



User Forum

15 March 2023

15/3/23



Agenda

Item	Description	Who	Time
1	🔹 Introduction: MOSL /RWG	Markus Lloyd and Simon Bennett	3-3.05pm
2	🔹 Retailer Wholesaler Group – view from the Chairs	Michael Rathbone and Ray Porter	3.05 - 3.20pm
3	🔹 Change	Abu Rashid	3.20- 3.30pm
4	🔹 Settlement Parity update	Markus Lloyd	3.30 – 3.40pm
5	🔹 AMPR	Markus Lloyd	3.40 – 3.50pm
6	🔹 Interim National metering Strategy update	Martin Hall	3.50 – 4pm
7	🔹 Break		4pm to 4.05pm
8	🔹 Water Efficiency	Oli Shelley & Barry Millar	4.05 – 4.15pm
9	🔹 Water Efficiency Discussion	All	4.15 – 4.45pm
10	🔹 Market Improvement Fund – Wheatley Pinpoint	Simon Murray	4.45 – 4.55
11	🔹 AOB and Close	Markus Lloyd/Simon Bennett	4.55 – 5pm



March 2023

RWG Update

View from Joint Chairs



Change Update



Abu Rashid

User Forum, March 2023

Presented to CCC in March 2023

Reference	Title	Summary	Decision
CPM050	Data Cleanse Funding	<ul style="list-style-type: none"> • Data cleanse programme is within MOSL's 2023/24 business plan. Initial phase focuses on non-eligible premises plus funding for pilot activities. • CPM050 sets out the scope of the data cleanse work that will be chargeable in this programme, and include details of how and when payments will be taken from Wholesalers. 	<p>TO BE CONFIRMED following meeting on 8 March</p>
CPW139 & CPM051	Bilateral Hub	<ul style="list-style-type: none"> • Sets out the work for the remaining 49 processes to be incorporated into the Hub over the next 2 years. • Trading Parties have indicated a strong preference for the 49 processes to be delivered as a matter of priority. • Method of code development similar to that of CPW070 & CPM043. 	<p>TO BE CONFIRMED following meeting on 8 March</p>

Upcoming CCC Presentations

Reference	Title	Summary
PIP151	SMR Strand 2 Improving Meter Reading Processes QSP 6 & 10	April 2023: <ul style="list-style-type: none"> Seeks to align the meter chamber/cover to the meter asset in the Business Terms. Seeks to expand the definition of a Visual Read to include a photograph and add meter reads alongside consumption data under Remote reads.
PIP103	Change Process Improvements	May/June 2023: <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 – workshop undertaken on 8 March 2023.

Upcoming Consultation in April 2023

Reference	Title	Description	Timeline
CPW137	Interim Supply: Customer Data Provisions	<ul style="list-style-type: none"> • Seeks to ensure that access to customer data is maintained in the event of a Retailer market exit. • Data will be submitted by Retailers and standardised to ensure that onboarding customers will be easier for the incoming Retailer assigned through the ISA process. 	3 – 21 April

Implementation

Reference	Title	Description	Status
CPM049	MAC Housekeeping	Identified several typographical errors and inconsistencies in the MAC	IMPLEMENTED 3 March 2023
CPW128	Updating Volume Validation Tolerance	Changes volume validation checks in CSD 0203	AWAITING IMPLEMENTATION 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 	

Settlement Parity Dashboard updates

Markus Lloyd

User Forum 15 March 2023

Feedback

- Following the release of the Settlement Parity dashboards in Nov 22, Trading Parties have acknowledged its role in
 - Identifying meters against which Yearly Volume Estimates (YVEs) had been reduced but not monitored or restored
 - Flagging erroneous R1 settlement volumes as they occur
 - Providing clarity around the calculation of estimates within the Central Management Operating System (CMOS)
- Trading parties request enhancements to the functionality of the dashboard, which have now been delivered

Enhancements – Parity

- The following enhancements had been requested to the representation of “Parity”:
 - The visualisation of the first settlement run (R1) up to the most recent settlement period (recognising that there will not be an opportunity to compare that with R3)
 - The ability to compare all settlement runs with each other (eg R1 with RF, R2 with R3)
 - Alternative between volumes for water, sewerage or both
 - Provide a filter to include or exclude volumes from meters that had transferred to the retailer within the last 6 months

Parity enhancements

Multiple settlement periods

R1 extends to current day

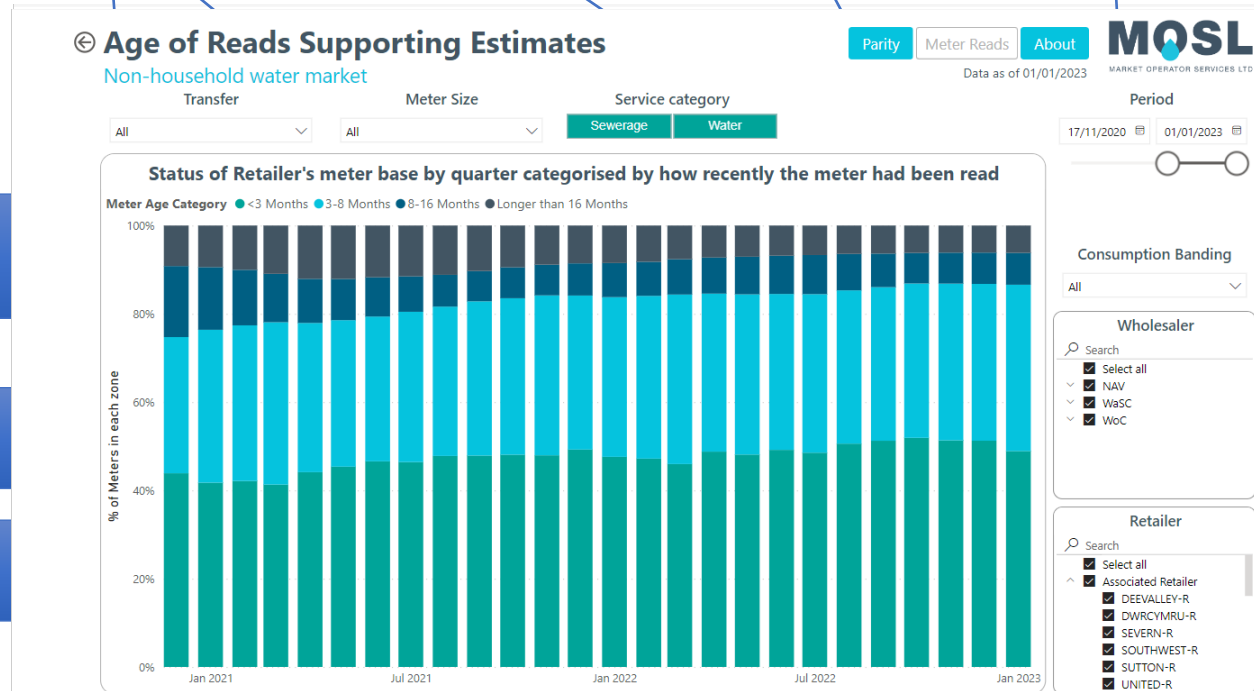
Service categories added

Transferred meter filter

Parity between the selected settlement runs

Volume for second settlement run selected

Volume for first settlement run selected



Enhancements – Age of reads supporting settlement

- The “Age of Reads supporting settlement” dashboard represents all meters that were used to calculate R1 settlement in three categories. A fourth category has been added. The categories are now
 - Meters read within the three months preceding R1 (new category)
 - Meters read within the eight to three month period preceding R1
 - Meters read within the 16 to eight month period preceding R1
 - Meters that had not been read for more than 16 months preceding R1
- The two new transfer and service category filters added to the Parity dashboard also apply to this dashboard

Age of Reads enhancements

Transfer filter from Parity dashboard

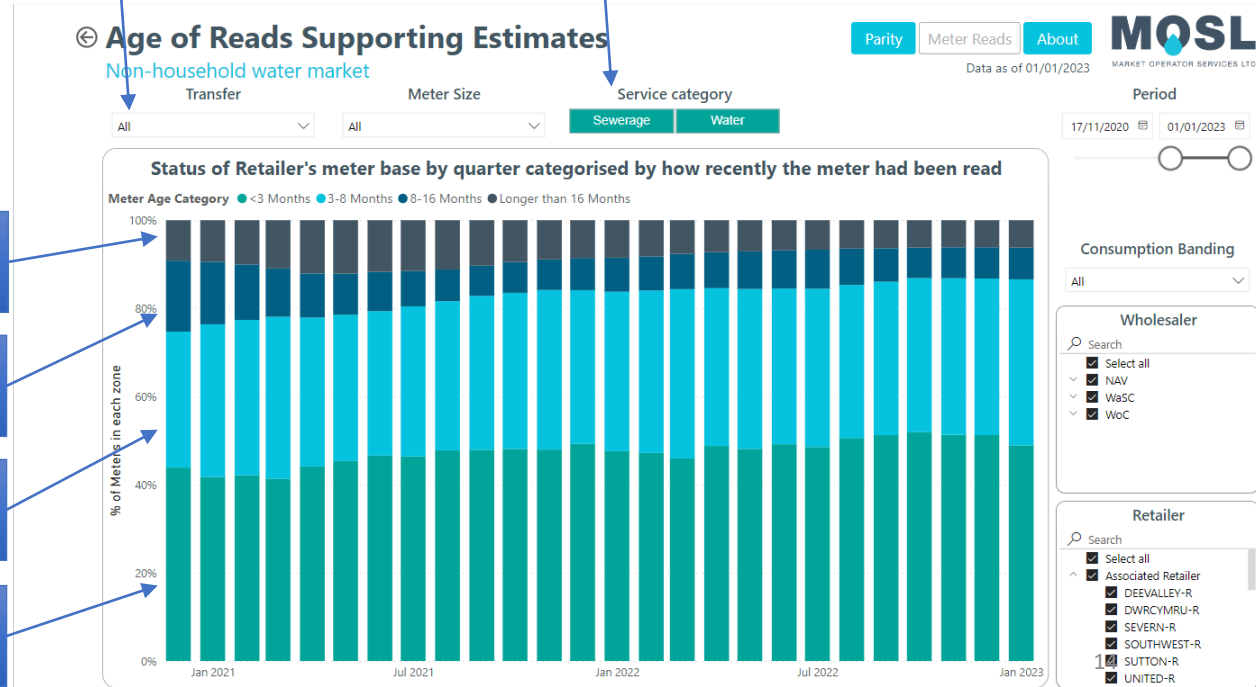
Service categories filter from Parity Dashboard

Meters unread for more than 16 months preceding R1 settlement

Meters read between 16 and eight months preceding R1 settlement

Meters read between eight and three months preceding R1 settlement

Meters read within the three months preceding R1 settlement



Annual Market Performance Report

Markus Lloyd

User Forum 15 March 2023

The proposed structure of the 2022/23 AMPR will be:

1. Market Review

- Entry, exit, reassurance, volume transfers
- Market Audit
- Market Operator Compliance
- Settlement Parity
- Bilateral hub

2. Market Performance Review

- Trading Party Performance and Retailer Measure of Experience (R-MeX)

3. Additional Performance Indicators and Measures

- Holistic Reporting, commentary, and case studies

4. Looking forward

- MPF Reform Programme
- Data Cleanse
- Evolution of Holistic Reporting
- Forward planning for Audit
- BR-MeX

Item on agenda for MPC	16 Mar 23	Comment
Present to MPC	20 Apr 23	Input
Last chance for MPC to contribute	18 May 23	Input
Publish Report	12 Jun 23	Note

Interim Metering Strategy

Update to User Forum
Martin Hall

March 2023

Interim metering strategy

Strategic Panel has asked MOSL and the Metering Committee to develop a National Metering Strategy for the NHH market

- ◆ Objectives
 - ◆ Support Strategic Panel's market outcomes "customer service excellence" and "Water efficiency is core"
 - ◆ Support market's delivery of Defra's 9% NHH consumption reduction target by 2038
- ◆ Two parts
 - ◆ Interim strategy by end of April to advise companies' final WRMP plans and PR24 submissions for inclusion in AMP8 – provides 'direction of travel'
 - ◆ Interim strategy developed into more detailed strategy for implementation in AMP9
- ◆ Current status
 - ◆ Draft developed and discussed with Metering Committee on 14 March
 - ◆ Next iteration in development

Interim strategy: key activities and priorities for AMP8

1. Understanding the reasons for legacy long unread meters and resolving them
2. Making sure every meter has been read in the last 3 years
3. Wholesaler taking on responsibility for reading smart meters and providing data to CMOS and hard to read meters
4. Replacing the oldest meters (>25 years), fixing broken meters quickly, capturing AMR data (leak alarms)
5. All large and medium meters collecting granular consumption data
6. Data sharing process in place for granular consumption data between parties and customers and a process in place to assist customers water saving

Nb: Small NHH meters to follow approach for household meters

Smart metering – market customer interests

Accurate and timely bills for customers and improved settlement

- ◆ Meter readings collected by wholesalers
- ◆ Includes long unread meters
- ◆ Includes hard to read meters
- ◆ Transferred direct to CMOS
- ◆ Transferred to billing computers

Smart metering



Need for:

- a consistent approach
- a standard for data sharing

Customer assistance with water efficiency and leakage

- ◆ Granular data collected
- ◆ Shared with relevant parties
- ◆ Analytics of continuous flows
 - ◆ Start date
 - ◆ Flow rate
 - ◆ Postintervention review
- ◆ Process to work with customer
- ◆ Intervention

An accelerated programme for NHH meters

5. Smart meter programme

6. Data sharing



Issues to improving meter reading:

1. Understand the reasons for legacy long unread meters and resolve them particularly for – particularly for occupied
2. Make sure every meter has been read in the last 3 years - particularly for occupied properties
3. Wholesaler to take on responsibility for reading smart meters and provide data to CMOS
4. Replace the oldest meters (>25 years), fix broken meters quickly, capture AMR data (leak alarms)

Also: wholesalers to prepare a plan of their smart meter roll-out by year and geographic region

Next steps

- ◆ Strategic Panel will publish an interim national metering strategy for NHHs in April 2023
- ◆ We would like to see companies strengthen their revised WRMPs to include:
 - ◆ Smart metering programmes to include NHHs
 - ◆ Accelerated work to deliver market improvement, e.g:
 - ◆ Meter reading improvement
 - ◆ Smart metering (fill the gaps) for larger meters
 - ◆ Provision and sharing of granular data
 - ◆ Describe the process for assisting customers with Water Efficiency advice
- ◆ What are the funding options: PR24 enhancement, tariff level (non-primary charges), leasing meters as Data as a Service?
- ◆ When will ODI guidance be provided on 'business demand'?

Questions?



Feb 2023

RWG Water Efficiency Group Update

Barry Millar

Oli Shelley

RWG



User Forum Debate

Water Efficiency

15 March 2023

MIF Project Pinpoint

Simon Murray- Wheatley

Steph Martin – Bristol Water

15 March 2023





wheatley
pinpoint



Meter data platform

Data Hub, dedicated app and related services



wheatley
solutions

unrivalled utility metering software

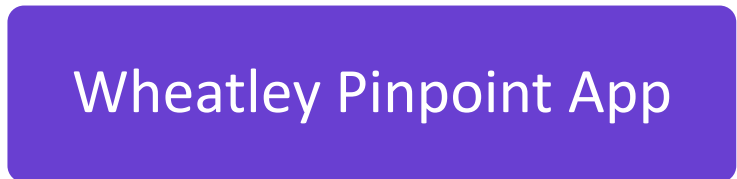
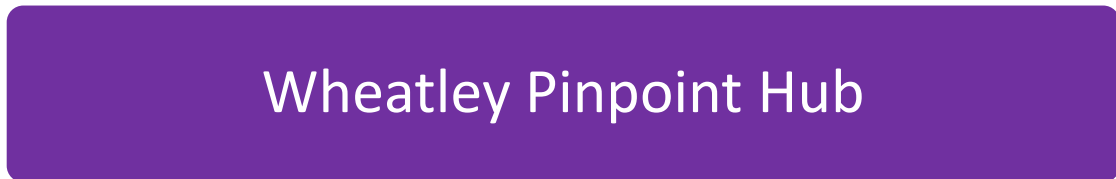


Today's overview...

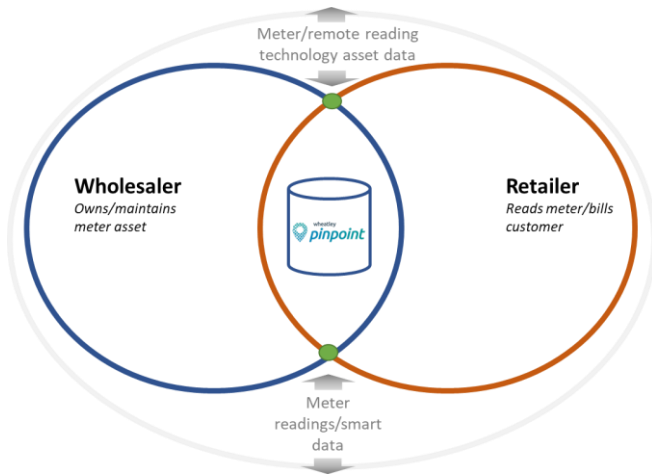


- What is Wheatley Pinpoint
- Project goals
- How you can get involved
- Project timescales

A Summary of Wheatley Pinpoint...



Main Project Goals



- Provide a reflection of market data held in CMOS
- Identify and highlight potential data inaccuracies
- Hold other valuable non-market meter data
- Handle high frequency reads and smart meter data
- Allow capture of information, report issues and provide evidence
- Improve market wide access to information
- Deliver data and market insights
- A real-world view to compare against
- Pilot with Blicker AI

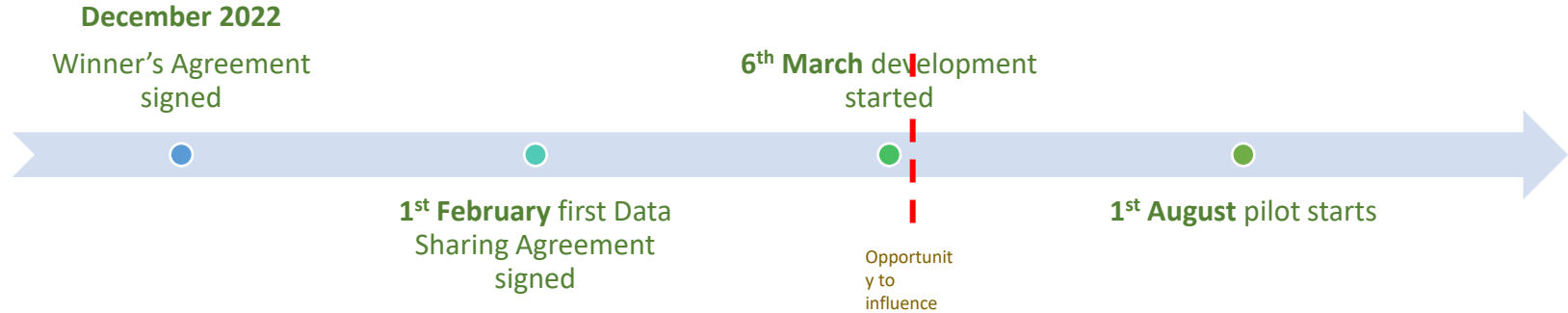
A three-month pilot that all trading parties can access and be involved in

How you can get involved



1. Agree to provide market data on your meters – to keep it simple using MDS files
2. Get in touch
 - Ask for demo
 - Share your challenges – we may be able to help
 - Tell us what additional data items you would like to see
 - Let us know what insights from the data would be valuable to you

3. Be involved!



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March 2023

Reminder - RWG Award

We would like to remind you that the Retailer Wholesaler Group (RWG) is seeking votes for the “Outstanding Contribution to the retail market” Award, named after the late Andrew Bamber.

This award, and 'The RWG Chair award(s)' voted by the RWG Chairs will be presented at April's User Forum. The voting window runs from **9am on Monday 20 February to 5pm on Friday 17 March.**



[Vote here](#)



AOB

