Technical Advisory Group (TAG)

I regularly attend:

- Operations and Release Working Group (ORWG)

Contract Manager specific communications

Contract Managers will be **unable to opt out** for certain communications such as:

- ◆ Embargos
- ◆ Member voting
- ◆ Detailed Bilaterals communications.

Any Contract Manager-specific communications will be pre-fixed with **CONTRACT MANAGERS:** so it can be clearly identified.

What you need to do

- Update your preferences by Friday 28 October
 - Contact people within your teams/organisations to ensure they are signed up to receive the correct emails
- Keep us informed of Contract Manager changes
- Provide feedback after trial period – w/c 31 January 2022.



For information: User journeys

To further improve the experience, we are also implementing a series of automated emails, such as:

- 💧 Reminders if you haven't opened an email from us in a period of time
- 💧 Annual preference reminders
- 💧 Annual contact detail checks.

Questions or feedback?

MARKET OPERATOR SERVICES LTD

12 October 2022

RWG Update

Mike Rathbone



Open Forum

Simon Bennett Markus Lloyd

User Forum 12 October 2022