

User Forum

15 February 2023

15/2/23

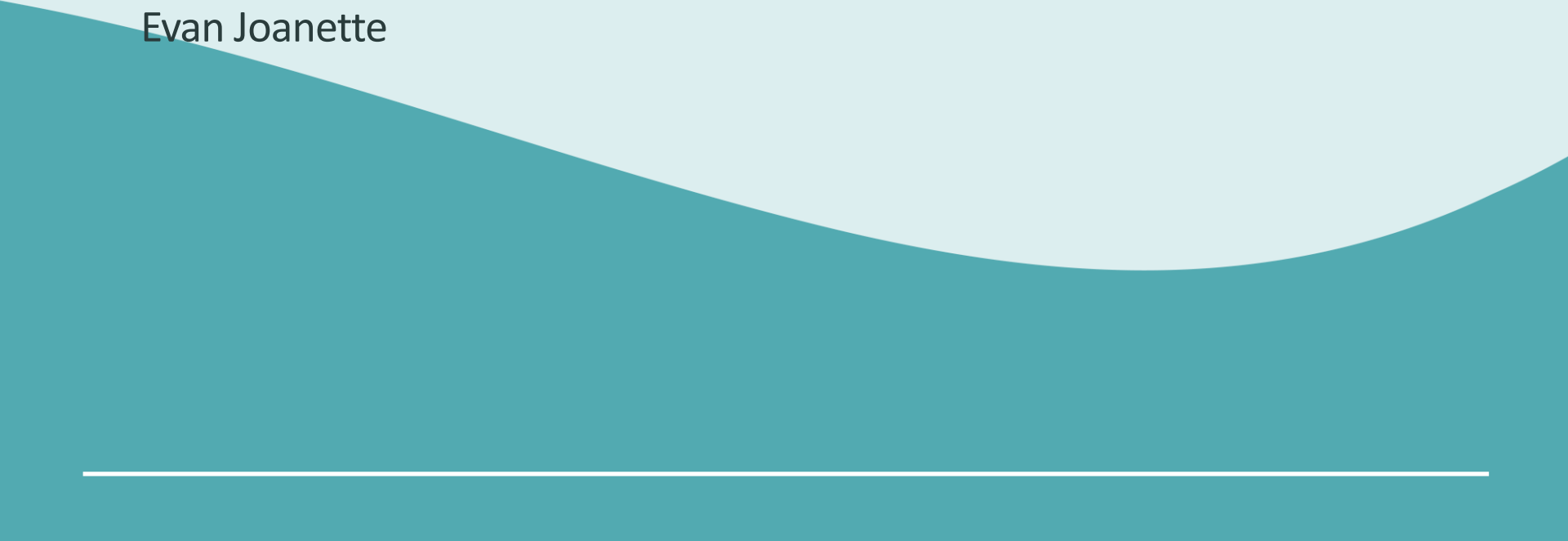
Agenda

| Item | Description | Who | Time |
|------|---|--|---------------|
| 1 | 🔹 Introduction: MOSL /RWG | Markus Lloyd and Simon Bennett | 3-3.05pm |
| 2 | 🔹 Market Performance Framework - update | Evan Joanette | 3.05 - 3.15pm |
| 3 | 🔹 Retailer Wholesaler Group – Tariff update | Ashley Marshman | 3.15- 3.30pm |
| 4 | 🔹 MY MOSL | Lyv Nabarro | 3.30 – 3.45pm |
| 5 | 🔹 Change update | Abu Rashid | 3.45 – 3.55pm |
| 6 | 🔹 Break | | 3.55 – 4pm |
| 7 | 🔹 Strategic Metering programme update | Martin Hall | 4pm to 4.10pm |
| 8 | 🔹 No Flow – Market Improvement Fund project 02/005 (aka Meter Condition Assessment) | Claire Stanness – Wave Natalie Martin - Occutrace | 4.10 – 4.25pm |
| 9 | 🔹 Market Debate - Meter accuracy and replacement | All | 4.25 – 4.40pm |
| 10 | 🔹 Dev Pool – Market Improvement Project | Pam Nash – C&C | 4.40 – 4.55 |
| 11 | 🔹 AOB and Close | Markus Lloyd/Simon Bennett | 4.55 – 5pm |

MPF Reform – Target Model

User Forum

Evan Joanette



MPF Programme Team



John G



Axelle S



Chris D



Evan J



Amy E



Janet J



James H

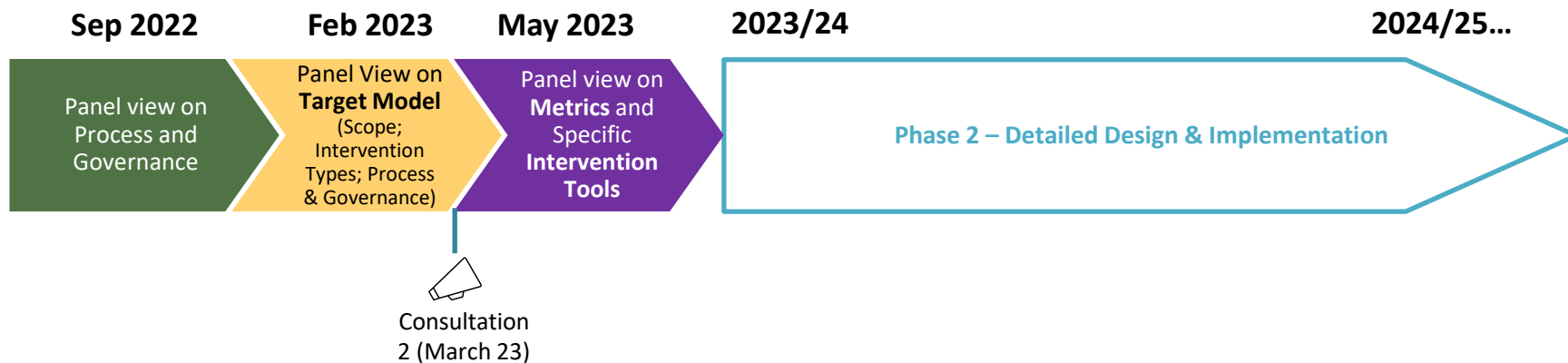


Lisa-Ann L

Supported by other MOSL SMEs (Simon, Martin, Sam, Abu, etc...)

Governance: Programme Board, Performance Advisory Group, Steering Group

Plan



Aiming for these milestones

FY 2022/23 (Jan 23 – March 23)

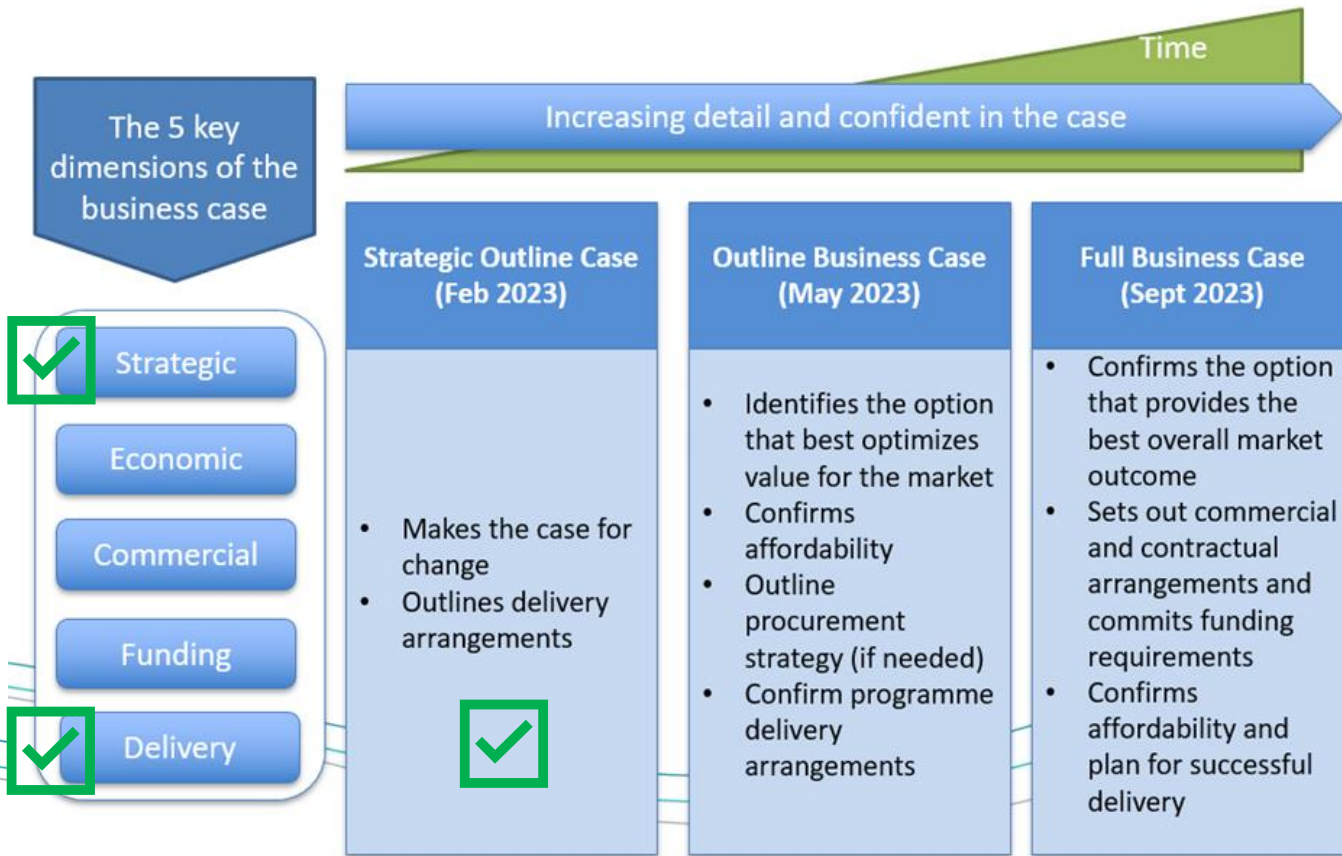
1. Detailed MPF plan signed off by Programme Board – 31st January
2. 3 MPF activities as worked examples – February
3. **Strategic Business Case** submitted to Panel – 6th Feb
4. 2nd Consultation (covering Tools and hierarchy of intervention) – 5 weeks ending 31st March

FY 2023/24 (April 23 – March 24)

1. **Outline Business Case** submitted to Panel – 16th May
2. **No Regrets 'STOP' activities** submitted to Panel – 16th May
3. MPF governance principles submitted to Panel – 16th May
4. 3rd Consultation (6 weeks) July 23
5. **FBC** submitted to Panel – September 23
6. Requirements gathering for 'new' MPF activities complete end of September 23
7. Go/No go on tranche 1 activities submitted to Panel November 23
8. **Tranche 1 activities ready to implement 31st March 2024**

Note (for items 2 & 3 the following CCC milestones will apply Gate 1 CCC – June 23, Gate 2 (consultation for any code change) June 23 for 6 weeks, Gate 3 August 23

Business case approach



Tailoring the components

| MPF Item | Body | Meeting Date | Outcome | Consultation 1 | Consultation 2 |
|---|-----------------|--------------|----------|----------------|----------------|
| Governance Framework | Strategic Panel | 13/09/2023 | Endorsed | | X |
| Strategic Business Case | Strategic Panel | 06/02/2023 | Approved | | |
| Target MPF Model | Strategic Panel | 06/02/2023 | Endorsed | | |
| Shortlisted metrics and intervention types | PAG | 26/01/2023 | Endorsed | | |
| Methodology/templates for reviewing activities | PAG | 02/12/2022 | Endorsed | | |
| Candidate metrics | PAG | 09/11/2022 | Endorsed | | X |
| Candidate tools | PAG | 09/11/2022 | Endorsed | | X |
| Activities linked to risks and outcomes | PAG | 14/09/2022 | Endorsed | X | |
| Activities to be considered for the MPF | PAG | 14/09/2022 | Endorsed | X | |
| Candidate intervention types | PAG | 31/08/2022 | Endorsed | X | |
| Preferred option (4b) for prioritisation of activities | PAG | 17/08/2022 | Endorsed | | |
| Activities that support market outcomes | PAG | 03/08/2022 | Endorsed | X | |
| Activities supporting market outcomes and activities linked to risks & outcomes | PAG | 20/07/2022 | Declined | X | |
| PAG Terms of Reference | PAG | 15/06/2022 | Endorsed | | |
| High-level programme plan | PAG | 15/06/2022 | Endorsed | | |
| Glossary and success criteria | PAG | 15/06/2022 | Endorsed | | |

Consultation 2



Feb 2023

RWG Update

Ashley Marshman

RWG



Tariff Simplification Sub Group

User Forum – February 2022



Reminder of the groups ambition

The RWG Tariff Simplification sub-group is working 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 since the last User Forum in July 22

- Assessment of **volumetric and fixed tariffs** by PA consulting
 - Proposal on options and recommendations to align tariffs under review by group
- Published **standard charging document** for Wholesalers and approach to **Return to Sewer allowance**
- Analysis on **unmetered and assessed charging** approaches underway
- We've welcomed **two new members** to the group



Customer | Collaboration | Communication

Volumetric and fixed tariff consultation

Following the outcome of the study completed by PA Consulting, we propose to carry out two consultations with trading parties

- **Consultation 1 (6 weeks from April 23)** - Meter size bands & the introduction of 0.5ml volumetric band. Introduction on proposals for further volumetric band alignment.
- **Consultation 2 (8 weeks from October 23)** – Volumetric band alignment full consultation.

A presentation by PA will be arranged mid - April to allow for all trading parties.

The plan is to have a decision following **Consultation 1**, with an agreed approach by **June 2023** to enable wholesalers to include changes for 24/25 charging year



Customer | Collaboration | Communication

What's coming up

- Look out for the consultation on **meter size bands & 0.5ml volumetric band** - due 3 April
- Analysis on **unmetered and assessed charging** continues
- We need more volunteers for the TE work stream!
- The sub-group continues to meet every 3 weeks.

Ashley is stepping down as Chair in March. Please get in touch if you'd like to pick up the reins!

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

Channel Management: MY MOSL!

Head of Market Engagement and Communications, Lyv Nabarro

User Forum 15 February 2023

Channel Management

- 
- ◆ Channel Management was one of the key 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
 - ◆ 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 Services 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.

Timeline for delivery



December 2022
General queries (IT support, Bilaterals, Performance and Operations) go live in My MOSL

December 2022
Pre-disputes queries go live in My MOSL

February 2023
Data Subjects Rights Request moved out of Kissflow – new process communicated

February 2023
Kissflow decommissioned

May 2022
Launched My MOSL with Unplanned Settlement Runs and Single Sign on

October 2022
The Medium Volume Interface (MVI) migrated from the MO Portal to My MOSL

January 2023
Gap site opt in/opt out process goes live in My MOSL

What's on MyMOSL

The screenshot shows the MyMOSL dashboard with a blue header and a grid of service cards. A yellow border highlights the 'Medium Volume Interface' card.

My MOSL

Please contact your Contract Manager if you require access to MOSL services not shown below

[← Back to dashboard](#)

New Query

| | | | |
|--|---|---|--|
| Settlement request Raise an Unplanned Settlement Run (USR) Submit a request | Operations Raise a query, for example, related to reinsurance, settlement, market entry/exit, gap sites Submit a request | Performance Raise a query, for example, related to market performance or market standards Submit a request | Bilaterals Raise a query related to bilaterals transactions and the bilaterals hub Submit a request |
| IT Support Raise a query, for example, related to CMOS, SharePoint, the MO Portal or MVI Submit a request | Pre-Dispute Raise a query on an issue that may become a formal Dispute Submit a request | Gap Sites Opt In/Out Raise a request to Opt In/Out of receiving gap sites under the Direction to Supply process (CSD0005) Submit a request | Medium Volume Interface Submit batches of transactions to CMOS Open |

What's not on My MOSL

- 💧 Interim Supply Allocations (ISA) – new dedicated webpage!
- 💧 Data Subjects Rights Requests – updated guidance document and form!
- 💧 Disputes – updated guidance document and form!

But...you can find all the guidance on these processes:

Interim Supply Allocations



Interim Supply Allocations

The Interims Supply process manages the allocation of SPIDs following a cessation of supply of water and sewerage retail services by a previous Licensee for the purposes of section 63A and/or section 110L of the [1991 Water Industry Act](#).

In the event a retailer unexpectedly exits one or more wholesale areas, MOSL is able to reallocate the retailer's supply points, under direction from Ofwat, in an interim supply allocation (ISA) event.

This may occur either because the wholesale contract has been terminated by the wholesaler due to retailer non-payment, or because Ofwat invokes the retailer's licence.

Go to > Services > Market Operations > Interim Supply Allocations

Data Subjects Rights Request

Data Subject Rights Request Form

If a Data Subject Rights Request (DSRR) has been received and assistance is required from the Market DSRR Record must be submitted using a secure method. The DSRR Record can be downloaded in the i process can be found in the following [guidance note](#).

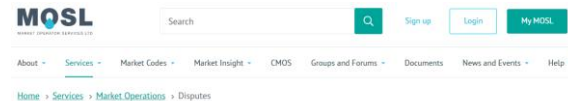
The list of nominated DSRR contacts for all trading parties is available [here](#). Please note access to this

Any changes to these nominated contacts for your organisation should be notified to MOSL promptly. dataprotection@mosl.co.uk.



Go to > website footer > GDPR > scroll down

Disputes



Disputes

Once trading parties have considered the alternative approaches to resolution and attempted to resolve issues relating to the market codes informally between themselves, as set out in the Quick Start Guide, they may consider raising a formal Dispute. Where a Dispute is raised, the trading parties continue to attempt to resolve the matter between themselves but then either may refer the matter to the Disputes Committee (DC) and following the DC's decision either may go to arbitration as set out in the Disputes Process – Stage by Stage Outline.




Go to > Services > Market Operations > Disputes

Training and Guidance

Go to > Services >
Training and Guidance


My MOSL Guidance

[View More](#) / [View all](#)

 My MOSL - Gap Site Guidance

[View](#) [Download](#)

[Versions](#)


 QMS Generic Queries User Guide

[View](#) [Download](#)

[Versions](#)

 Submitting an General Query Request

[View](#)

 MOSL Partner Account Guide

[View](#) [Download](#)

[Versions](#)

Performance Guidance

[View More](#) / [View all](#)

 2022-23 DTS and Interim allocation opt ins


[View](#) [Download](#)

 Operational Performance Standards Reporting Guidance

[View](#) [Download](#)

 DTS and Interim allocation opt ins

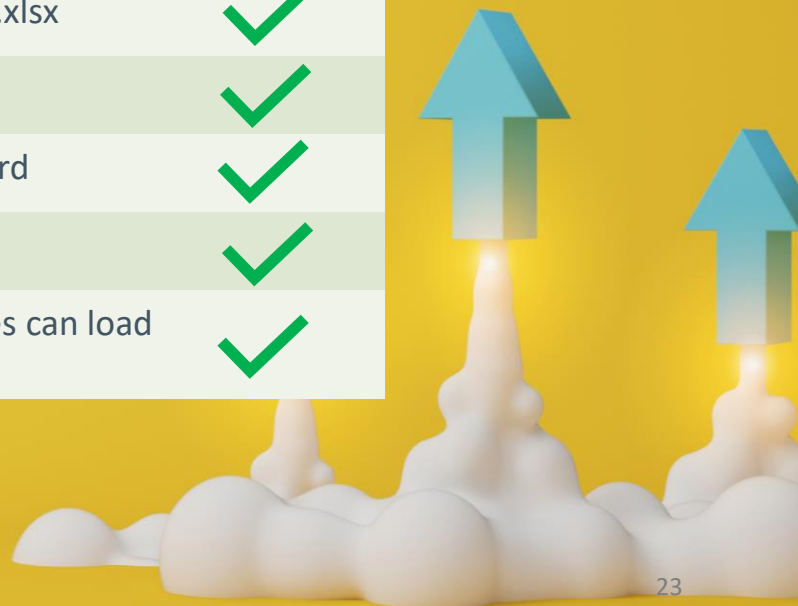
[View](#) [Download](#)

 DTS (gap site) allocations

[View](#) [Download](#)

Ongoing improvement

| Improvement | Status |
|--|--------|
| Tooltips added to the query ID, status and escalation displaying brief description | ✓ |
| Increased range of format types that can be uploaded – such as .xlsx | ✓ |
| 'Back to dashboard' button added | ✓ |
| Quick link from email to query rather than to My MOSL dashboard | ✓ |
| Visual improvements for use across monitors and laptops | ✓ |
| Adding of a new XML Peek and Dequeue report so trading parties can load the data easier onto their systems | ✓ |



What's next...

- ◆ Ongoing user experience improvements
- ◆ New reporting against open and escalated tickets
- ◆ Integration with the MO Portal – migrating trading party charts
- ◆ Ongoing website enhancements
- ◆ Business case for future processes....



Please keep giving us your feedback!

Change Update

Abu Rashid
User Forum, February 2023



Consulted upon in January 2023

| Reference | Title | Summary | Next Steps |
|-----------|-----------------------------|---|--|
| PIP103 | Change Process Improvements | <ul style="list-style-type: none"> Seeks to improve the Change Process within the Market Codes. Being progressed and developed by the Code Change Committee. | Further development of solution by MOSL and Committee, in light of consultation feedback |
| CPM050 | Data Cleanse Funding | <ul style="list-style-type: none"> Creation of a charging framework is being proposed for the data cleanse programme in MOSL's 2023/24 business plan. CPM050 will set out the scope of the data cleanse work that will be chargeable under this framework. Will also include details of how and when payments will be taken from Wholesalers along with how redistribution (if any) will take place. | Recommendation report to be presented to the CCC in March 2023 |

Presented to CCC in February 2023


| Reference | Title | Summary | Decision |
|-----------|--|---|---|
| CPW136 | Drawing Credit Following Retailer Exit | <ul style="list-style-type: none"> • Sought to align the WRC with Ofwat’s decision in November 2022 to permit Wholesalers to draw down on credit support in relation to un-invoiced sums. • This is in relation to unplanned Retailer exits. | Unanimous agreement to recommend for APPROVAL |
| CPW138 | Housekeeping Change post CPW070 & CPM043 | <ul style="list-style-type: none"> • Sought to make amendments to the Codes to improve the clarity of code drafting effected by the bilaterals change, ensure these accurately reflect the build of the Bilateral Hub, and address other low materiality errors. | Agreement to DELEGATE to MOSL to recommend directly to Ofwat |

Upcoming CCC Presentations

| Reference | Title | Summary |
|-----------|----------------------------|---|
| PIP068 | Vacancy Change Application | <ul style="list-style-type: none"> Seeks to amend the Vacancy Change Application to make it more appropriate for Trading Party use MOSL currently considering the best way forward and will present a plan to the CCC in the near future |
| PIP164 | Bilaterals 2023 | <ul style="list-style-type: none"> Subject to inclusion within the Business Plan, sets out the programme of work for the remaining processes to be incorporated into the Bilateral Hub. Subject to Business Plan approval, plan will be presented to the CCC in March 2023. |

Awaiting Implementation

| Reference | Title | Description | Implementation |
|-----------|--|---|---------------------|
| CPM049 | MAC Housekeeping | Identified several typographical errors and inconsistencies in the MAC | 3 March 2023 |
| CPW128 | Updating Volume Validation Tolerance | Changes volume validation checks in CSD 0203 | 12 May 2023 (R14.0) |
| CPW120 | Final Meter Reads where no Visual Read Available | Allows Wholesalers to use Estimated Final Reads in a given set of circumstances | |
| CPW130 | Transfer Read Estimate Reason Codes | <ul style="list-style-type: none"> Revises valid set for D3028 – Estimated Read Reason Code Introduces 14 codes which is already recommended for use by the RWG | |

A close-up photograph of a person wearing a bright orange long-sleeved shirt and blue work gloves. They are holding a white, circular 'sensus' water meter. The meter's lid is open, revealing a digital display showing '000000000'. The meter has 'sensus' printed on the top and 'S000000000' on the bottom. The background is a dark, textured surface, possibly asphalt.

Strategic Metering Review

Update to User Forum

February 2023

Overview

- This road map has been prepared in response to ‘Strategic Panel Priority Market Outcomes and Areas of Work’ (6 September 2022):

The Strategic Panel will make recommendations on the way forward, including a road map for smarter metering technology and roles and responsibilities in the market and appropriate “quick wins.”

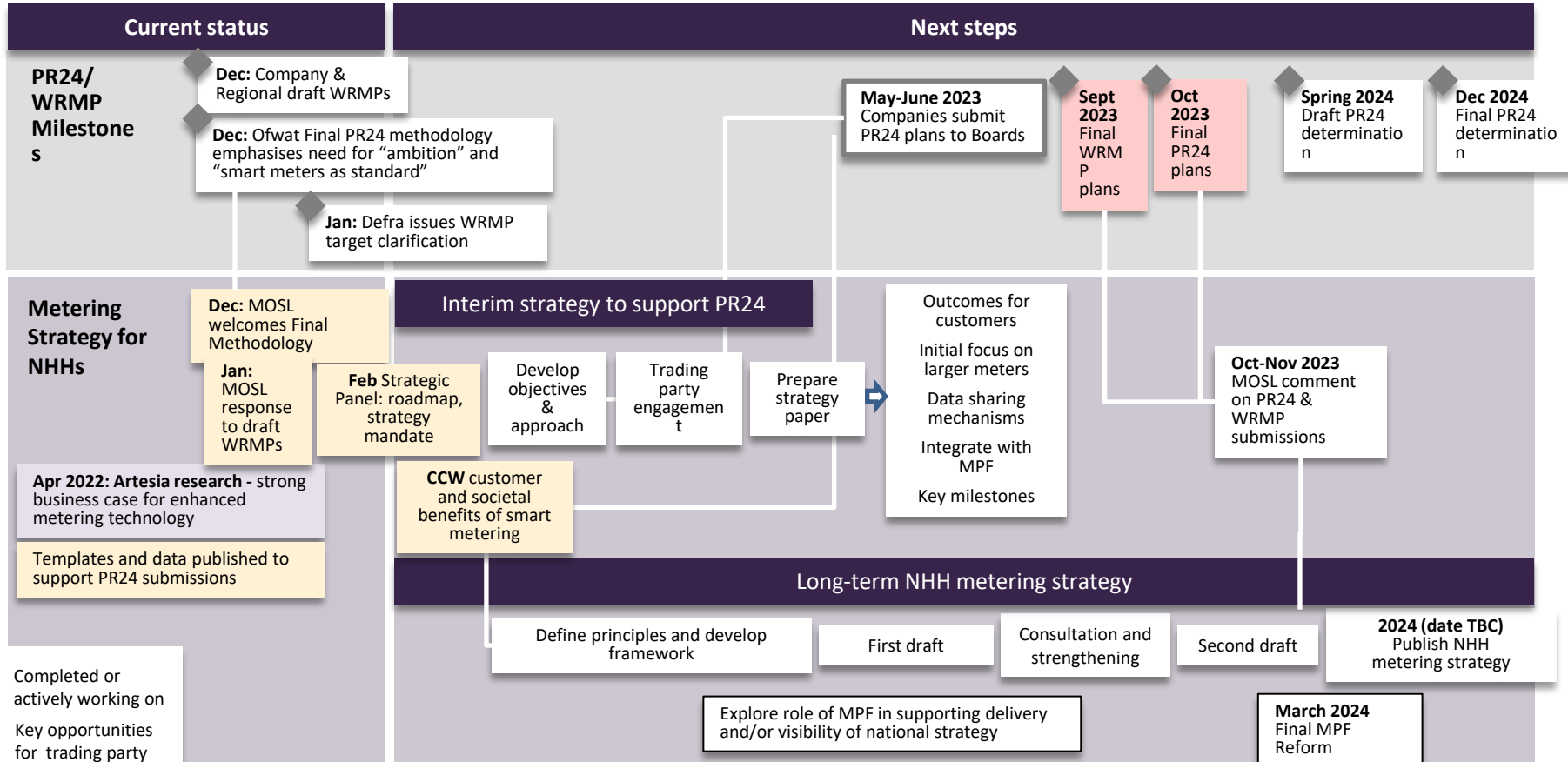


Roadmap – metering programme of work to end 2024-25

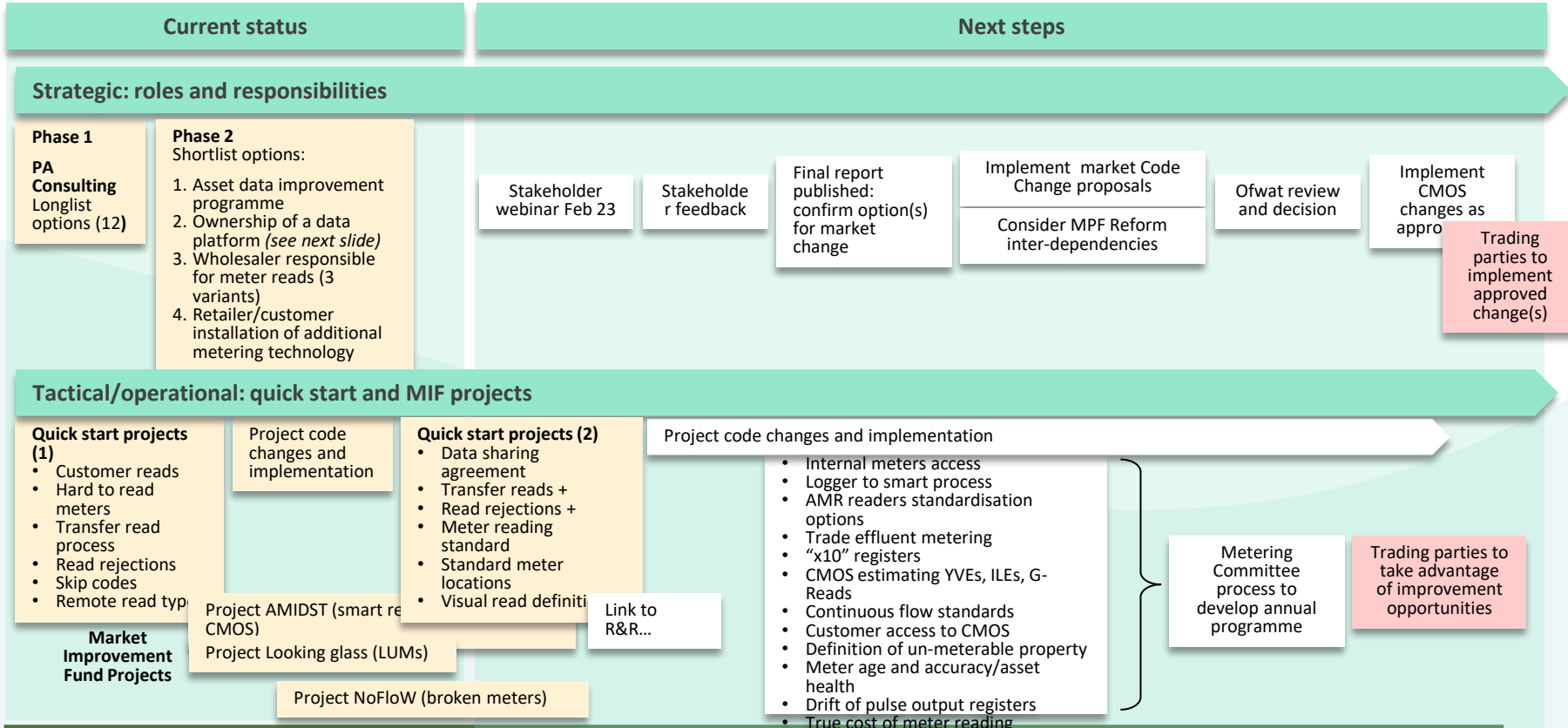
National metering strategy for NHHs – beyond 2024 and to influence WRMP and PR24

Presented to
Strategic Panel
6 Feb 2023

Roadmap: Developing a national strategy for NHH metering

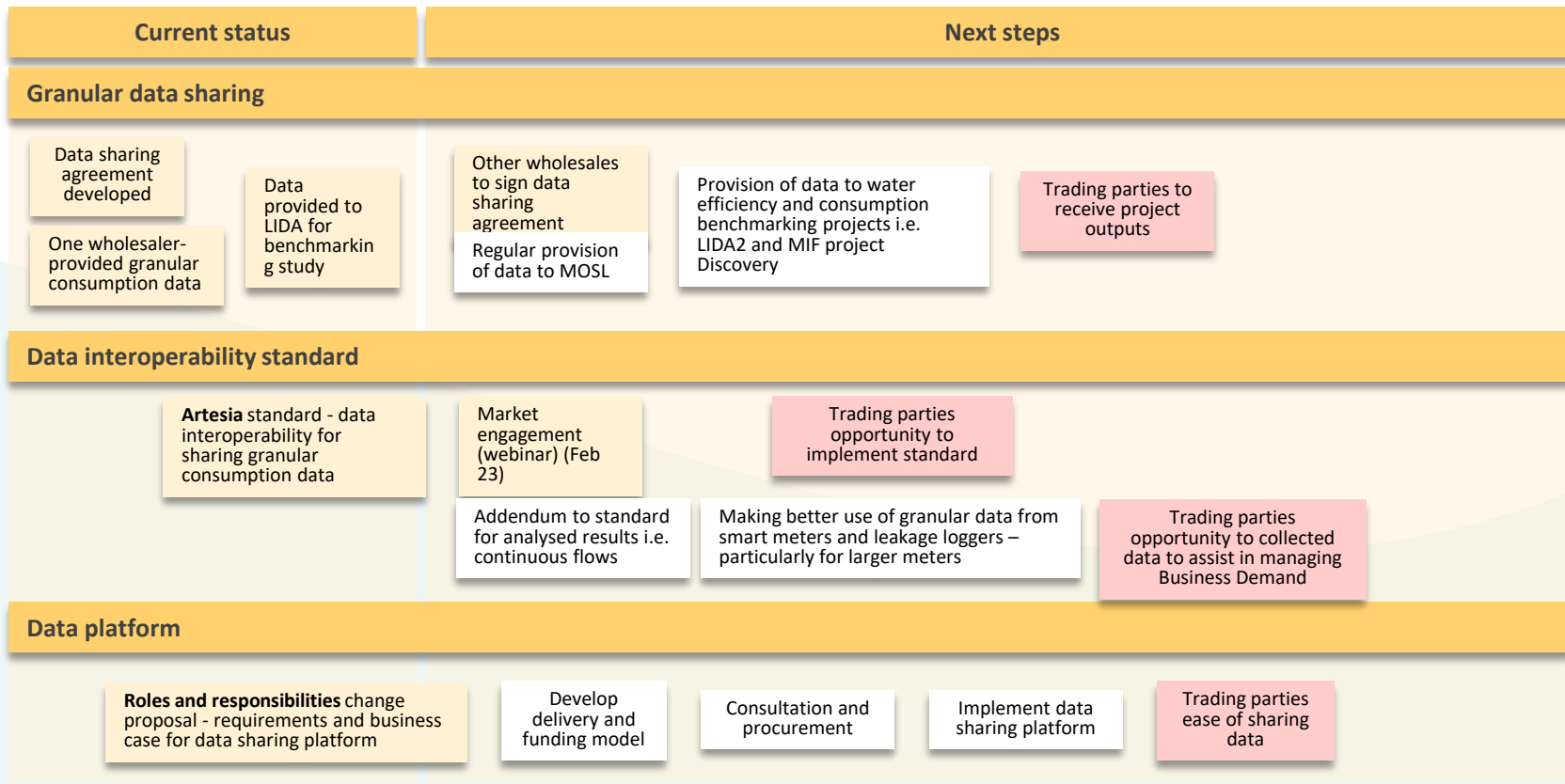


Roadmap: Improving meter reading (i.e. volume & accuracy)



Explore role of MPF in supporting delivery and/or visibility of national strategy

Roadmap: Making granular consumption available to all



Explore role of MPF in supporting delivery and/or visibility of national strategy

National metering strategy

- A joined-up process:
 - Focus on outcomes for customers
 - Engage with wholesalers and retailers as appropriate
 - Consider how the MPF can incentivise performance and adoption of standards
 - Recognises that a strategy should:
 - Be aligned to Panel strategic priorities
 - Identify trading party priority areas for adoption of a common strategy
 - Consider how data-standardisation and interoperability can be achieved in wholesalers' programmes
 - Help address lack of NHH demand reduction and smart metering programmes in WRMPs
 - Focus on medium and large meter sizes (different from household programmes)
 - Continue to build effective data sharing
 - Develop a high level strategy statement – to help support PR24 (within 3 months)
 - Develop a detailed strategy (over 12 months)
-

Panel requests

- Approved development of National Metering Strategy for NHH
 - Metering Committee and MOSL to prepare
 - Panel to maintain ownership of the outcomes and documents
 - Strengthen understanding of customer interests:
 - billing, switching, tariffs, customer access to data, services offered
 - GDPR issues on data
 - Supported approach to group customers by meter size/customer type:
 - Larger, medium, smaller meters and multi-site customers
 - Concerned over how to enforce the strategy (hold to account)
 - What are the interactions with the household metering programme
 - Smart metering – data performance, communications resilience (2G,3G others)
-
- Welcome views, getting involved
-

MIF Project No Flow

Claire Stanness - Wave

Natalie Martin - Occutrace

February 2023



Working together

Claire Stanness - Wave

Natalie Martin - Occutrace

MIF Project 002/05 – NoFlow (aka Meter Condition Assessment)

Feb 2023

Meter Assurance Project (Meter Condition Assessment) –Refresh of project background

Project Partner: **Occutrace**

Investigate 2,000 supply points (spids) with Zero-Consuming meters (suspected broken) across all Wholesaler areas incorporating a variety of meter sizes, ages, manufacturers, types and customer segments to establish:

- If broken
- How / why broken
- If read, is correctly zero consumption
- Meter age
- Meter manufacturer
- If vacant
- If occupied, and occupier
- If demolished
- Photographic evidence of above

Value requested from MIF: **£105K**

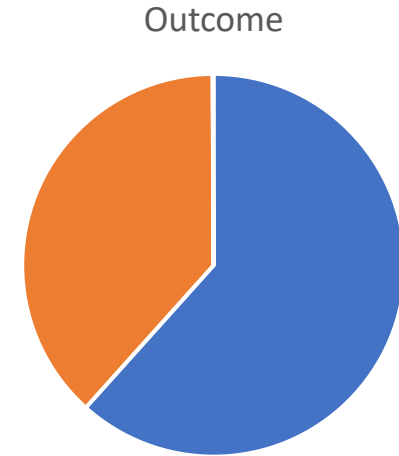


Project No Flow Progress

| SPID Total | Meters Visited | Meters Remaining |
|------------|----------------|------------------|
| 2000 | 443 | 1557 |

| SPID Total | Meters Visited | Meters Remaining |
|------------|----------------|------------------|
| 443 | 275 | 62% |

- Project end date extended to complete February
- Delayed start due to contracts being signed from MOSL
- Occutrace visits in December affected by bad weather
- Occutrace have increased man power for remainder of project.



■ Visit Outcome ■ Confirmed Broken ■ Percentage

No Flow Reasons

| No Flow Read Reason | Total | % |
|--|------------|-------------|
| Broken - Dirt in Dial | 3 | 1% |
| Broken - Glass Smashed | 4 | 1% |
| Broken - Other Visible Damage | 59 | 16% |
| Broken - Tampered With | 1 | 0% |
| Broken - Water Ingress | 5 | 1% |
| Meter Okay - Backup or Secondary Supply | 27 | 7% |
| Meter Okay - Other | 131 | 34% |
| Meter Okay - Vacant Premises | 70 | 15% |
| Meter Visibly Okay Consumption Confirmed | 18 | 3% |
| Meter Visibly Okay No Consumption Shown | 41 | 4% |
| Premises Demolished | 8 | 2% |
| Meter Okay | 2 | 1% |
| N/A | 74 | 15% |
| Grand Total | 443 | 100% |



34% Meters are visibly ok – the mechanics in the meter have failed.



18% Meters have visible Damage



15% Meters ok but site now vacant



Meter Manufactures

| Manufacturer | Totals | % |
|----------------------|------------|-------------|
| ABB | 37 | 8% |
| <u>Actaris</u> | 25 | 6% |
| ALTAIR | 3 | 1% |
| Aquadis | 7 | 2% |
| <u>Aquaway</u> | 1 | 0% |
| <u>Bmeter</u> | 1 | 0% |
| C E M11 | 1 | 0% |
| DIEHL | 3 | 1% |
| ELSTER | 54 | 12% |
| Honeywell | 3 | 1% |
| <u>Itron</u> | 78 | 18% |
| Kent | 37 | 8% |
| KX | 1 | 0% |
| <u>Moneywell</u> | 1 | 0% |
| N/A | 16 | 4% |
| Old Cast iron Meter | 1 | 0% |
| SAPPEL | 9 | 2% |
| <u>Sensus</u> | 11 | 2% |
| <u>Smartmeter</u> | 1 | 0% |
| <u>Socam</u> | 2 | 0% |
| TLO | 1 | 0% |
| Unable to Read Model | 1 | 0% |
| Unknown | 142 | 32% |
| Grand Total | 443 | 100% |



38% failed meters Elster/Itron/Kent meters



Outcome of the project



Continue to present monthly reports to MOSL with a final report due end of February



Host a Webinar – retailers/wholesalers



Present solution – smart meter roll out/asset replacement programs



User Forum Debate

When should a meter be replaced - 10 years, 15 years, 20 years?

Meter Accuracy - How often should meters be tested?

Should size and manufacturer be a factor?



MIF Project C & C Dev Pool

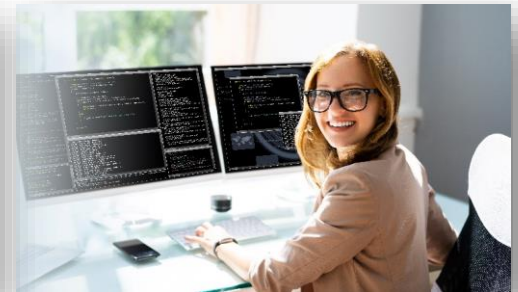
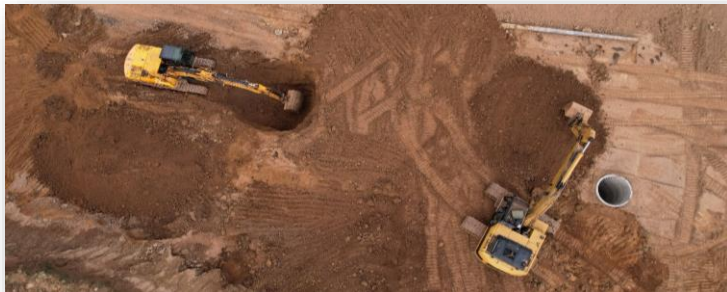
Pam Nash & Tony Golder – C & C Group

February 2023



DEV-Pool

A new software solution for developer services from C&C Group



DEV-Pool

Stakeholders

Thousands

Developers and
Customers requesting
connections

218

WIRS/WIRSAE self Lay
Providers

26

Water/Sewerage
Companies

DEV-Pool

Solution

1 Solution

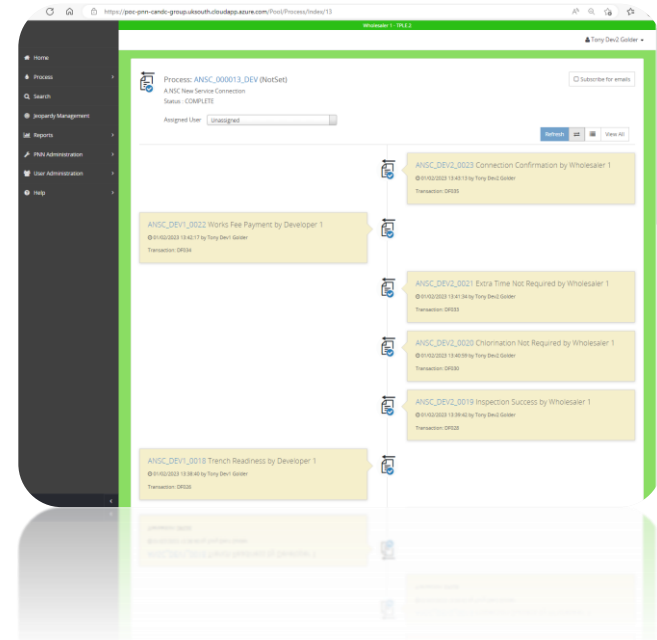
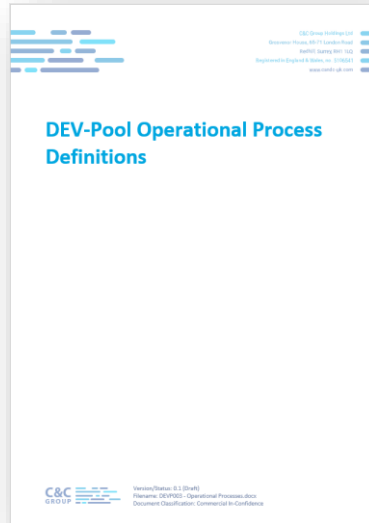
Built for all

Applying a
shared
Code of
Practice

Incorporating
Water UK
SLA's

DEV-Pool

Key Deliverables

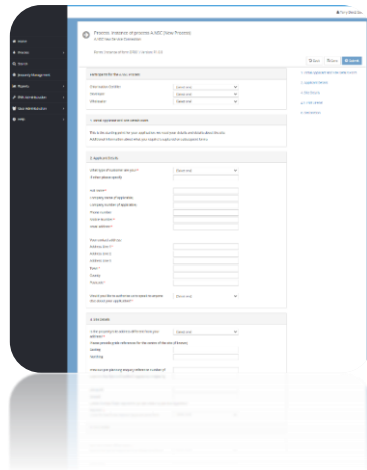


DEV-Pool

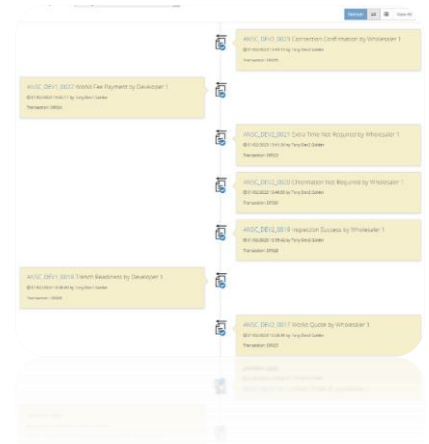
Key Features

Industry defined processes to enable the request of water or sewerage connections

Guides all parties through the completion of forms and processes



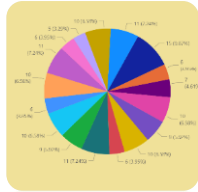
Transparent timeline to illustrate request progress and activity



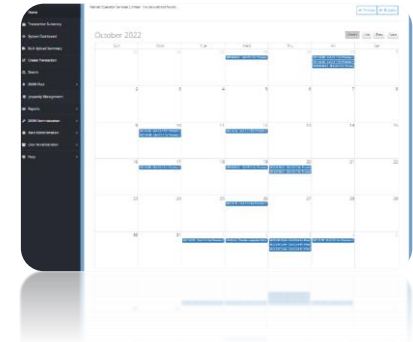
DEV-Pool

Key Features

Automatically monitors Industry SLA's and provides you with alerts regarding upcoming deadlines



Flexible reporting tools provided by Microsoft Power BI to allow you to create reports and dashboards to match your needs



Screenshot from SWIM-Pool

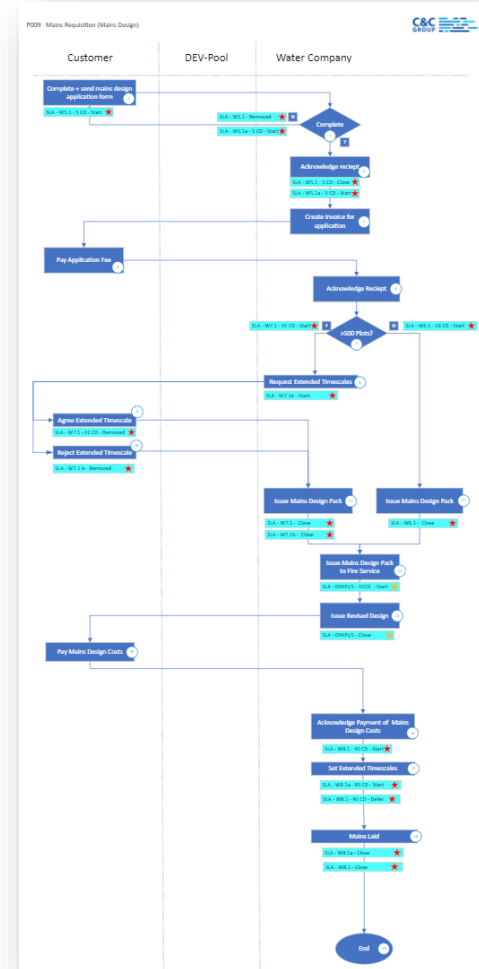
Available 24 x 7 on a variety of devices (Office, Home, Mobile). Hosted in the Microsoft Cloud

DEV-Pool

Forms and Processes

We are working with Portsmouth Water and Yorkshire Water to identify and document the processes that each service request follow

Each process identifies the start and end points of all Water UK SLA's allowing for each to be tracked by the system



DEV-Pool

Processes Identified (So Far)

1. Pre-Development Enquiry
2. New Service Connection to an Existing Main
3. Lead Replacement
4. SLP Connections to a main that was requested before 01/01/2020
5. SLP Connections to a main that was requested on or after 01/01/2020
6. SLP Codes for Mains Adoption
7. Self Lay Mains Application Before 01/01/2020
8. NAVS Request for a water connection
9. Mains Requisition (Mains Design)
10. Mains Diversion

The screenshot shows a web application interface for a process instance. The page title is "Process: Instance of process A NSC (New Process)" and the subtitle is "A NSC New Service Connection". Below this, it says "Form: Instance of form 02001 version: 01.0.0". There are navigation buttons for "back" and "save".

The main content area is divided into sections:

- Participants for the A NSC Process:** Includes dropdown menus for "Classification Code/ifier", "Developer", and "Workflow/er".
- 1. Initial Applicant and Site Details Form:** A sub-header with a description: "This is the starting point for your application, we need your details and details about the site. Additional information about what you require is captured on subsequent forms."
- 2. Applicant Details:** Includes fields for "What type of customer are you?" (dropdown), "Full name*", "Company name (if applicable)", "Company number (if applicable)", "Phone number", "Mobile number*", "Email address*", "Your contact address" (Address Line 1, 2, 3), "Town*", "County", "Postcode*", and "Would you like to authorize us to send to engineers about your application?" (dropdown).
- 4. Site Details:** Includes a dropdown for "Is the property/site address different from your address?", a text field for "Please provide grid references for the centre of the site (if known)", "Rating", "Neighbour", and "Previous pre-planning enquiry reference number (if applicable)".

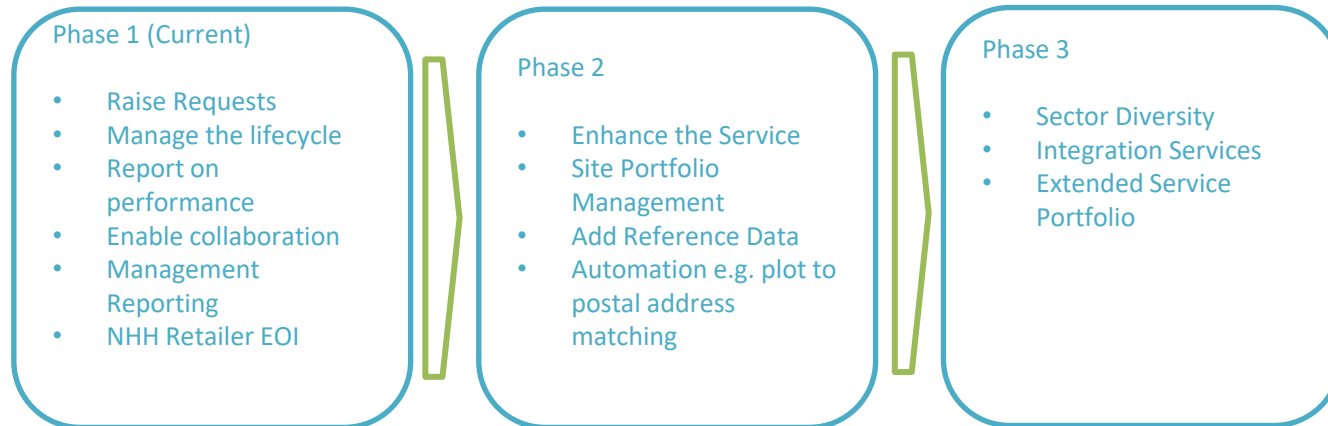
On the right side, there is a vertical navigation menu with items: "1. Initial Applicant and Site Details Form", "2. Applicant Details", "3. Site Details", "4.1. Site Details", and "4.2. Declaration".

DEV-Pool

Timeline

Dev-Pool will be available for stakeholder evaluation from March 2023

We have a defined incremental roadmap to add benefit from launch



AOB

Extending the R-MeX

- Following trading party feedback, the R-MeX survey deadline has been extended to Friday 3rd March
- As a reminder, the R-MeX gives retailers the opportunity to provide feedback on the service provided by their wholesaler(s)
- The survey is available in trading parties' SharePoint sites, with full instructions on how to fill out and submit, but questions remain the same as previous surveys
- You can see the league table of results from previous surveys on the R-MeX webpage on the MOSL website, as well as a link to an interactive R-MeX dashboard.

RWG Settlement Group

- To agree a standard process for payments that fall outside of the usual settlement process, to enable customers (and retailers) to receive credits in a timely manner.



RWG Settlement Group



- **Problem statement:** There is no standard process for credits that go back further than settlement runs allow – this results in different processes and timescales, and in some cases delays to customers receiving credits.
- **RWH group aim:** To agree a standard process for payments that fall outside of the usual settlement process, to enable customers (and retailers) to receive credits in a timely manner. This could be via a Good Practice Guide, or a Code Change.
- First meeting planned for either 21 March, 2pm or 23 March, 11am
- To get involved contact Fallon.Wilkinson@water-plus.co.uk