



User Forum

12 April 2023

12/4/23



Agenda

Item	Description	Who	Time
1	• Introduction: MOSL	Markus Lloyd and Simon Bennett	3-3.05pm
2	• Retailer Wholesaler Group (RWG) – Award Announcements	Michael Rathbone and Ray Porter	3.05 - 3.15pm
3	• Change	Luke Coyle	3.15- 3.25pm
4	• MOSL Sustainability Plan	Lyv Nabarro	3.25 – 3.40pm
5	• MOSL - New Engagement Approach	Lyv Nabarro	3.40 – 3.50pm
6	• R-MeX Latest results and Insight	Sam Webb	3.50 – 4pm
7	• Break		4pm to 4.05pm
8	• CPW137 Interim Supply Allocation Customer Data Provisions	Luke Coyle	4.05 – 4.15pm
9	• Vacancy management – what is the best practice? Debate	All	4.15 – 4.40pm
10	• Market Performance Framework (MPF)	Evan Joanette	4.40 – 4.50pm
11	• AOB and Close	Markus Lloyd/Simon Bennett	4.50 – 5pm

March 2023

RWG Awards Update

Joint Chairs

RWG



RWG Awards 2022

Andrew Bamber Outstanding Contribution to the Retail Market Award:

Matt Rix (Yorkshire Water)

“I feel humbled to be recognised by fellow industry colleagues for my contribution to the non-household market. My experience of the RWG is so positive in the way it brings people together to find solutions for shared challenges, people who all have a passion for the water sector and delivering great service to customers.”



RWG Chair Awards go to:

Ros Carey (Business Stream)

“The RWG Groups have made some good progress this last year, on some tricky issues – great team effort. It’s lovely to be recognised for my part in it. Thank you.”



Sian Forward (NWL)

“Wow, for the first time in my NHH Market career I’m speechless and for those of you that know me well, that’s very unusual and doesn’t happen often so make the most of it!!! Thank you to whoever nominated me and recognised my participation over the last 6 years. It lovely to know that others have appreciated my input and makes all the hard work in addition to my day-to-day role here at NWL worth it.”



Change Update

Luke Coyle

User Forum

12 April 2023

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

Reference	Title	Summary	Gate	CCC Meeting Date
CPM052 & CPW140	Business Customer & Retailer measure of experience (BR-MeX)	This change seeks to facilitate the inclusion of BR-MeX (business customer and retailer measure of experience) as a common performance commitment in price control period PR24 for wholesale companies operating wholly or mainly in England.	1	12/04/2023
CPW141	Clarification of read definitions and meter chamber ownership	This change seeks to clarify the definitions of 'visual' and 'remote' meter read methods and clarify that ownership of meter chambers sit with wholesalers to remove inconsistent approaches.	1	12/04/2023
CPW139a	Bilateral Hub: Allowance and Adjustments	CPW139a is the first phase of the new code change underpinning the Bilateral Transactions programme post CPW070. CPW139a specifically looks at the H1 (allowances and volumetric adjustments) and H2 (contribution offers) processes.	3	12/04/2023
CPM045 & CPW127	Extending the ability for the MO to raise change proposals	This change allowed MOSL to raise code changes in all areas of the WRC. The CCC will be presented with a summary of how the new permission have been used since implementation in January 2022.	6 - PIR	12/04/2023
PIP103	Change Process Improvements	Seeks to make the change process more efficient. First alternative – The market operator alone develops and presents solutions to the CCC. Second alternative - Only the proposer's solution is presented to the CCC (or the market operator's solution if the proposer does not engage in solution development).	1	11/05/2023
PIP121	Temporary Building Supplies	This change seeks to make the Building Water Status flag mandatory for Temporary Building Supplies.	1	11/05/2023

*As of 04/04/2023

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

Reference	Title	Summary	Gate	CCC Meeting Date
PIP140	SMR: Stream 1 Opt 3: Wholesaler Smart Reads / Project AMIDST	This change seeks to investigate how AMI smart meter read data can be automatically entered to CMOS	1	11/05/2023
PIP156	SMR: Stream 1 Opt 2: Wholesaler reads in Defined circumstances	This change will consider the making the Wholesaler responsible for obtaining a meter read in defined circumstances (for example legacy LUMs)	1	07/06/2023
CPW137	Interim Supply: Customer Data Provisions	This change seeks to guarantee customers can still be billed properly in event of unplanned exit.	3	07/06/2023
CPW139b	Bilateral Hub: Verifications	CPW139b is the second phase of the new code change underpinning the Bilateral Transactions programme post CPW070. CPW139b specifically looks at the Verifications process	3	12/07/2023

*As of 04/04/2023

Awaiting Ofwat Decision*

Reference	Title	CCC Recommendation	Decision Due	Implementation Date
CPW138	Housekeeping change post CPW070 & CPM043	08/02/2023	01/05/2023	12/05/2023
CPM050	Data Cleanse Funding	08/03/2023		17 BD after Ofwat decision

*As of 04/04/2023

Awaiting Implementation*

Reference	Title	Central Systems Impact	Date of release
CPW128	Updating Volume Validation Threshold	Y	12/05/2023
CPW120	Final Read Where No Visual Read Available	Y	12/05/2023
CPW130	Transfer Read Estimate Reason	Y	12/05/2023

*As of 04/04/2023

Implementations*

Reference	Title	Central Systems Impact	Date of release
CPW136	Drawing Credit Following Retailer Exit	N	07/04/2023

*As of 04/04/2023

MOSL

Our Greener Future

Sustainability Report 2023



Agenda

- Introduction
- Our role
- An overview of our 2023/24 Plan
 - Our People
 - Our Business
 - Our Community
 - Our Industry
- **Summary, next steps and close**





**“Individually, we are
one drop. Together
we are an ocean.”**

- Ryunosuke Satoro

Our approach



Good health and wellbeing



Quality education



Gender equality



Clean water and sanitation



Reduced inequalities



Climate Action



Partnership for the Goals



Responsible consumption and production

Understanding our priorities and the environment and industry in which we operate, we have focused our commitments to align with eight of the UN Global Goals.



A word from our sponsor

- We are starting from where we are
- Moving from individual grassroots passion to a coordinated approach
- Evolution not revolution
- Taking a holistic approach
- Embedding the principles at every level of our organisation
- It's not just about what we do, but how we do it.



Our role

One of the core ambitions, and justifications, for opening a business retail water market in England was not just to offer cost savings to customers, **but to deliver environmental benefits** through tailored water saving solutions and more innovative use of technology.



Our building blocks

Our People



Our Business



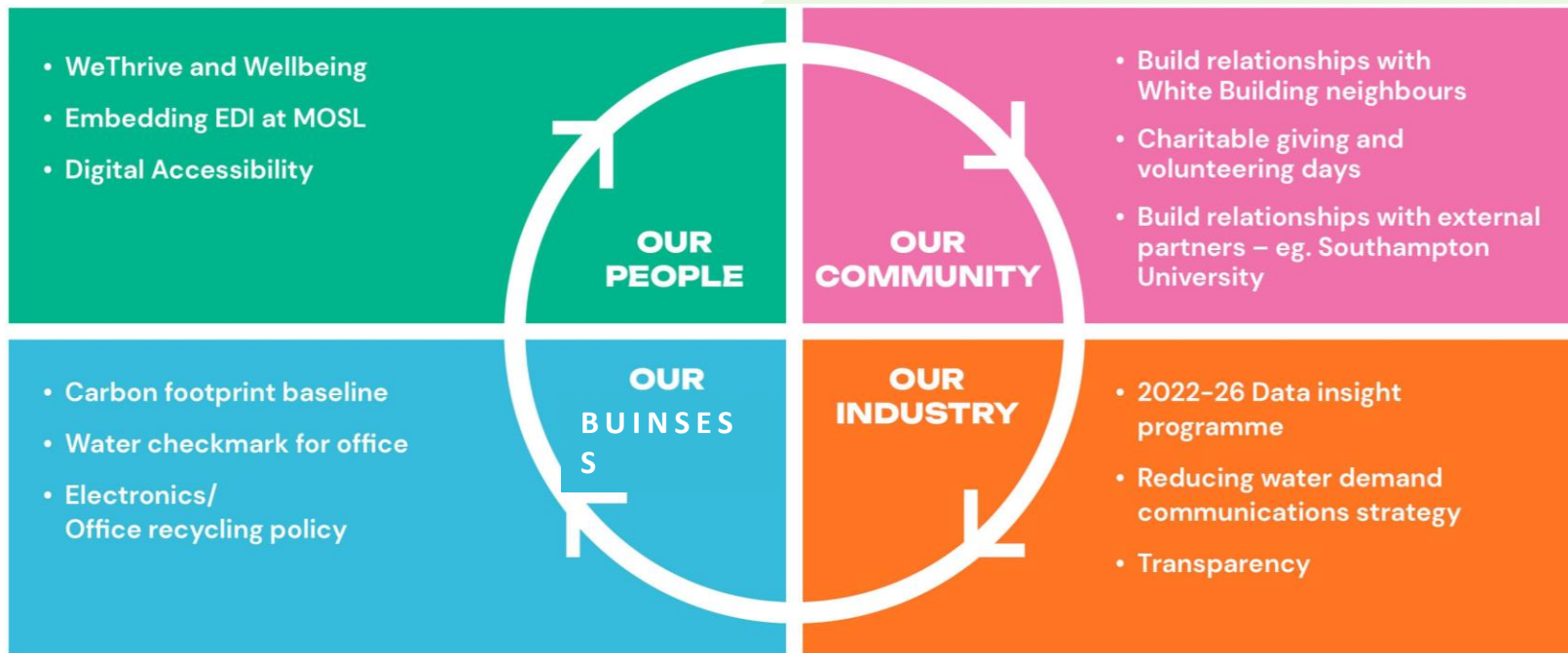
Our Community



Our Industry



Our 2023/24 priorities

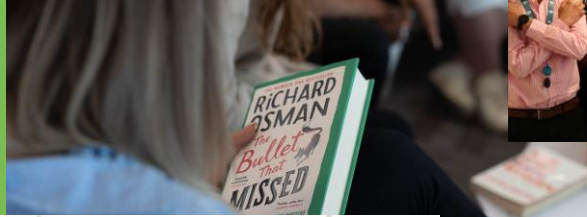


What's next?

- 17 March: All Teams Workshop
- **18 March: Recycling Policy Launch**
- 22 March: 2023/24 Plan Launch
- **22 March: MyMO pages live**
- 24 March: EDI Workshop
- **12 April: User Forum**
- **19 April: Charity of the Year**
- 26 April: White Building Partnership event
- **26 April: World Earth Day events – Sew What? Sustainable Fashion**
- 30 April: Web pages launch



Any questions?



Thank you



New Trading Party Engagement Approach

Lyv Nabarro

12 April 2023

Introduction

- ◆ Current engagement opportunities
 - ◆ CEO meetings
 - ◆ Performance meetings
 - ◆ Attending forums such as the 'User Forum'
 - ◆ Joining working groups



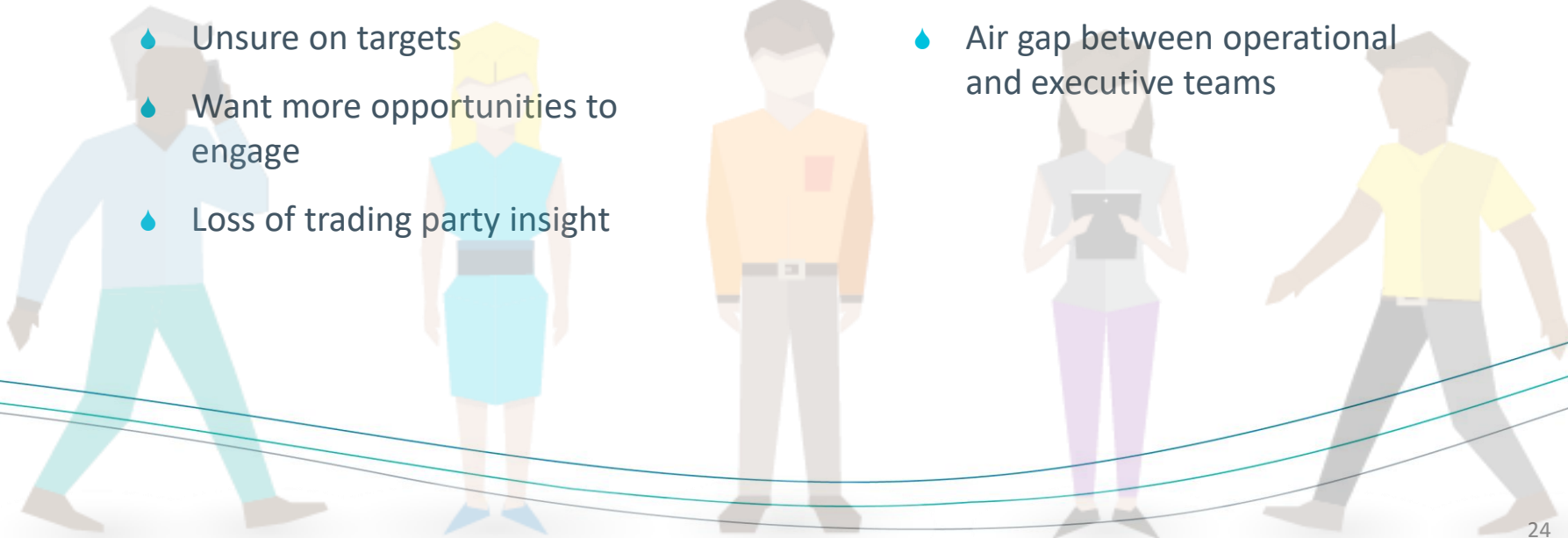
What's not working?

External feedback

- No structured agenda
- Unsure on targets
- Want more opportunities to engage
- Loss of trading party insight

Internal feedback

- Not structured agenda
- Air gap between operational and executive teams



New engagement approach

- Engagement meetings led by SLT and Head of Department/Subject Matter Expert
- Clearer separation performance and 'engagement' meetings
- Meetings held bi-annually
- Opportunity to hear concerns/issues at operational level
- Bridges gap between engagement at CEO level and operational level



Principles and Objectives

- ◆ Provide a clear separation between performance meetings and general engagement.
- ◆ Provide a consist approach to engagement and insight across MOSL
- ◆ Bridge the gap between CEO/Exec and operational level engagement
- ◆ Provide an improved engagement service to trading parties.

Timeline and next steps

- ◆ The new engagement approach starts from 1 April 2023
- ◆ Contact will be made initially with contract managers to arrange their first meeting
- ◆ Commitment to have met all trading parties within Q1 of the new financial year

February 2023 Retailer Measure of Experience (R-MeX) outputs

Sam Webb

12 April 2023

Participation



Participation

ELIGIBLE RETAILERS	RESPONSES	RESPONSE RATE	MOST REVIEWS	RETAILERS GIVING ALL POTENTIAL REVIEWS
20	15	75.0%	Business Stream 16	4
=	-1	-5.0%	<i>Business Stream</i> 16	-2

Reviewed wholesalers

 Reviews

ELIGIBLE WHOLESALERS	REVIEWED WHOLESALERS	POTENTIAL REVIEWS	ACTUAL REVIEWS	REVIEW RATE
17 =	16 =	281 +21	167 -10	59.4% -8.7%

REVIEWED MARKET SHARE (SPIDS)	REVIEWED MARKET SHARE (CONSUMPTION)
98.5% -0.0%	94.9% +0.6%

Market averages



Market average scores



League table

February 2023



Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Effectiveness of systems and notifications	Level of engagement and support	Effectiveness of financial policies
1	Affinity Water (WSL)	8.67	9.00	8.18	8.50	8.75	8.83	8.09
2	United Utilities Water	8.31	8.23	8	8.15	7.38	8.62	8.08
3	South West Water	8.09	7.60	8.27	7.64	7.11	8.64	8.20
4	Portsmouth Water	8.00	8.60	7.67	7.70	8.50	8.00	7.50
5	Northumbrian Water	7.91	7.55	7.91	7.60	7.18	7.45	7.80
6	Southern Water	7.83	7.50	8.09	7.45	7.70	8.45	7.73
6	Yorkshire Water	7.83	8.25	8.33	7.64	8.33	7.75	8.09
8	Wessex Water	7.56	7.50	7.5	6.89	6.38	7.00	7.88
9	Sutton and East Surrey Water (WSL)	7.50	8.00	8	7.00	6.71	7.75	7.75
10	Anglian Water (WSL)	7.46	7.54	7.5	7.33	7.08	7.62	8.08
11	South Staffordshire Water	7.36	7.36	8.36	7.45	6.80	7.91	7.80
12	Bristol Water (WSL)	7.10	7.70	7.6	7.00	7.22	7.00	7.89
13	Thames Water	7.08	6.75	7.27	6.92	7.92	7.83	7.00
14	Severn Trent Water	6.38	6.15	7.36	6.58	6.75	6.69	6.50
15	South East Water	6.12	6.75	8	7.00	6.62	6.62	7.50
	Total	7.55	7.63	7.87	7.39	7.36	7.74	7.73

Note: Wholesalers with fewer than 3 reviews received are not eligible for the league table. Therefore, the average scores in the Total row may differ slightly from the market average scores.

Variation table

Variation February 2023 v August 2022



Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Effectiveness of systems and notifications	Level of engagement and support	Effectiveness of financial policies
=	Affinity Water (WSL)	+0.17	+0.09	-0.22	+0.40	+0.42	-0.08	-0.01
+1	United Utilities Water	+0.46	+0.69	+0.77	+0.15	+0.92	+0.85	-0.34
+3	South West Water	+0.36	+0.30	+0.37	+0.04	+0.21	+0.64	+0.11
-2	Portsmouth Water	+0.11	+0.27	-0.11	+0.20	+0.17	-0.44	-0.50
+3	Northumbrian Water	+0.27	+0.37	+0.18	+0.33	+0.73	-0.37	-0.50
+5	Southern Water	+0.53	+0.30	+0.09	+0.34	+0.90	+0.65	+0.43
-1	Yorkshire Water	+0.06	+0.48	+0.58	+0.33	+0.56	-0.33	+0.26
-1	Wessex Water	-0.11	-0.12	-0.12	-0.11	-0.12	-0.33	-0.01
+1	Sutton and East Surrey Water (WSL)	-0.06	+0.11	+0.12	-0.25	-0.07	+0.13	+0.31
-1	Anglia Water (WSL)	-0.16	+0.16	-0.08	-0.09	-0.30	-0.23	-0.09
+1	South Staffordshire Water	+0.19	-0.14	+0.18	+0.25	-0.37	+0.18	-0.47
-8	Bristol Water (WSL)	-0.72	-0.40	-0.58	-0.50	+0.22	-1.27	-0.61
+1	Thames Water	+0.29	+0.68	+0.73	+0.35	+0.75	+0.62	=
+1	Severn Trent Water	+0.38	+0.48	+0.07	+0.37	+0.18	+0.02	-0.07
-2	South East Water	-0.88	-0.50	+0.12	=	+0.50	-0.88	+0.06
	Total	+0.06	+0.18	+0.14	+0.12	+0.31	-0.06	-0.09

Note: Wholesalers with fewer than 3 reviews received are not eligible for the league table. Therefore, the average scores in the Total row may differ slightly from the market average scores.

CPW137 Interim Supply Allocation Customer Data Provisions

Luke Coyle

April 2023

Problem Summary

- ◆ If a Retailer undergoes an unplanned exit from the non-household market, their customers must be assigned a new Retailer – this is done through the Interim Supply Allocation Process
- ◆ Currently there is no way to guarantee the Interim supplier has access to all relevant customer billing data – risking inaccurate or misdirected bills
- ◆ Ofwat has the power to request data but if a Retailer is already exiting the market, enforcement is difficult

Progressing this change

- ◆ In January, the Code Change Committee (CCC) agreed to progress this change and form a Working Group
- ◆ The change has been developed over four meetings between March
- ◆ Following consultation the change will be presented for recommendation at the June CCC

Solution Summary

- 💧 Retailers will be required to submit a monthly customer data report to a MOSL held SharePoint folder containing information on every SPID in their systems
- 💧 MOSL will check the number of SPIDs in this report versus the amount on CMOS – 99% parity will be considered acceptable – but this is the only data quality check
- 💧 All data items will be mandatory except for Phone Number and Email where only one of the two is required; if Retailers do not have that data, a ‘Null’ option will be available
- 💧 In an ISA event, Ofwat would allocate customers to Interim Suppliers – MOSL would then divide these customer data reports and distribute to relevant Interim Suppliers

What will these customer data reports look like?

SPI D	Customer Name	Billing Address	Billing Contact	Billing Email	Customer Contact	Customer Contact Email	Customer Contact Phone Number	Vacancy Status
1	A Business	1 Main Street	John Smith	JohnSmith@abusinessemail.com	Jane Smith	JaneSmith@abusiness.com	17000000000	Occupied
1	A Business	2 Main Street	John Smith	JohnSmith@abusinessemail.com	Jane Smith	JaneSmith@abusiness.com	17000000000	Occupied
1	A Business	3 Main Street	John Smith	JohnSmith@abusinessemail.com	Jane Smith	JaneSmith@abusiness.com	17000000000	Occupied
1	A Business	4 Main Street	John Smith	JohnSmith@abusinessemail.com	Jane Smith	JaneSmith@abusiness.com	17000000000	Occupied
1	A Business	5 Main Street	John Smith	JohnSmith@abusinessemail.com	Jane Smith	JaneSmith@abusiness.com	17000000000	Occupied

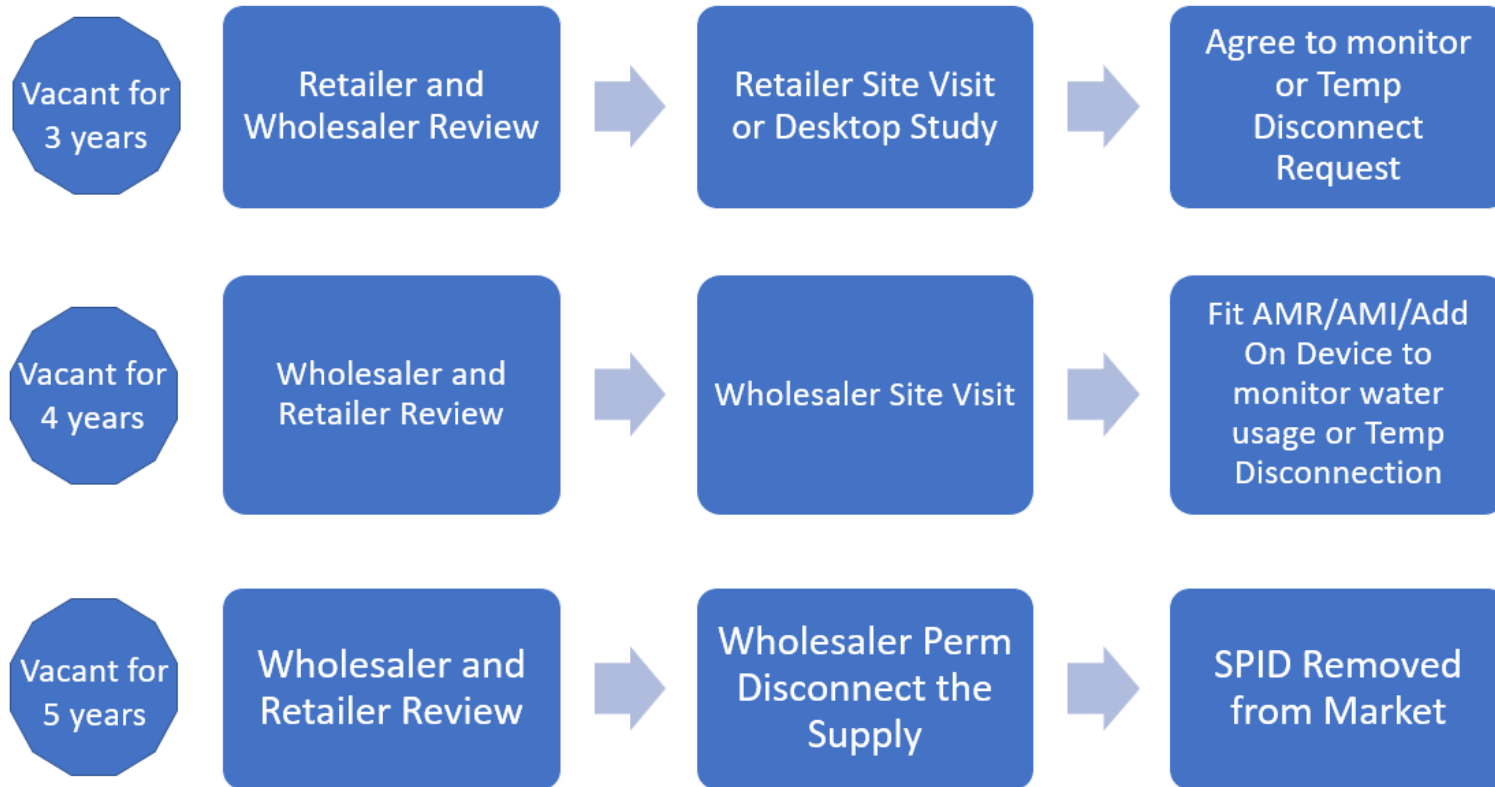
Consultation

- CPW137 is currently on consultation and will be available for Trading Parties to respond to until 5 May 23
- Trading Parties can respond to the consultation on the [MOSL website](#)

Any further questions

Please contact code.change@mosl.co.uk or visit the MOSL website at <https://mosl.co.uk/change/changes/interim-supply-customer-data-provisions>

User Forum Debate - How should we manage long term Vacant Properties?



MPF

Evan Joanette

User Forum

12 April 2023

MPF Reform: Why?



Tactical and task based



Does not reflect market risks and issues

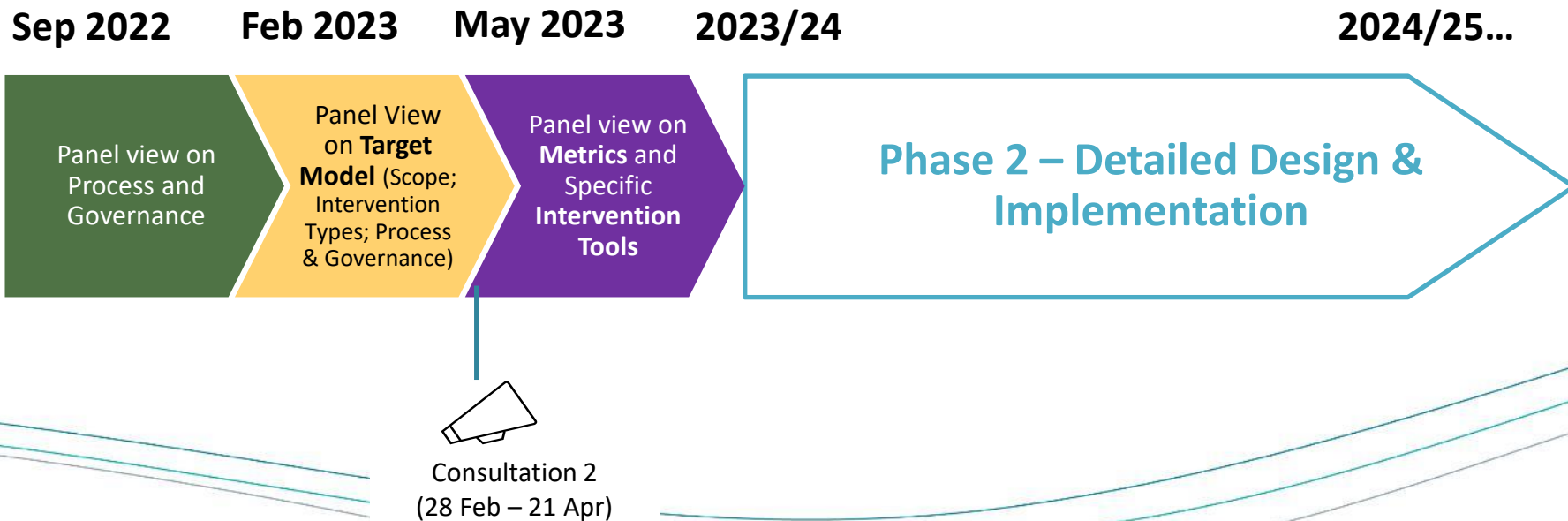


Does not support natural competitive incentives



Leading to poorer customer outcomes

MPF Reform: Timeline



Consultation 2: content

MOSL is seeking feedback on the following three areas:

Candidate metrics for market activities that could be used to monitor performance

Candidate intervention tools that may be used to support the delivery of the required performance

The overarching governance framework that will be used to describe and manage the new MPF

Consultation 2: Early feedback

- 💧 Webinar on 13 March
 - 💧 TPs told us there was extensive material to cover
 - 💧 **Additional guidance:**
 - 💧 How and where TPs can focus answers
 - 💧 **Extended deadline:**
 - 💧 From 31 March to 21 April

Consultation 2



Financial Year 2023-24

- Consultation 2 closes
 - Feedback summarised and shared
- **STREAMLINE** universe of metrics and interventions based on
 - Consultation feedback and
 - Continued refinement via the Performance Advisory Group
- Quick wins identified (what MPF 1.0 interventions could terminate sooner?)
- Outline Business Case–May
- Consultation 3 (MPF models) Summer 2023
- Full business case - September 23
- Requirements gathering for 'new' MPF activities
- First tranche of MPF 2.0 ready to implement Spring 2024

MPF Programme Team



John G



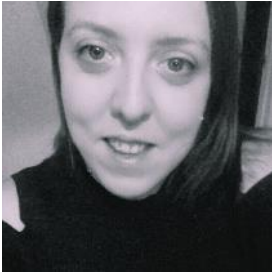
Axelle S



Chris D



Evan J



Amy E



Janet J



James H



Lisa-Ann L

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

Governance: Programme Board, Performance Advisory Group, Steering Group

Get in touch

- ◆ Consultation hub: <https://mosl.co.uk/services/market-improvement/programmes-and-projects/market-performance-framework-mpf#consultation>
- ◆ If you are not yet on our MPF mailing list, you can sign up [here](#)
- ◆ If you are interested in joining the PAG please email mpfreform@mosl.co.uk

MPF Video

The screenshot shows a video player interface. At the top left, there is a circular MOSL logo and a black button with the text 'The MPF Reform Programme'. Below this is another black button with the text 'MOSL'. On the right side, there are three vertically stacked icons: a heart, a refresh/clock icon, and a share icon. The main title of the video is 'The Market Performance Framework (MPF) Reform programme', displayed in a large, bold, dark blue font. Below the title is a colorful illustration of a park scene with green trees, a yellow bench, a blue and white striped awning, and a grey building. At the bottom of the video player, there is a black control bar with a play button, a progress bar showing '03:08', and various icons for volume, subtitles, settings, and full screen. The Vimeo logo is visible in the bottom right corner of the control bar.

AOB

Markus Lloyd and Simon Bennett

14 April - Trading party survey

25 May RWG Face to Face

21 June MOSL Face to Face Event – London – pse confirm by 17 May
(PAG is now on 26th June)