

# User Forum

MOSL

*Online*

Hosted by  
Markus Lloyd & Evan Joanette  
July 2023



# Agenda

Item	Description	Who	Time
1	Introduction	Markus Lloyd & Evan Joanette	09:30–10:00
2	Overview of the In Person June User Forum	Markus Lloyd	15:05–15:10
3	Change	Luke Coyle	15:10–15:20
4	Market Performance Framework	Evan Joanette	15:20–15:35
5	Annual Market Performance Report	Markus Lloyd	15:35–15:50
6	Break Sam- slide 18 update pse		15:50–15:55

# Agenda

Item	Description	Who	Time
7	Market Improvement Fund (MIF) Wheatley Solutions – Project PINPOINT	Simon Murray	15:55–16:15
8	MIF C&C Project DEVPOOL	Pam Nash	16:15–16:30
9	Open discussion: Strategic Metering Quick Start Project 21 – customer access to CMOS data	Markus Lloyd	16:30–16:55
10	Close and AOB: There will be no User Forum in August, the next User Forum will be on 13 September. Reminder to vote for AGM by 26 June	Evan Joanette	15:20–15:35



# Overview of the June User Forum

Markus Lloyd & Evan Joannette  
July 2023



# Changes

User Forum



Luke Coyle  
July 2023

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

Reference	Title	Summary	Gate*	CCC meeting date(s)
CPW144	MPF Incremental Improvements	seeks to begin to streamline the existing framework by removing overly complex MPS, paving the way for additive MPS in the future.	1, 3	12/07/2023, 13/09/2023
CPM053	Change Process Improvements	creates a flexible and responsive code change mechanism that prioritises work to deliver the Strategic Panel priority market outcomes.	1	12/07/2023
CPW139c	Bilateral Hub	I1 is the new disconnection process and merges the current I1, I3, I4, I5, I7 and I13. I3 is the new reconnection process and merges the current I8, I10 and I11.	3	09/08/2023
PIP184	Interim Supply Allocation: Customer Data Provisions (Enduring solution)	This change seeks to bring the customer billing data held within the interim solution (CPW137) into CMOS and mandate Retailers to upload this data into CMOS – likely to be delayed	1	09/08/2023

\*As of 11/07/2023

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

Reference	Title	Summary	Gate*	CCC meeting date(s)
PIP180	Deductions and withholdings under Dispute Process	This results from the split of PIP171. The DC will advise if this change should be raised to bring deductions and withholdings under 9.7.2 of the Business Terms under the formal Dispute Process following up from the SP Dispute Process Review consultation feedback.	1	09/08/2023
CPW143	Wholesaler Maintenance of YVEs for NMMs	CPW143 seeks to improve the accuracy of volume estimates for mixed use properties by allowing Wholesalers to amend and add Yearly Volume Estimates for Non-Market Meters.	3	09/08/2023
PIP173	CMOS Data Escrow	Seeks to remove the obligation for a physical back-up and replace it with the current set up which is more appropriate.	1	09/08/2023

\*As of 11/07/2023

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

Reference	Title	Summary	Gate*	CCC meeting date
CPW089	Billing Address Fields	Seeks to improve the provision of customer billing information from Wholesaler to Retailer when creating new SPIDs	6	09/08/2023
PIP188	MPS18 & 19 clarification	Market Performance Standards (MPS) 18 and 19 seek to incentivise trading parties to provide meter reads at frequent.	1	09/08/2023
CPW139d	Bilateral Hub	D focuses on assessments and in particular the current H3, H4 and H5 processes	3	13/09/2023
PIP150	Standard Meter Location and W3W	Seeks to create a standard set of abbreviations and levels of requirement to facilitate an easier understanding of meter location free descriptors held within CMOS.	1	13/09/2023

\*As of 11/07/2023

# Awaiting Ofwat Decision

Reference	Title	CCC Recommendation	Decision Due	Implementation Date
CPW139b	Bilateral Hub	12/07/2023	27/08/2023	27/09/2023
CPW137	Interim Supply Allocation: Customer Data Provisions (Interim)	07/06/2023	31/07/2023	25/08/2023

# Awaiting Implementation\*

Reference	Title	Central Systems Impact	Date of release
CPW141A	Clarification of read definitions	N	25/08/2023

# Implementations\*

Reference	Title	Central Systems Impact	Date of release

Nothing this time!



**MOSL**

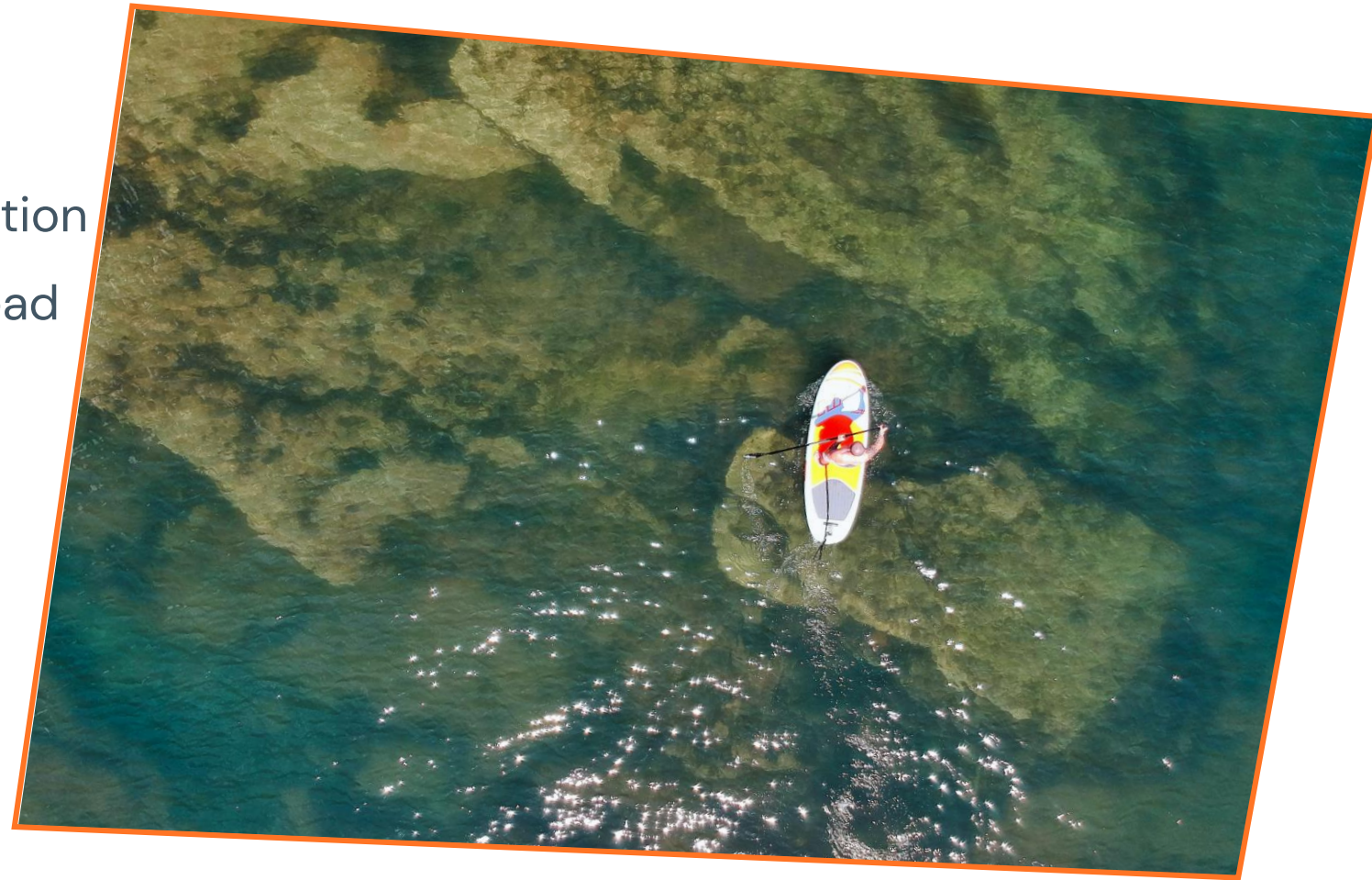
# **Market Performance Framework (MPF) Reform**

**Evan Joanette**  
July 2023

# Headlines

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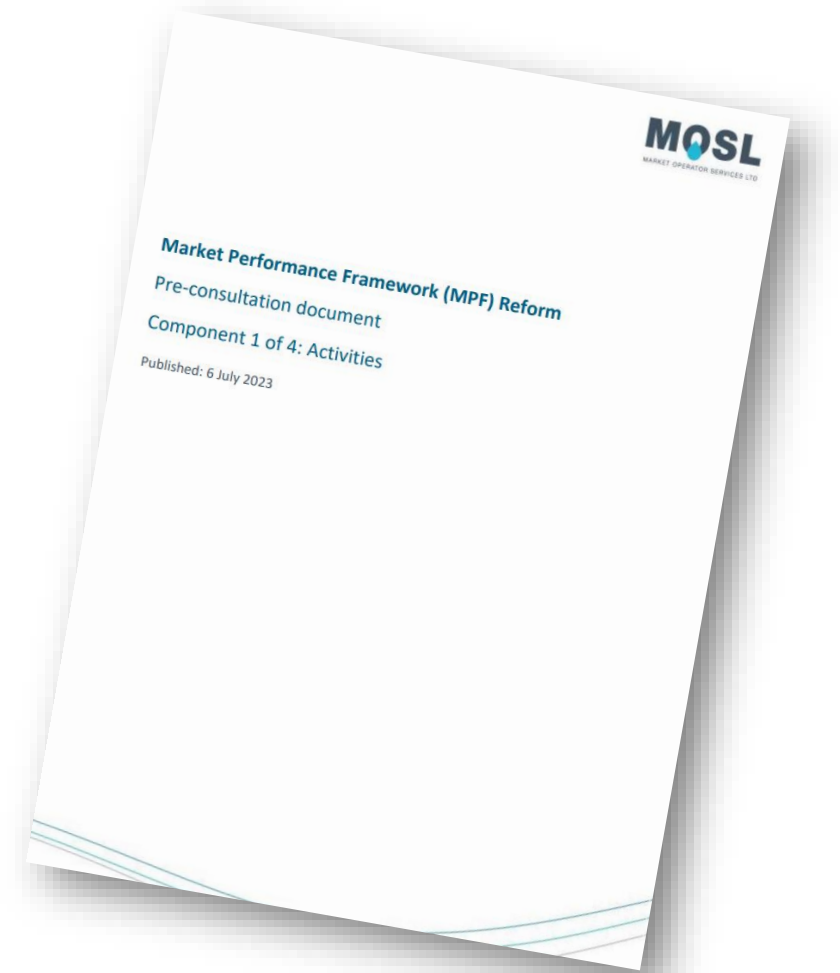
- Activities Published
- Building to "MPF Model" consultation
- Code Change CPW144 going ahead



# Activities published

Nine key activities supports the programme's aim to create a simpler framework, which has a greater focus on customer outcomes.

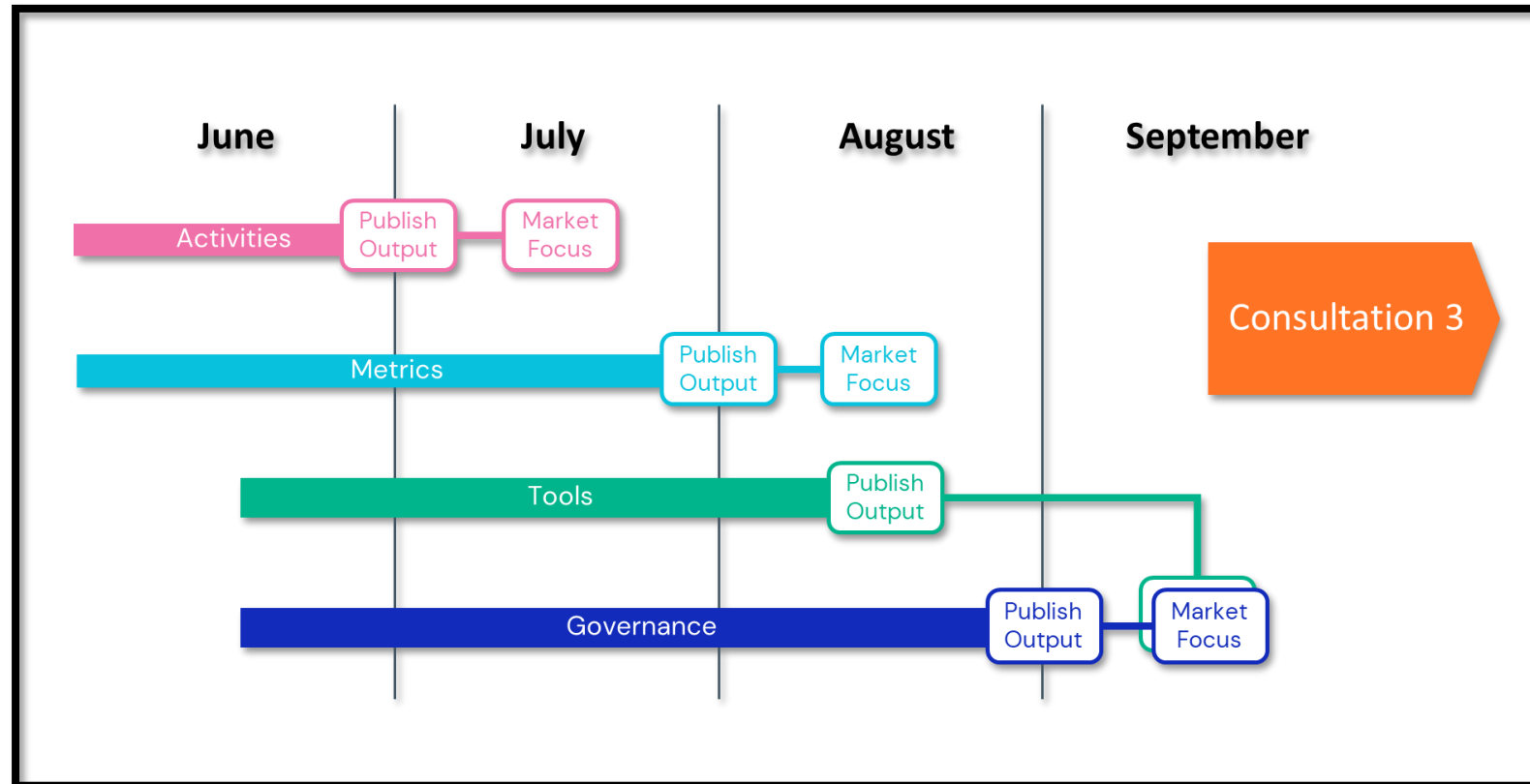
Retailers	Retailers AND Wholesalers	Wholesalers
<b>A1</b> Timely and accurate <b>customer and consumption data</b> - Retailer	<b>A3</b> Ensure <b>occupancy classification</b> is accurate - Both	<b>A6</b> Maintain <b>asset and premises data</b> - Wholesaler
<b>A2</b> Outgoing Retailers Transfer <b>good data on switch</b> (customer & SPID) - Retailer	<b>A4</b> Customers supported during <b>unplanned events</b> - Both	<b>A7</b> Maintain <b>working and readable assets</b> (i.e. meters) - Wholesaler
	<b>A5</b> Facilitation of <b>new connections</b> - Both	<b>A8</b> <b>Assets (inc. smart meters) to drive water efficiency</b> - Wholesaler
		<b>A9</b> Timely resolution of <b>customer service requests</b> - Wholesaler



# Building to "MPF Model consultation"

Listening to Trading Party feedback

- Lay groundwork for streamlined MPF Model Consultation
- Foresight to Trading Parties who want to see what will make up the components
- Aim to launch in September



# Code change "CPW144" proceeding

MPF Performance Advisory Group and industry stakeholders support interim MPF improvements (ie. ahead of the April 2025 delivery of MPF 2.0) be explored.

CPW144 proceeding to solution phase:

- Start simplifying: Phase out low/no customer value elements of MPF 1.0
- Focus on accountability: Stop charging TPs for things outside their control
- Incentivise bilateral hub use
- Focus on long unread meters

## CPW144

No MPS 18/19 charge if meter has open C1 / B5 bilateral request

Remove charges for MPS 4,8,9

New API: completion of C1/ B5 requests (inc. deferred requests)

# More information

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- Questions/comments  
[mpreform@mosl.co.uk](mailto:mpreform@mosl.co.uk)
- Review material on site here:  
<https://mosl.co.uk/services/market-improvement/market-performance-framework-mpf>

# 2022/23 Annual Market Performance Report

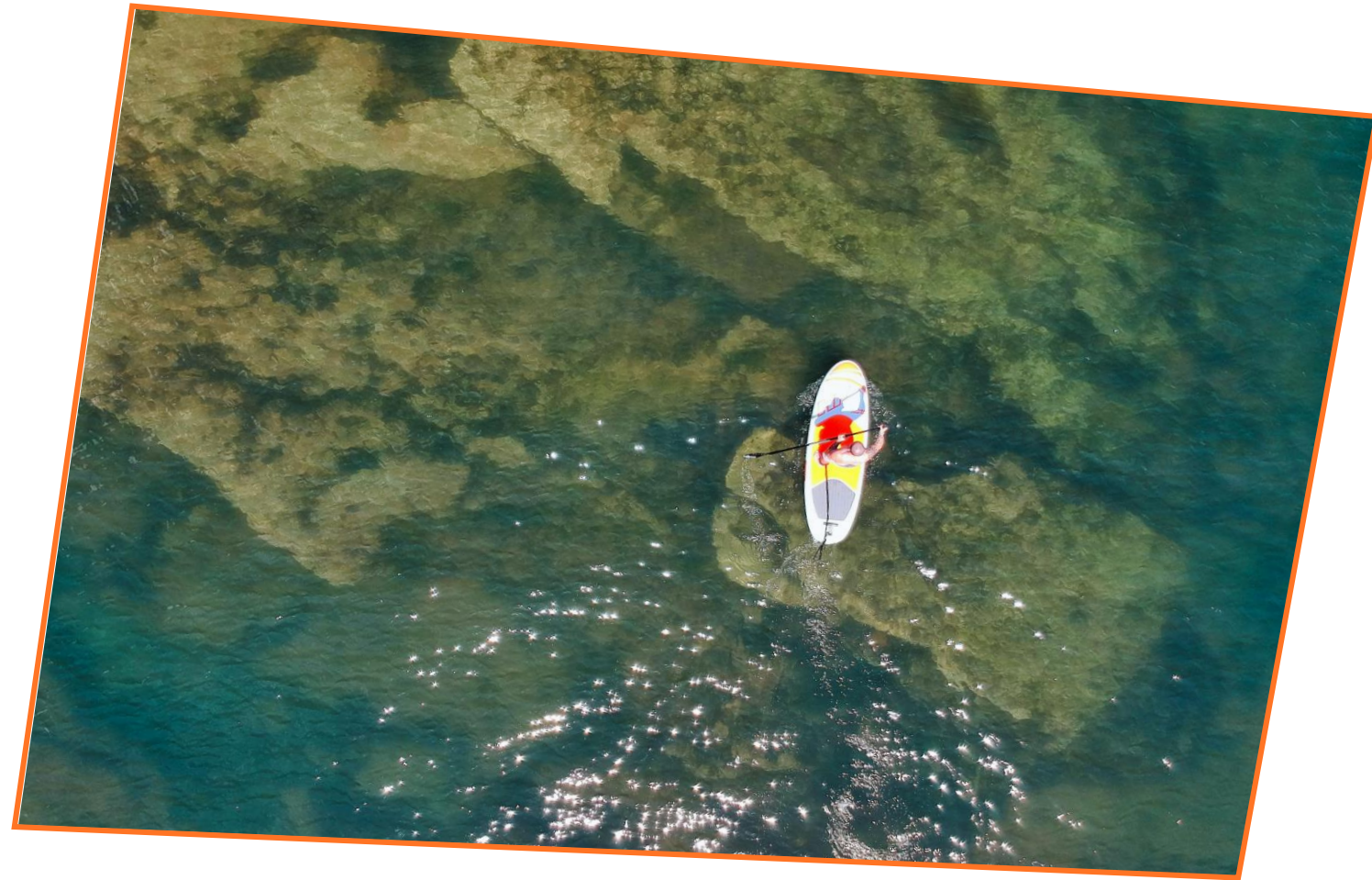
*Overview*

July 2023

# Contents

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- What is AMPR?
- MPC priorities
- Market audit
- Retailer Measure of Experience
- Settlement
- Market performance
- Who did well
- Looking forward



# What is AMPR?

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The Annual Market Performance Report (AMPR) evaluates the application of the Market Performance Framework (MPF) in improving market performance, at both a market level and individual trading party level.

Focusing on the processes, methods and incentives of the MPF, the AMPR identifies and assesses improvements in market performance year on year.



# MPC Priorities

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The Market Performance Committee focused on three key priorities:

- Supporting the MPF Reform Programme through members being part of Steering Group and Performance Advisory Group
- Proactively monitoring trading party and market performance using the holistic reports
- Providing a settlement parity market indicator in support of the Strategic Panel's direction to improve settlement accuracy



# Market Audit

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In April 2022 MOSL brought market audit activity in-house to reduce the cost and reliance on third party providers while retaining knowledge within the business. Audits carried out were:

- Retailer data completeness audit
- Wholesaler data completeness audit
- Non-market meters audit
- Transfers behaviours audit



# Retailer Measure of Experience (R-MeX)

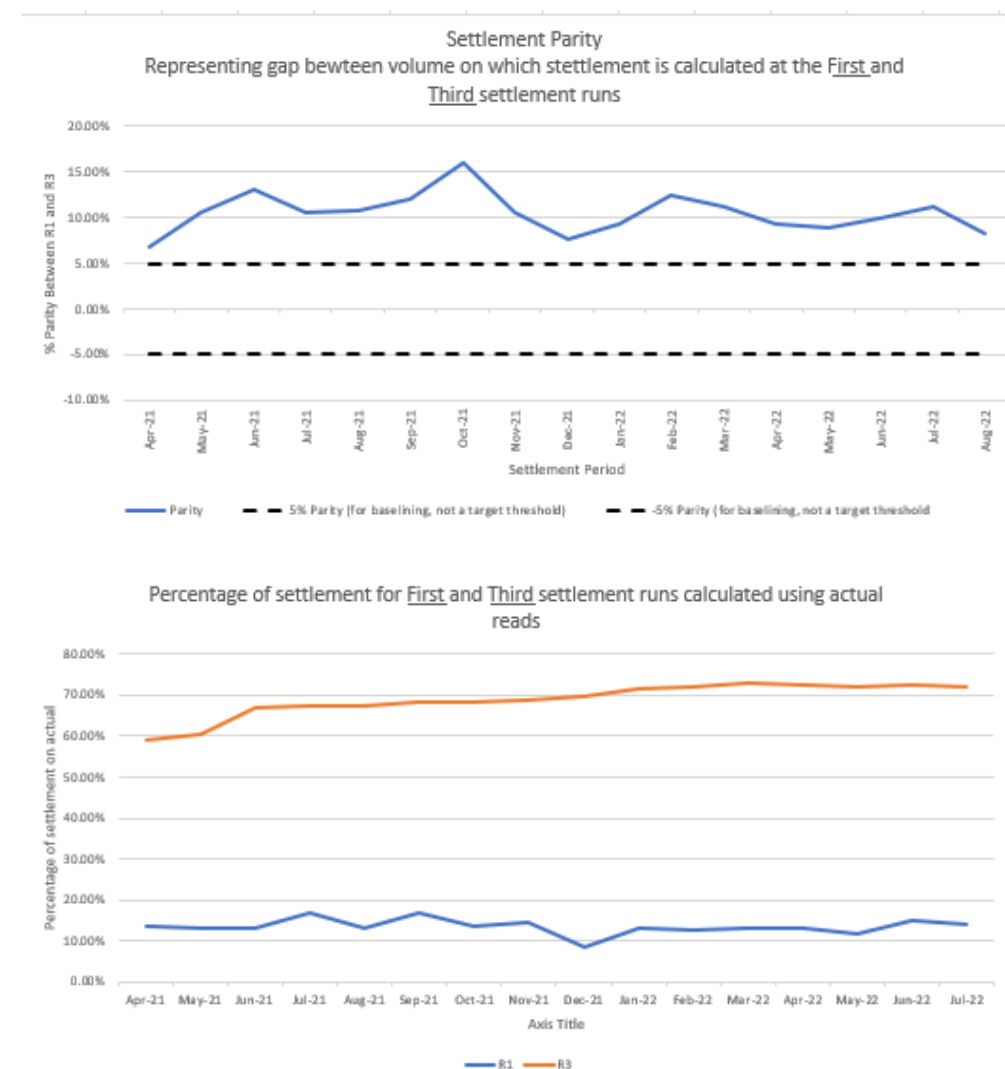
Variation February 2023 v August 2022

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 communications	 Level of engagement and support	 Effectiveness of financial policies
0	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	Anglian 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
	<b>Total</b>	<b>+0.06</b>	<b>+0.18</b>	<b>+0.14</b>	<b>+0.12</b>	<b>+0.31</b>	<b>-0.06</b>	<b>-0.09</b>

# Settlement accuracy and parity

We established a new market indicator for settlement accuracy.

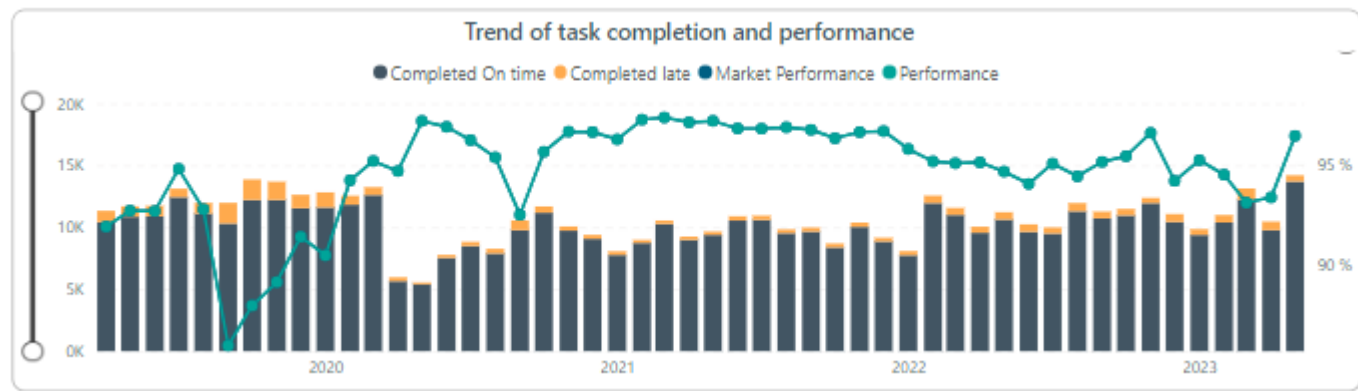
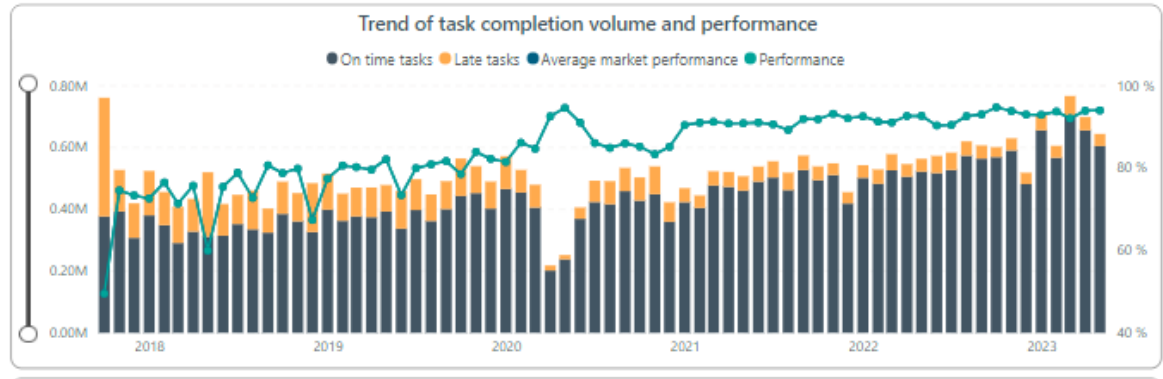
- Provides clarity around the accuracy of settlement across reconciliation runs
- Highlights the impact of setting Yearly Volume Estimates to unrealistically low values



# Market Performance

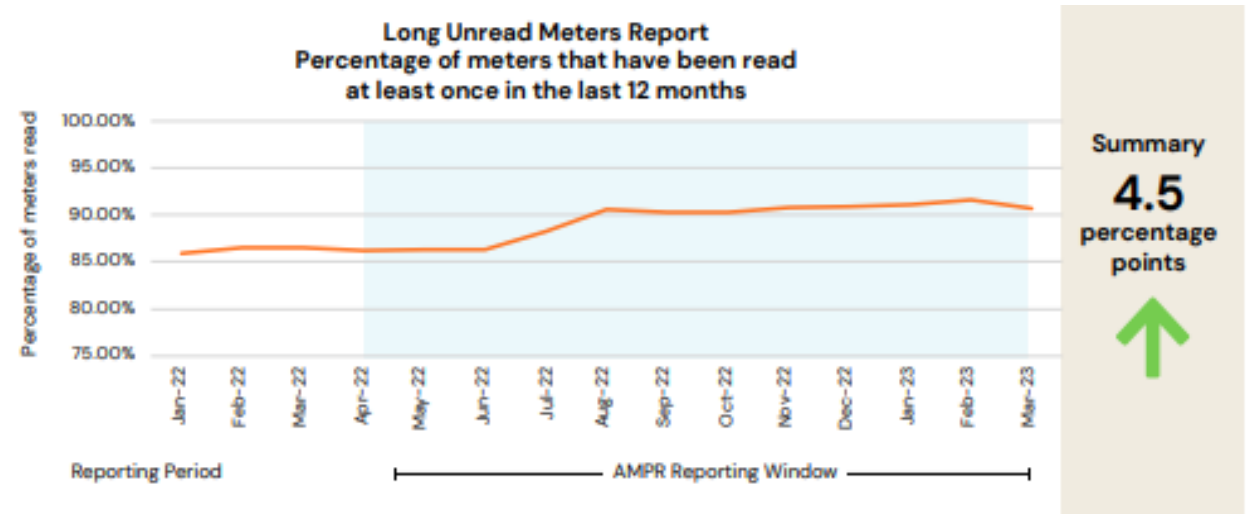
- The MPS and OPS measures continue to underpin performance.
- They are presented on the Market Insights charts (MPS here and OPS here). Performance charges are raised where standards are missed.

Market Performance Standards (MPS) dashboard Last update 11/07/2023 10:30 Data as of 0



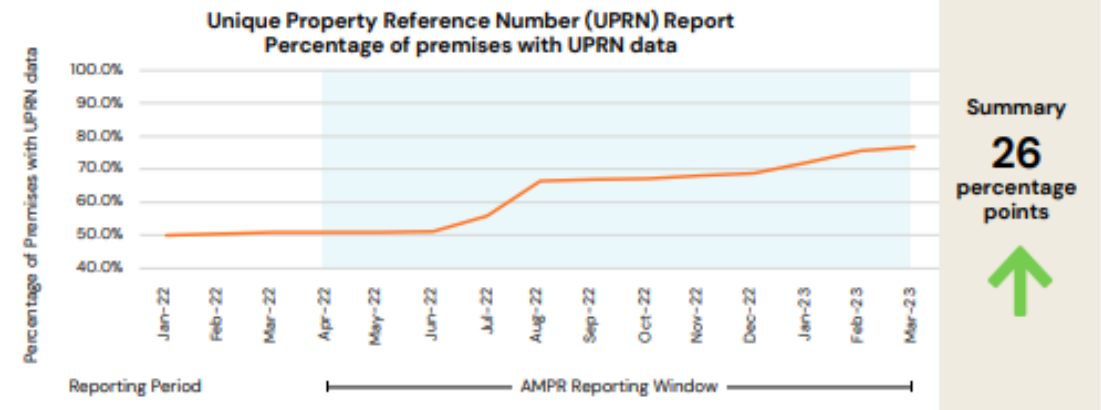
# Retailer Performance

- **Cyclic reads** focused on accurate billing improved marginally
- **Data quality** focused on providing meaningful data within customer's name fields improved
- **Long Unread Meters** focused on finding and reading meters which have not been read for 12 months – 4.5 percentage points improvement
- **Vacant premises with consumption** focused on identifying occupancy or leaks improved marginally



# Wholesaler Performance

- **Cyclic reads** focused on customer source data – 2.6 percentage point improvement
- **Metering and verification** focused on completeness of bilateral tasks – 5.2 percentage point improvement
- **Wholesaler customer service** focused on managing leakage allowance and complaints – one percentage point improvement
- **UPRN** focused on identifying premises and meter location – 26 percentage point improvement
- **Valuation Office Authority** focused on identifying customer within a premises – 24 percentage point improvement



# Déjà Vu Project Case Study

*Mike Rathbone  
Severn Trent*

July 2023



# Who did well – Top 3



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Wholesalers  
+1000 SPIDS

Wholesalers  
<1000 SPIDS

Retailers  
+5000 SPIDS

Retailers  
<5000 SPIDS

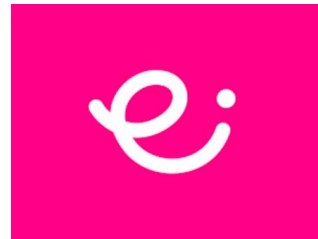
Self Supply &  
NAVs

R-MeX

1st



2nd



3rd



# Who did well – movers

MOSL



1,000+ SPIDS  
**21**  
 percentage points  
 ↑



<1,000 SPIDS  
**4**  
 percentage points  
 ↑



5,000+ SPIDS  
**8**  
 percentage points  
 ↑



severn dee

<5,000 SPIDS  
**31**  
 percentage points  
 ↑



Self supply and NAVs  
**100%**  
 performance  
 ↑



OPS

Metering & Verification  
**29**  
 percentage points  
 ↑

Customer service & Disconnection  
**7**  
 percentage points  
 ↑



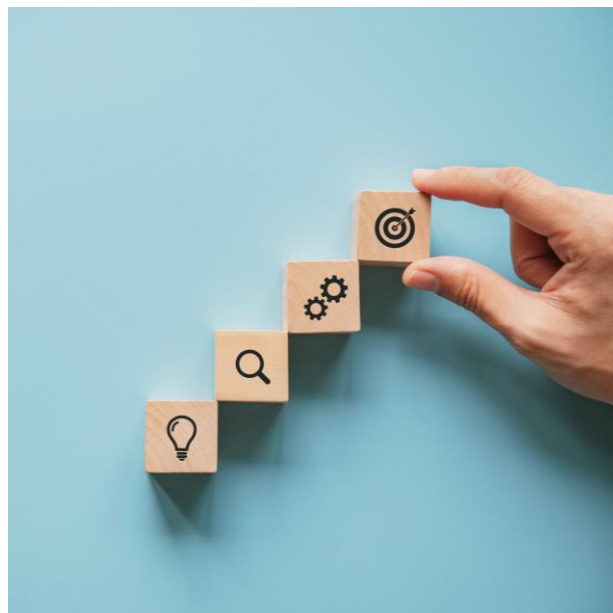
Overall score  
**R-MeX**  
**TOP**

MPS Wholesalers

MPS Retailers

R-MeX

# Looking forward



MPF Reform



Data Cleanse



BR-MeX



**Feedback?**

[comms@mosl.co.uk](mailto:comms@mosl.co.uk)

# MIF Project Round 1

Project PINPOINT

Simon Murray  
Wheatley Solutions  
July 2023



wheatley  
*pinpoint*



**BLICKER**



wheatley  
solutions

unrivalled utility metering software

**MOSL**



BRISTOL  
WATER



wheatley  
*pinpoint*



# Meter data platform

Data Hub, dedicated app and related services  
Update to MOSL User Forum 19<sup>th</sup> July 2023



wheatley  
solutions

unrivalled utility metering software

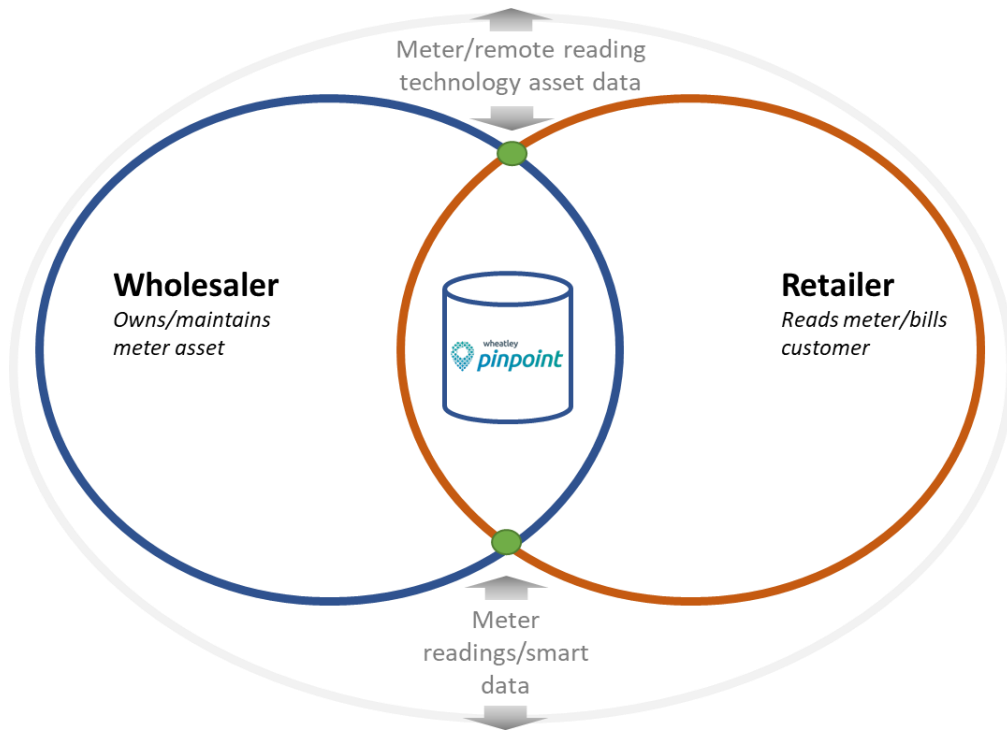


# Today's update...



- Reminder of project goals
- Key challenges so far
- Achieved
- Timeline

# 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
  - Move to data standardisation
  - Deliver data and market insights
  - Reduce skips/time taken to find meter
  - 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

# Key challenges so far...



- ✘ Data from MOSL/CMOS – not allowed under the Codes
  - ✓ *Trading parties under a Data Sharing Agreement (DSA) to provide via MDS files*
    - *Meter asset data monthly*
    - *Reads weekly*
  - ✓ *Via MDS files to keep simple*
    - ✓ *Wholesaler MDS files pre-filtered to their meters – drag n drop into secure Sharepoint folder*
    - ✘ *Retailer MDS files contain data on all meters*
      - *Need to provide MDS files filtered to include data only on that retailers meters*
    - *Market wide coverage – wholesalers need to agree to sign DSA and share data*
- **Market Data quality/variations**
  - ✓ *Day zero – all data in from MDS files, mirroring market data*
  - ✓ *Highlight potential data market data inaccuracies*
  - ✓ *Insights*

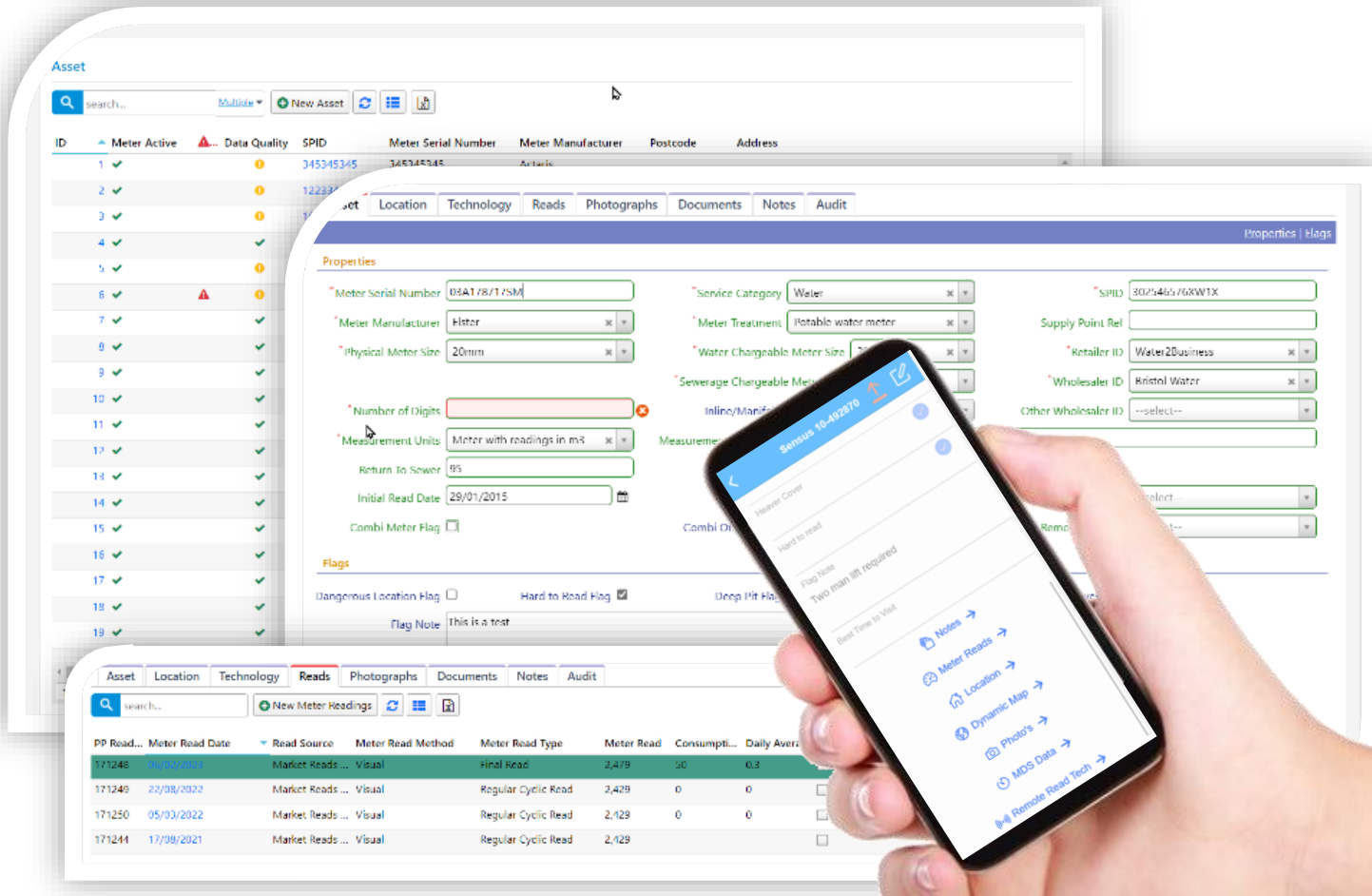
# DSA signed so far...



simon.murray@wheatleysolutions.co.

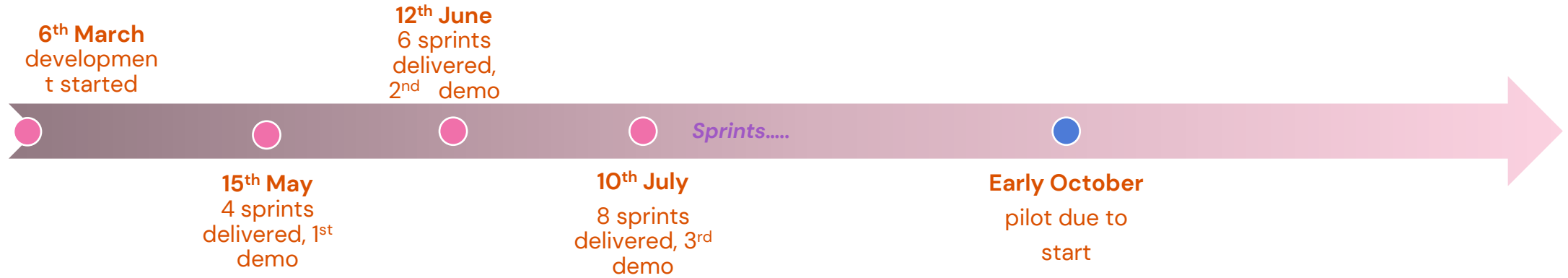
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# Achieved...



- ✓ Environment set up
- ✓ Pre-processor for MDS files
- ✓ Market data uploaded
- ✓ Wheatley Pinpoint Hub
- ✓ Data validation rules
- ✓ Look ups/valid data sets
- ✓ Non-market data items e.g. flags
- ✓ Meter reads
- ✓ Photo/document storage
- ✓ Notes & geo-tagged notes
- ✓ First release of app new
- ✓ Change audit log
- ✓ Start of dashboard

# Progress



- *Wholesaler data*
- *Blicker*
- *Work Assignment*
- *Non-market data upload*
- *Consumption graphics*
- *Dashboard*
- *Styling*



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# **MIF Project Round 2**

**Project DEVPOOL**

**Pam Nash**  
C&C  
July 2023

**Open  
Session**

**Strategic Metering Review  
Quick Start project 21  
Previously at User Forum:  
Nov 22 & May 23**

**Customer Access to CMOS**

Questions for the User Forum Debate

- Should we allow customers access?
- If yes, what should they be able to see?
- If No, why not?
- Where would it be best hosted?
- Would the customer be interested?
- Can you see it being abused?



**Let's talk  
about**

- **What's the demand?**
- **Conflicting data**
- **GDPR implications**
- **Potential mis-use**
- **Customers already have info**
- **Customers should resolve issues directly with retailer**

**Feedback**

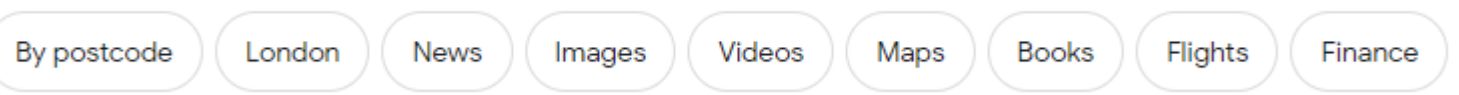
**MOSL**

- **Customer experience**
- **Start small**
- **Keep it simple**
- **Plug a gap**

Strategic Panel Priority Outcomes: We will also explore whether open data can be a part of delivering our high-level market outcomes, e.g. by increasing customer use of their market data.

**Direction**

# Who is my retailer (today)



Open Water Market  
<https://www.open-water.org.uk> > find-your-current-ret...  
**your water, your choice | who is my water retailer?** ← **Step 2**  
 If you can't find a bill or if you have recently moved to new business premises, **you can contact any water retailer** and they can tell you which water or ...



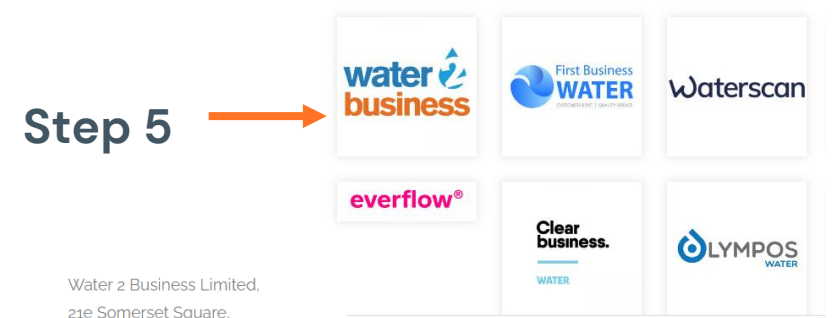
how do i find out who my current water or wastewater retailer is? ← **Step 3**  
 If you can't find a bill or if you have recently moved to new business premises, you can **contact any water retailer** and they can tell you which water or wastewater retailer is registered to your premises.

**Step 4**

water and wastewater retailer serving England  
 View the retail service suppliers serving England.

water retailers serving Wales  
 View the retail service suppliers serving Wales.

third party intermediaries  
 Third Party Intermediaries (TPIs) are organisations and individuals that offer for advice and information which may help you buy water for your business.



**Step 6**

Water 2 Business Limited,  
 21e Somerset Square,  
 Nailsea,  
 Bristol,  
 BS48 1RD  
 call 0345 600 2 600  
 email [hello@water2business.co.uk](mailto:hello@water2business.co.uk)  
<http://water2business.co.uk>

→ **Step 7 Call retailer**

# Who is my retailer (for debate)

who is my water retailer



Step 1

- By postcode
- London
- News
- Images
- Videos
- Maps
- Books
- Flights
- Finance

Open Water Market  
https://www.open-water.org.uk › find-your-current-ret...

your water, your choice | who is my water retailer? ← Step 2

If you can't find a bill or if you have recently moved to new business premises, you can contact any water retailer and they can tell you which water or ...



home > find your current retailer

how do i find out who my current water or wastewater retailer is?

Step 3

If you can't find a bill or if you have recently moved to new business premises, you can [search here](#)

Step 4

Address ⓘ

Search 55 Park Street SN11 5TR

RetailerID	WholesalerID
------------	--------------

call 0345 600 2 600 0345 600 3600

Step 5 Call retailer

# Starts with

Customer enters meter serial number  
or VOA or UPRN or address

Serial Number ⓘ  
Search 14M204044

VOA ⓘ  
Search 200003145212

UPRN ⓘ  
Search 0416102000

Address ⓘ  
Search 55 Park Street SN11 5TR

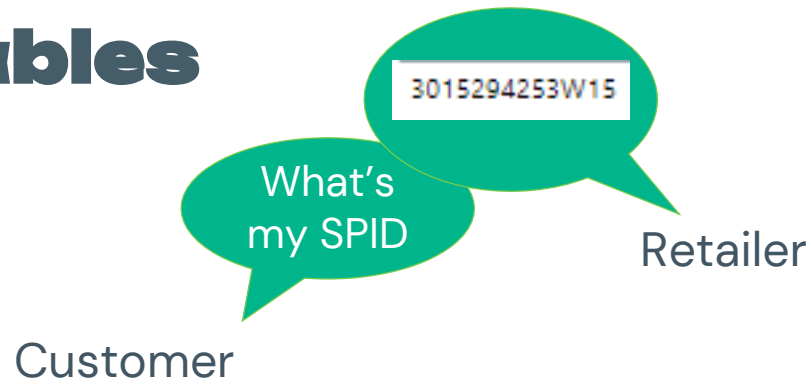
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RetailerID	WholesalerID
Retailer call 0345 600 2 600	Wholesaler 0345 600 3600

Click [here](#) for more retailer contact details

# QSP21 “lite”

# Enables



# Leads to

Customer

SPID

Search 3015294253W15

=

SPID	RetailerID	WholesalerID	LastMeterReadDate	Sum of LatestRead
3015294253W15	Retailer	Wholesaler	06-Dec-22	12982

# QSP21

# Close and AOB

Markus Lloyd and Evan Joanette  
July 2023

