

# User Forum

**MOSL**

*Online*

**Hosted by**  
**Markus Lloyd & Simon Bennett**  
18 September 2024



# Agenda



Item	Description	Who	Time
1	Introduction: MOSL	Markus Lloyd and Simon Bennett	3 – 3.05pm
2	RWG update Change	Mike Rathbone and Fallon	3.05 – 3.15pm
3	Change	Flo Monea	3.15 – 3.30pm
4	Strategic Panels responses to PR24	James Higgins	3.30 – 3.50pm
5	MOSL responses to PR24	James Higgins	3.50 – 4pm
6	Dashboard: Local Authority demo	Liz D’Arcy and Lisa-Ann Lott	4pm – 4.10pm
7	MIF Project Reduced (Isle Utilities) webinar	Pranoy Dias	4.10 – 4.15pm
8	Debate: New Connections, when should they enter the market?	Simon Bennett	4.15 – 4.40pm
9	AOB and close	Markus Lloyd and Simon Bennett	4.40 – 4.45pm

The MOSL logo is located in the top right corner of the slide. It consists of the letters 'MOSL' in a bold, white, sans-serif font. A small white water drop icon is positioned below the letter 'O'.

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The title 'RWG Update' is enclosed in a white, irregularly shaped frame with a thin orange border. The frame is positioned on the left side of the slide, overlapping the green background and the geometric pattern.

**RWG Update**

**MOSL**

18 Sep 24

# Changes

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



Reference	Title	Summary	Stage	CCC meeting date(s)
CPM058 & CPW149 'C1'	MPF Reform Part C – KPIs Phase 1	This change proposal seeks to introduce Key Performance Indicators and Incentives for Cyclical and Transfer Reads, Bilateral and Data Assurance.	Recommendation	10 Dec 24

# Trading Party requests\*



Reference	Title	Engagement type	Start date	End date
CPW152	Post RF Customer Refunds	RFI	30 Sep 24	25 Oct 24
CPW153 & CPW154	Interim Supply: Cost Recovery Mechanism Initial Cost Support	Consultation	4 Nov 24	22 Nov 24
CPW155	Data Quality Assurance Flags	Consultation	18 Nov 24	6 Dec 24

# Awaiting Ofwat Decision\*

Reference	Title	CCC Recommendation	Decision Due	Implementation Date
CPW142	Wholesaler Smart Reads	Majority recommendation	11 Oct 24	09 May 25
CPW132	Credit Support and Wholesaler Credit ratings	Unanimous rejection	Overdue	Overdue

# Awaiting Implementation\*

Reference	Title	Central System Impact	Date of Release
CPW139g	Bilateral Hub (Additional enhancements pt2)	N	2 Oct 24
CPW150	Governance of Incentive Scheme Guidance Documents	N	8 Nov 24
CPW151	WRC Housekeeping	N	8 Nov 24
CPM058 & CPW149 (a)	MPF Reform - Governance	N	27 Nov 24
CPM058 & CPW149 (b)	MPF Reform – Non-financial tools	N	27 Nov 24
CPW148	Transfer Read Notifications for Outgoing Retailers	Y	06 Dec 24

# Implementations\*

Reference	Title	Central System Impact	Date of Release

**Nothing this month**

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**Questions**



# Strategic Panel's Response To PR24

**James Higgins**

**Corporate Affairs Manager, MOSL**

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# Key points

- 1. BR-MeX (business customer and retailer measure of experience) incentive;
- 2. Non-household water efficiency and demand reduction;
- 3. Smart metering; and
- 4. Bill impacts for businesses.

# The Panel's key asks of Ofwat are as follows

- Allowances for smart meter rollouts need to ensure more expensive large meters used by waterintensive businesses and long unread meters that may be more difficult to locate and access are included in rollout programmes
- The Panel questions whether the business demand reductions outlined are achievable without appropriate mechanisms to deliver smart metering and non-household water efficiency
- More emphasis is needed around wholesaler-retailer collaboration on non-household water efficiency to enable businesses to realise the benefits that greater collaboration could enable
- The Panel welcomes the strengthening of the weighting of the BR-MeX incentive and continuing focus is needed on ensuring it drives wholesalers' action around data, efficiency and service delivery for non-household customers
- The Panel would like clarity that bill increases are balanced fairly between household and non-household customers

# **MOSL's Response To PR24**

**James Higgins**

**Corporate Affairs Manager, MOSL**

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# Smart Metering

We welcome Ofwat calling on wholesalers to deliver all of the 10.3 million smart meters included in their business plans, which include significant rollouts to business customers. Smart meters and the hourly data they can provide will be a key enabler to raising awareness of water usage and therefore opportunities to use less. Smart metering also underpins the achievement of demand reduction targets including the Defra target to reduce business water usage by 9% by 2038.

# Water efficiency and demand reduction

This is the first time there has been a performance commitment on wholesalers to specifically reduce business water demand in the price review which we called for and support.

**We are, however, concerned the funding and PCDs for smart metering create a significant risk that companies will not be able to deliver demand reductions during PR24 to stay on track for Defra's 9% reduction target by 2038.**

# BR-MeX (business customer and retailer measure of experience)



The BR-MeX incentive has the potential to ensure wholesalers place greater focus and emphasis on delivering on the needs of business customers, so we believe its introduction will have a positive impact on driving the right outcomes for the market, business customers and the environment.

# Bill increases

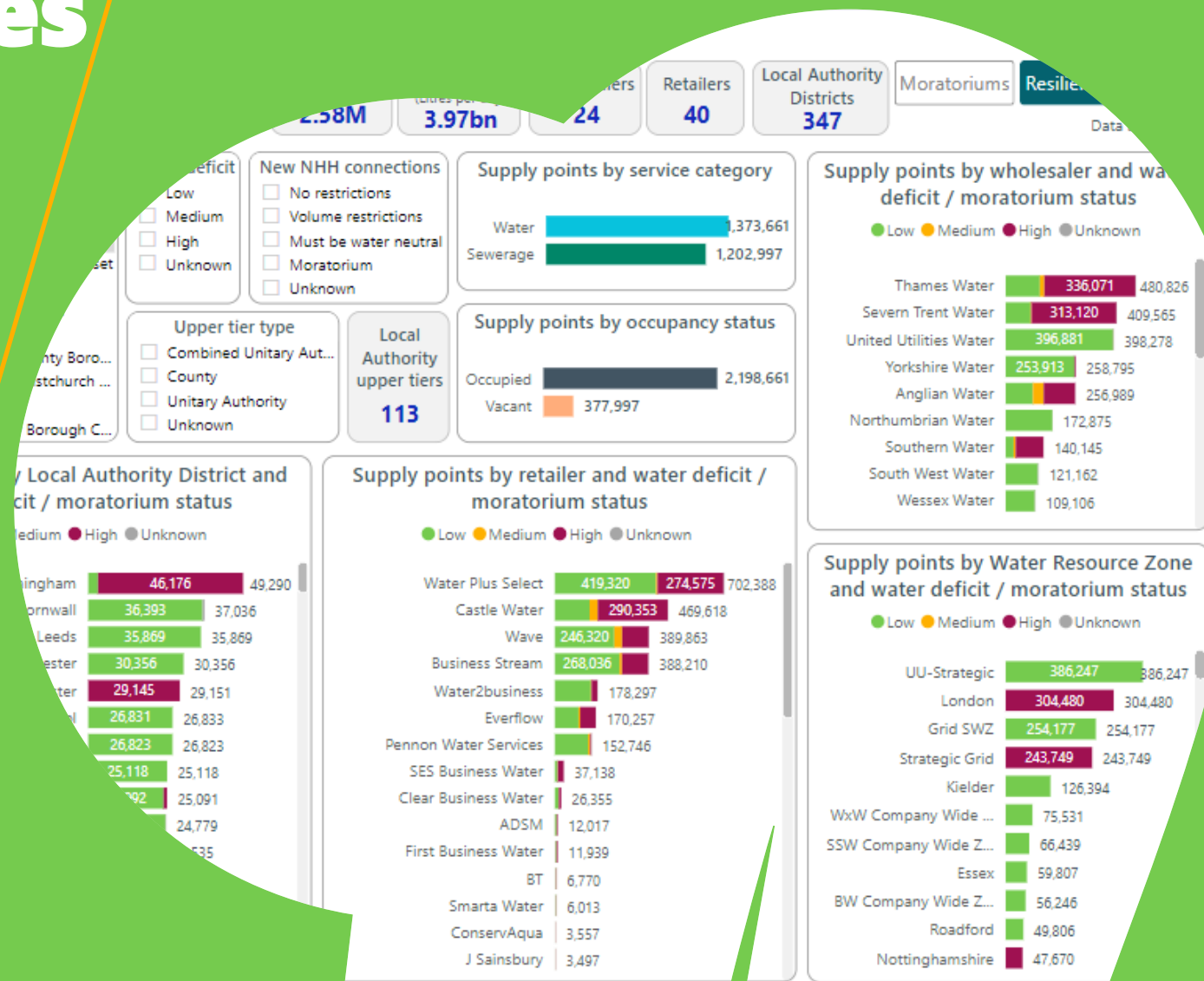
We would like more detail on the reasons behind the average uplift in funding for non-households being higher (27% average increase in wholesale charges) versus a 21% average increase in household bills and reassurance that the charges are fairly apportioned. We would welcome further detail on how the 27% increase is split across companies, which is currently absent in the draft determinations and has only been communicated separately to non-household stakeholders.

**Any questions?**



# Local Authorities Dashboard Live Demo

Liz D'Arcy and Lisa-Ann Lott  
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# Market Improvement Fund: Project “REDUCED”

**Pranoy Dias**

**Isle Utilities**

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**Debate:  
New Connections,  
when should  
they enter  
the market?**



# **AOB & CLOSE**

