

# User Forum

**MOSL**

*Online*

**Hosted by**  
**Markus Lloyd & Simon Bennett**  
14 Feb 2024



# Agenda

Item	Description	Who	Time
1	Introduction	Markus Lloyd & Simon Bennett	1500-1505
2	Code Changes	Luke Coyle	1505-1515
3	PAG Update from MPF Reform Program	Evan Joanette	1515-1525
4	National Metering Strategy Latest	Chris Dawson/ Adrian Smith	1525-1545
5	Break		1545-1550
6	Market Improvement Fund Round 3 update	Markus Lloyd	1550-1605
7	Market Improvement Fund project REDUCED update	Markus Lloyd	1605-1620
8	Debate: Can we reduce Long unread and legacy long unread meters (notably hard to read/ internal meters) through wholesaler reads	Markus Lloyd & Simon Bennett (via Jon Fuller)	1620-1645
9	AOB and Close	Markus Lloyd & Simon Bennett	1645-1650

# Changes

**Luke Coyle**  
**MOSL**

February 2024



# Change Proposals/Reports to table at CCC in the next 3 months\* (1/2)



Reference	Title	Summary	Stage	CCC meeting date(s)
CPW150	Governance of Incentive Scheme Guidance Documents	Seeks to relax the obligation and allow MOSL to update the documents without Ofwat approval to reflect current practice through a housekeeping change/simplified process change.	Acceptance & prioritisation	12 Mar 24
CPW142	Wholesaler Smart Meter Reads	Proposes that where an Advanced Metering Infrastructure (AMI) smart meter is installed at a premises, the relevant Wholesaler becomes responsible for market read submission into CMOS. Developed in the Strategic Metering Review roles and responsibilities workstream.	Recommendation	12 Mar 24
CPW148	Transfer Read Notifications for Outgoing Retailers	Seeks to enable CMOS notifications to the Outgoing and Incoming Retailers where there has been any change to a Transfer Read.	Recommendation	12 Mar 24

# Change Proposals/Reports to table at CCC in the next 3 months\* (2/2)



Reference	Title	Summary	Stage	CCC meeting date(s)
CPW139f	Bilateral Hub (Accredited Entities, Planned and Unplanned Events, additional enhancements pt1)	<p>This will deliver processes B2, B4, B6, B8, B9, I2, I6, I9 and I12 - these processes are all metering activities, disconnections and reconnections carried out by Accredited Entities. They will be delivered as J1 and J2.</p> <p>Will also deliver processes D1, D2, D3, E1, E2, E3, E4, E5, E6, E7 around planned and unplanned activities.</p> <p>First phase of the delivery of additional enhancements (H1, B5, cancel info request, extension to the retention period).</p>	Recommendation	09 Apr 24
CPM058 & CPW149 (a)	MPF Reform – Governance	<p>Seeks to introduce 4 new levels of governance using which poor performance against performance indicators can be escalated.</p> <p>This will include the creation of the Performance Assurance Committee (PAC) and its terms of reference, to replace the Market Performance Committee</p>	Recommendation	09 Apr 24
CPM058 & CPW149 (b)	MPF Reform – Tools Part 1	<p>Seeks to deliver the first tranche of tools relating to market entry assurance and assurance statements, targeted audits and rectification &amp; escalation activities (amongst others).</p>	Recommendation	14 May 24

# Trading Party requests\*



Reference	Title	Engagement type	Start date	End date
CPW085	Premises Vacant transaction link to DPID	PIR RFI	26 Jan 24	16 Feb 24
CPW126	Settling of Post RF Primary Charges	PIR RFI	12 Feb 24	1 Mar 24

# Awaiting Ofwat Decision\*

Reference	Title	CCC Recommendation	Decision Due	Implementation Date
CPM054 & CPW145	Deductions and Withholdings under Dispute Process	Majority recommendation	10 Jan 24	16 Feb 24
CPW132	Credit Support and Wholesaler Credit Ratings	Unanimous recommendation	1 Feb 24	1 Mar 24
CPM057	Late payment of MO charges	Majority recommendation	1 Mar 24	1 Apr 24
CPM056	Resource Support to Industry Groups	Unanimous recommendation	11 Mar 24	4 Apr 24

# Awaiting Implementation\*

Reference	Title	Central System Impact	Date of Release
CPW141b	Clarifying Meter Chamber Responsibilities	N	16 Feb 2024
CPM055	CMOS Data Escrow	N	16 Feb 2024
CPW139e	Bilateral Hub (Miscellaneous)	Y	13 Mar 2024
CPW143	Wholesaler Maintenance of YVEs for NMMs	Y	10 May 2024

# Implementations\*

Reference	Title	Central System Impact	Date of Release
CPW147	MPS18 & 19 clarification	N	18 Jan 2024

# PAG Update from MPF Reform

User Forum update

Evan Joanette  
MOSL



Strategic Pr

Priority & Outcome  
Our strategic focus is to ...

Be ... a Market Op

Programmes of Work  
(primary alignment)

Through ...

- Need for Customer Service Training
- Are we clear on how we Customer Service and Work
- Governance Dir with Curric etc
- Customer of Customer?
- Need to the right Platform to use Related solution

Service Excellence

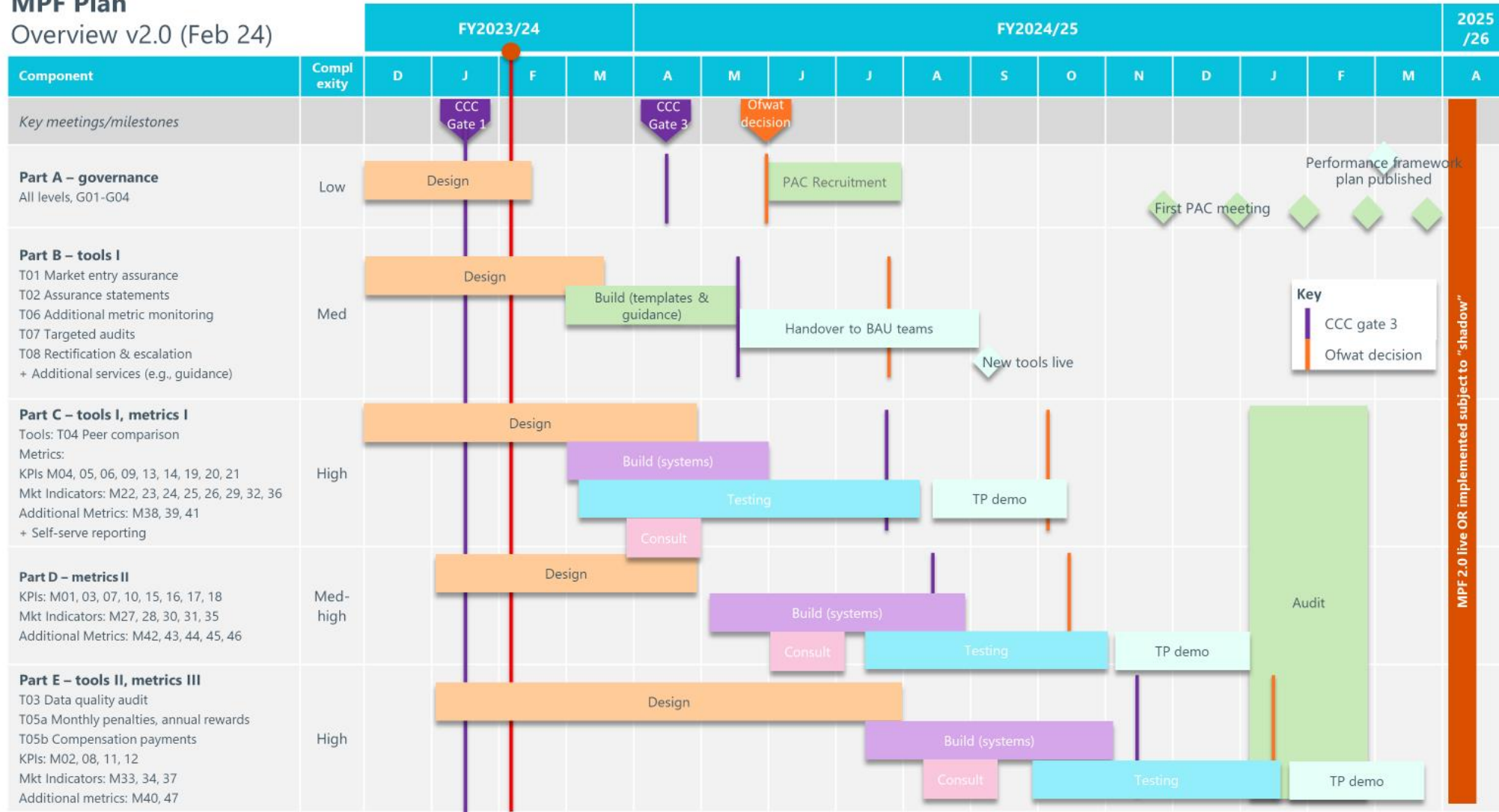
Data Assurance

Reformed

# MPF delivery – in five parts

## MPF Plan

Overview v2.0 (Feb 24)



# Part A - Governance

## Performance Assurance Committee (PAC)

- *Determining composition*
  - Independent chairing
  - Strong TP expertise, while providing independent oversight
  - Customer representative and regulator participation
- *Committee and meeting logistics and governance*
- *Transparent planning and reporting for the industry*

## Implementation Timing

- PAC in place ahead of April 2025 (launch of MPF 2.0)
- Sensible plan and timing for transition from MPC to PAC

## Code Change Proposal

- Recommendation sought in April 2024

**Evidence base**

- 3x consultations
- Committee expertise (Metering, Performance)
- MOSL SMEs
- Performance Advisory Group (PAG)
  - providing detail and challenging assumptions

# Upcoming design principles

## 1. KPIs

- How each KPI is defined and calculated will be set in code
- Target Performance levels for KPIs. Responsibility and protocol for making changes

## 2. Other metrics

- Market Indicators and Additional Metrics will be defined and maintained outside of code. Still has tight governance by PAC

## 3. Tools: Reporting

- KPIs: Public peer comparisons. Assumed public unless good reason for PAC to decide not to publish.
- Additional Metrics and Market Indicators: Dashboards that publicly accessible, but no direct ranking of parties

## 4. BR-MeX

- Only KPIs used to inform BR-MeX incentives.
- Not liable to change outside of PR period.
- Ofwat workshopping with industry.

## 5. Tools: Other

- Various mechanisms for investigating, incentivising



# **NHH Smart Metering Strategy**

***Update and key statements***

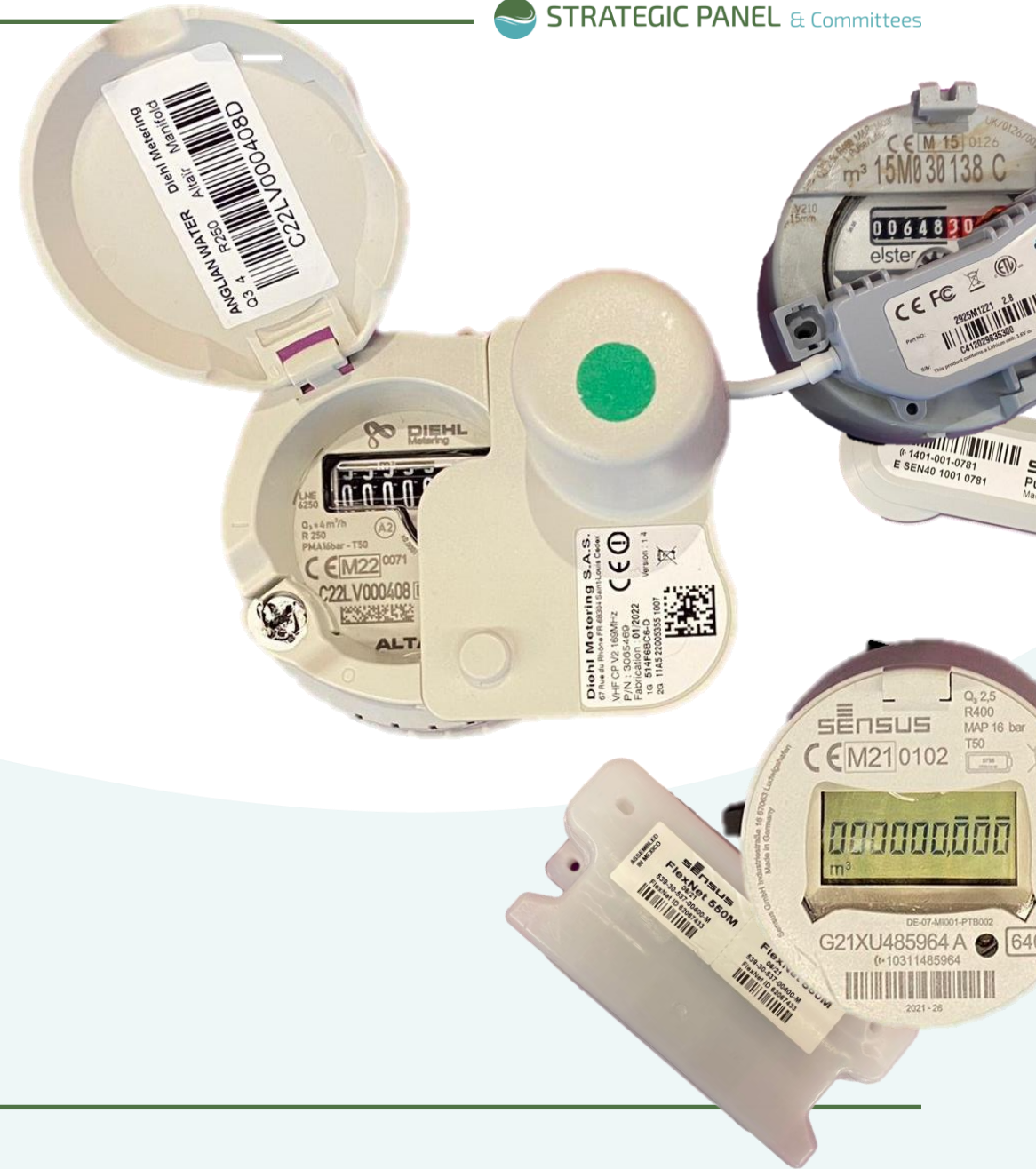
**Chris Dawson and Adrian Smith**

**MOSL**

February 2024

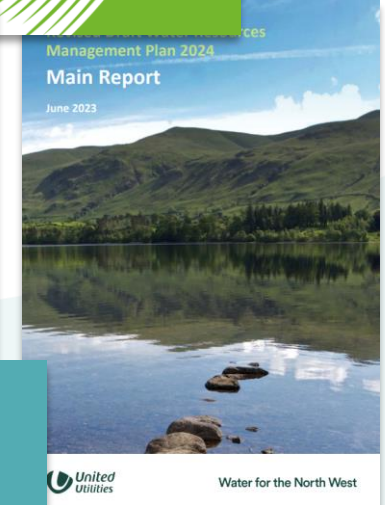
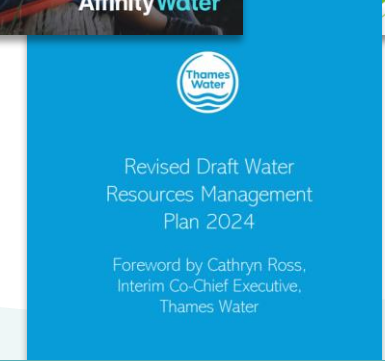
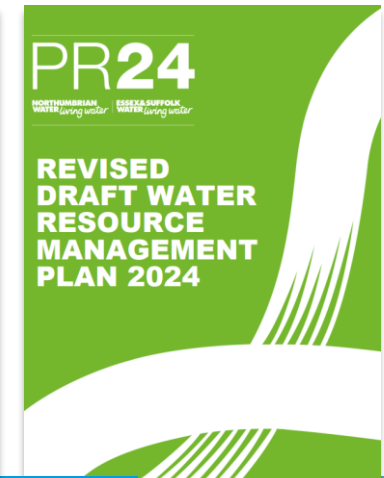
# Agenda

- Metering strategy recap
- Draft key messages
- Feedback to date (e.g. CEO Forum)
- Timeline to completion



# Recap

- [Interim Metering Strategy](#) published in April 2023
- Identified strong drivers, business case and benefits
- Recommended:
  - Accelerating smart metering rollout in AMP8
  - Roll out household and NHH at same time and
  - Focus on medium and large meters (72% of consumption)
  - At same time, address problematic meters
- Virtual consensus on importance of smart metering
- Recognition of need for Wholesalers to move at similar speed
- Metering strategy aims to help companies move towards smart metering in a coordinated and consistent way
- Drafting underway - due to publish in March 2024



**Focus: access to *accurate, timely, granular* consumption data**

# Revised WRMPs and PR24 submissions

- Significant focus on Defra’s 9% consumption reduction target
- Broad consensus on importance of smart metering in reducing consumption
- Clearer, more ambitious plans
- **Five companies, representing 80% of SPIDs aiming to roll out smart metering in AMP8**
- Eight companies, representing 19% of SPIDs planning two-AMP rollout
- Challenges:
  - Competing funding priorities
  - Funding uncertainty in current climate
  - Challenge procuring equipment and installers



PR24 Smart metering rollout to NHHs		
One AMP 2025-30	Two AMPs 2025-35	Three AMPs 2025-40
Anglian	Northumbrian	Affinity
Southern	Portsmouth (8 yrs)	Bristol
Thames	SES (7 years)	
United Utilities	Severn Trent	
Yorkshire	South East	
	South Staffs	
	South West	
	Wessex	
<b>80% of SPIDs</b>	<b>19% of SPIDs</b>	<b>1% of SPIDs</b>

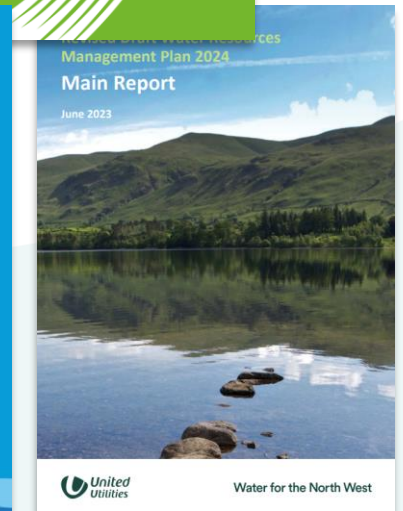
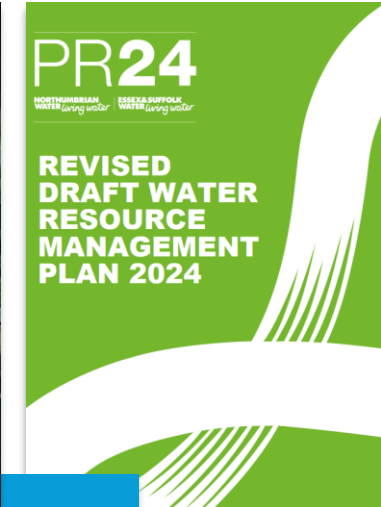
# Strategy objectives

Delivering benefits of smart metering to NHH market:

1. **Wholesalers:** Achieving Defra demand reduction target
2. **Retailers:** Enabling improved competitive services to customers
3. **Customers:** Enabling improved, tailored services and water efficiency

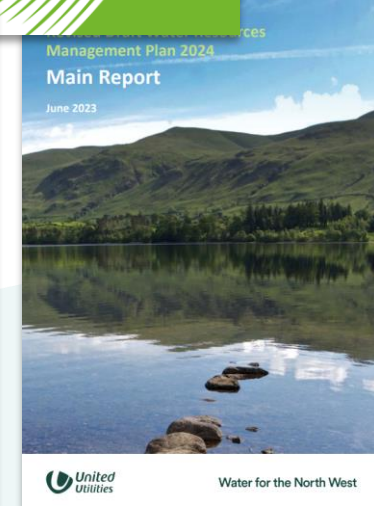
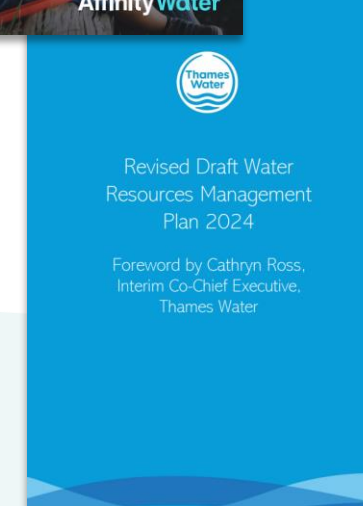
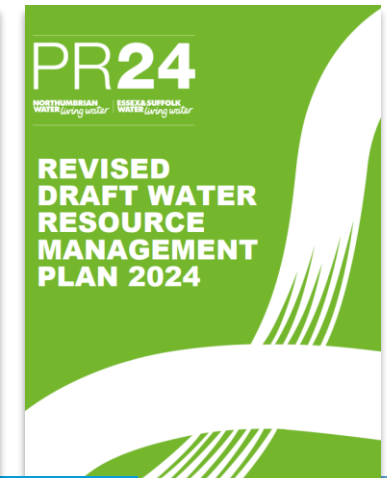
By developing a strategy that:

- Builds on the PA Consulting workshops and contents list
- Focuses on delivering **timely, accurate, granular consumption data** - with a particular focus on ‘smart’ metering
- **Builds on the wholesalers’ WRMP and PR24 business plans**
- Supports the Panel’s ambitions for a ‘flourishing NHH market’
- Is **achievable by 2035** (i.e. end of AMP9)
- Is **concise and action-driven**



# Observations and challenges

- Strong support for developing strategy
- Key messages well received
- Going in the right direction – anything we need to strengthen?
- Strategy needs to consider NAVs
- Primary challenges for drafting:
  - **Degree of prescription**  
“Retailers to provide all services to customers” vs “retailers to provide all services, but if they don’t...”
  - **Setting boundaries**  
Requiring data to be provided and in a given format, but not determining what should be done with it
  - **Handling of actions arising from strategy**  
Metering Committee, RWG, MIF, etc



---

# Key topics

## Choice of technology

- Focus on data sharing rather than prescribing technology

## Rollout

- Rolling out over max two AMPs
- Sharing rollout plans
- Including medium and large meters
- Addressing problem meters
- Accurately capturing asset data
- Performance monitoring
- Customer communications

## Reading smart meters

- Wholesalers to be responsible for reading SmartAMI meters once commissioned (subject to CPW142)
- Meter read frequency
- Transfer reads

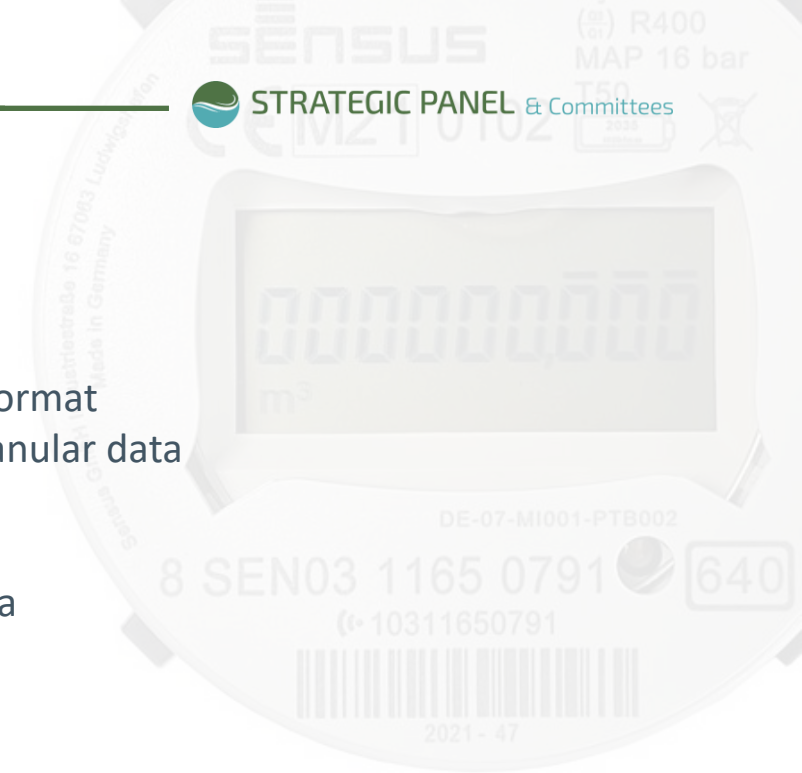
## Data sharing

- Determining a standard format
- Storing and sharing of granular data
- Governance (e.g. GDPR)
- Providing hourly data
- Analysing meter read data
- Delivery of data services
- Charging for data
- Monitoring performance

## Improving existing metering

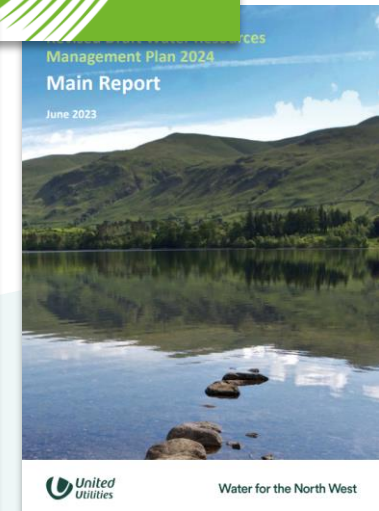
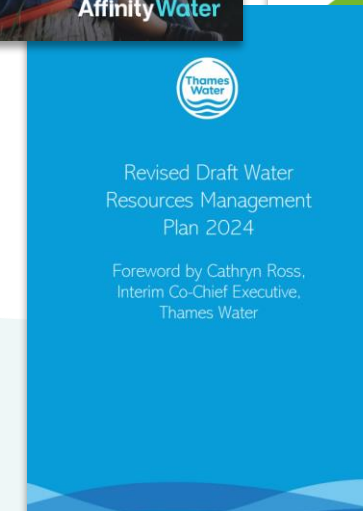
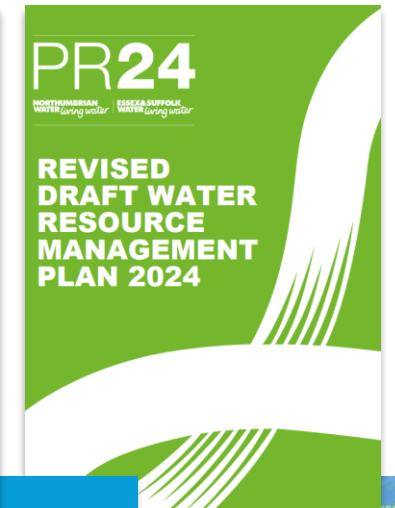
- Hard to read
- Long Unread Meters

## Lessons from the Energy industry



# Drafting process

- Key messages have been shared with:
  - CEO Forum
  - Strategic Panel
  - Panel 'subset'
  - Metering Committee
  - Working group and strategic group
  
- Draft to be shared with Strategic Panel subset this week
- Metering Committee next week
- Iterate with Panel and Metering Committee
- Panel Subset has delegated authority to approve
- **Aiming to publish by end of March**



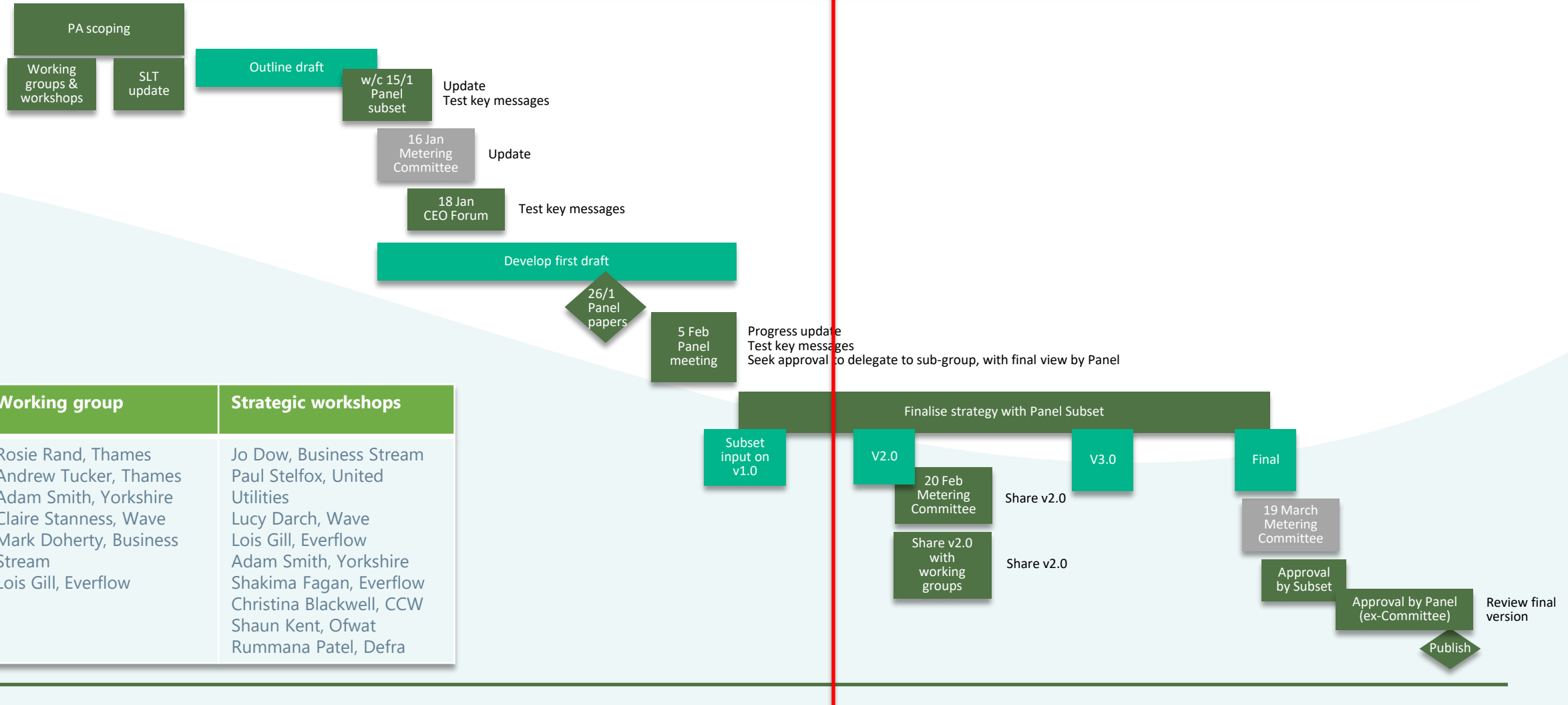


Questions?



STRATEGIC  
PANEL  
& Committees

# Timeline



Working group	Strategic workshops
Rosie Rand, Thames Andrew Tucker, Thames Adam Smith, Yorkshire Claire Stanness, Wave Mark Doherty, Business Stream Lois Gill, Everflow	Jo Dow, Business Stream Paul Stelfox, United Utilities Lucy Darch, Wave Lois Gill, Everflow Adam Smith, Yorkshire Shakima Fagan, Everflow Christina Blackwell, CCW Shaun Kent, Ofwat Rummana Patel, Defra



# Market Improvement Fund

Round 3 Update



STRATEGIC  
PANEL  
& Committees

# Concordia

SPONSOR: Wave Utilities  
PARTNER: Infersens  
DURATION: 2 years

PROBLEM STATEMENT (WHY)?  
Every year approximately 8% of all NHH potable water consumption is used to flush water systems (pipes and tanks) as a precaution against the development of legionella.

AIM  
Reduce potable water flushing as a precaution against legionella by 80%. This equates to saving 164m litres of water per day.

WHAT: The project will fit sensors to 40 customers' pipes, passing flow and temperature data to a central processing database via a private wireless network to assure the customer that their system is resilient to legionella. A report will identify the scale of water consumption resulting from managing legionella and potential water savings that could be achieved using the sensors and software and will make recommendations on how to achieve these savings.  
CATEGORY: Solution and report

CUSTOMER OUTCOME  
Customers will be able to reduce their potable water demand by reducing the water used to flush systems as a precaution against legionella by 80%.

---

## CATRID (Customer Access to Retailer ID)

SPONSOR: MOSL  
PARTNER : CGI,  
DURATION : One year

PROBLEM STATEMENT (WHY)?  
1000 customers every month have a poor experience on the Open Water website as they are directed to contact a random retailer and hope that they will be given the name of their own retailer.

AIM  
Provide customers with name of their retailer.

WHAT: Customer Access To Retailer ID. This project will build a query engine on the Open Water website, build a standalone database, populate the database with limited information from CMOS and then link the database to the Query engine for customers to use.

CATEGORY: Solution

CUSTOMER OUTCOME  
By June 2024 customers will be able to identify their retailer on the Open Water website without contacting a 3rd party.

---

# Holistic Water Care Framework / ISO 46001

SPONSOR: Waterscan  
PARTNER: Water Research Centre Limited and Waterwise and Spring Innovation  
DURATION : One year, eight months

PROBLEM STATEMENT (WHY)?  
There is no standardised approach to improving water efficiency in non-household sectors, leading to a lack of knowledge and awareness.

AIM: Create a Holistic Water Care Framework for the NHH Market and identify the barriers to implementing ISO 46001.

WHAT: Research and develop a Holistic Water Care Framework (HWCF) to improve the NHH customer's water efficiency journey, implement it with three self-supply customers and then report on the water efficiency savings realised by them.

CATEGORY: Solution and report

CUSTOMER OUTCOME  
Customers will be more aware of how to be water efficient.

---

# Water Stewardship Programme

SPONSOR: Business Stream & Yorkshire  
PARTNER: 20FIFTY Partners  
DURATION: 15 Months

PROBLEM STATEMENT (WHY)?  
There is a lack of a culture of corporate water stewardship in the UK.

AIM  
Identify the demand reduction achieved before and after the structured learning is delivered to customers in a formal setting.

WHAT: 10 Large users will be selected by Business Stream and Yorkshire to receive training from 20FIFTY in a Certified Water Steward Programme including developing a charter for their sites capturing usage, risks, mitigations and water strategy. Research findings will be reported capturing consumption levels before and after the programme.

CATEGORY: Solution and report.

CUSTOMER OUTCOME  
The proposed programme will support business customers with the competence and skills on how to co-operate with key stakeholders and develop a water efficiency plan.

---

## An independent trial of Wizso tablets

SPONSOR: Southern Water  
PARTNER: Wizso and Aguardio  
DURATION : Seven months

PROBLEM STATEMENT (WHY)?  
Flushing a lavatory after single use (urine only) is water intensive (7 litres) which can account for 30% of a NHH customer's consumption on a premises.

AIM: Reduce demand for potable water by not flushing "urine only" waste.

WHAT: A neutralising agent, in tablet form, when introduced to a lavatory bowl, will neutralise the colour and smell of urine. At four NHH customer locations the programme will encourage occupants not to flush urine only waste by providing briefings, posters in lavatory cubicles, dispensers of the neutralising agent in the lavatories and flush sensors on the pipes. It will measure the reduction in water used as a result of the solution and change in attitude to water saving.  
CATEGORY: Solution and report.

CUSTOMER OUTCOME  
Customers should use less water as a result of fewer flushes. This information can inform retailer engagements with other customers on similar solutions.

---

## Ready to Read

SPONSOR: Clear Business Water  
PARTNER: Sagacity  
DURATION : 13 weeks

PROBLEM STATEMENT (WHY)?  
The free text descriptor in CMOS that is used for recording meter location details allows for incomprehensible directions to a meter's location.

AIM: "Decrypt" the free text field so that meter readers can more easily locate meters.

WHAT: An artificial intelligence solution that will interpret the "sometimes tortuous" free text that describes a meter's location and provide a clear English description according to a common standard. Machine learning ensures that the more fields the system processes the more accurate it becomes.

CATEGORY: Solution

CUSTOMER OUTCOME  
Customer bills will be more accurate if their meters are found and read more frequently.

---

## Incentivising NHH water saving

SPONSOR: Wave Utilities  
PARTNER: Waterwise, WEIR THE AGENCY  
DURATION: Six months

PROBLEM STATEMENT (WHY)?  
NHH customers are not motivated or encouraged to take up the benefits of water efficiency measures.

AIM: Define a retailer neutral incentive scheme that can successfully unlock funding from the £100m Ofwat Water Efficiency Fund in support of NHH Customer take up of water efficiency measures.

WHAT: Structured interviews with 12-15 stakeholders (e.g. water retailers, wholesalers, regulators and water using businesses) to test their views on the options for a new centralised, retailer neutral, incentive scheme to encourage businesses to choose and fit water efficient products. The output will be the definition of the key elements that would contribute to a successful bid to Ofwat's Innovation Fund.

CATEGORY: Report

### CUSTOMER OUTCOME

No immediate benefit as this is a scoping study, but downstream benefits will materialise for the customer if this project leads to successful bids to Ofwat's Innovation Fund.



# Market Improvement Fund

Project REDUCED



STRATEGIC  
PANEL  
& Committees

# Live demo

---

MOSL

# Debate



**MOSL**

Can we reduce legacy long unread (LLUM) meters through wholesaler reads?

Should the Wholesaler take responsibility for this?

If offered a W Read for a LLUM, why does the Retailer not use it?

**MOSL**

**CLOSE**

