

MOSL

User Forum

Online

**Hosted by
Markus Lloyd and Simon Bennett**

19 March 2025



Agenda



Item	Description	Who	Time
1	Introduction and Welcome: MOSL	Markus Lloyd and Simon Bennett	3 – 3.05 pm
2	RWG: update	Gerard Lyden and Fallon Wilkinson	3.05 – 3.15 pm
3	Code Change: update	Huw Comerford	3.15 – 3.35 pm
4	Deregistration	Lyv Nabarro	3.35 – 3.45 pm
5	Debate – Should the Retailer be allowed to manage the Warrant of Entry Legal Process?	Mike Wolfenden	3.45 – 4.15 pm
6	Strategic Metering - Data Sharing Mechanism Latest	Chris Dawson	4.15 – 4.35 pm
7	Changing of the Guard – From Simon to Tom, and Grace	Markus Lloyd	4.35 – 4.40 pm
8	AOB: MOSL Pulse Survey, Group Vacancies	All	4.40- 4.45 pm

19th March 2025

RWG update



Sub-group highlights

- **Customer Contact Details**
 - RFI scheduled to run from 1-29 April
 - Potential for code change and/or good practice guide
- **Access**
 - Consultation on draft Access good practice guide anticipated for Q1 2025/26
- **Planned and Unplanned Events**
 - Updated Planned and Unplanned events good practice guides due to be published Q1



Potential Areas of Future Focus

- Bilaterals Sub-group
- Skip Codes
- Publication of details of which Trading Parties align and don't align to RWG Good Practice Guides

If you would like to flag an area for potential RWG focus, please contact RWG@mosl.co.uk



RWG In-person meeting

When: 24th June 2025 (10am-4pm)

Where: Park Plaza Hotel – Leeds

Agenda items can be submitted for consideration until
30 April to RWG@mosl.co.uk



How can you get involved?

A great opportunity to play an active role in shaping activities that will support the development of the NHH market for customers and trading parties:

- Join a sub-group
- Suggest an idea for a sub-group
- Become the next retailer or wholesaler Vice-Chair! (To find out more about the role please contact Gerard Lyden (wholesaler role) or Fallon Wilkinson (retailer role) at rwg@mosl.co.uk)
- To find out more about RWG please email rwg@mosl.co.uk or visit the [RWG webpage](#)
- Sign up to receive RWG emails, read Market Focus, engage with us on social media





RWIG

Code Changes

Huw Comerford
MOSL

19 March 2025



Change Proposals/Reports to table at CCC in next 3 months* (Part 1 of 2)



Title	Summary	Stage
8 April 2025		
Cyclic Read Skip Codes PIP224	Standard reasons for not providing an actual cyclic read collected in CMOS	Acceptance
Estimated Read Codes CPW159	Enforce the requirement to provide actual transfer reads instead of estimates unless exceptional circumstances apply	Acceptance
Third Party Requests to Wholesalers PIP233	Requires wholesalers to respond directly to third parties making requests on behalf of customers e.g., to install a datalogger or disconnect a premises	Acceptance
13 May 2025		
Interim Supply: Cost Recovery Mechanism CPW153	Retrospective recovery of additional onboarding costs following Interim Supply Allocation	Recommend
Interim Supply: Initial Cost Support CPW154	Temporary alleviation of cashflow pressures on Interim Retailers, e.g. by deferring credit or wholesale charges	Recommend



*As of 12/03/25

Dates for changes with PIP references are estimated.

Change Proposals/Reports to table at CCC in next 3 months* (Part 2 of 2)



Title	Summary	Stage
10 June 2025		
Deductions and Withholdings under Dispute Process CPM054 & CPW145	Increase transparency and standardise process and timescales for resolving amounts invoiced by wholesalers but withheld by retailers due to a dispute or query	Recommend
Post-RF Customer Refunds CPW152	Mechanism to enable customer refunds relating to periods more than 44 months ago or more than 16 months ago if materiality thresholds for an Unplanned Settlement Run cannot be achieved	Recommend



*As of 12/03/25

Dates for changes with PIP references are estimated.

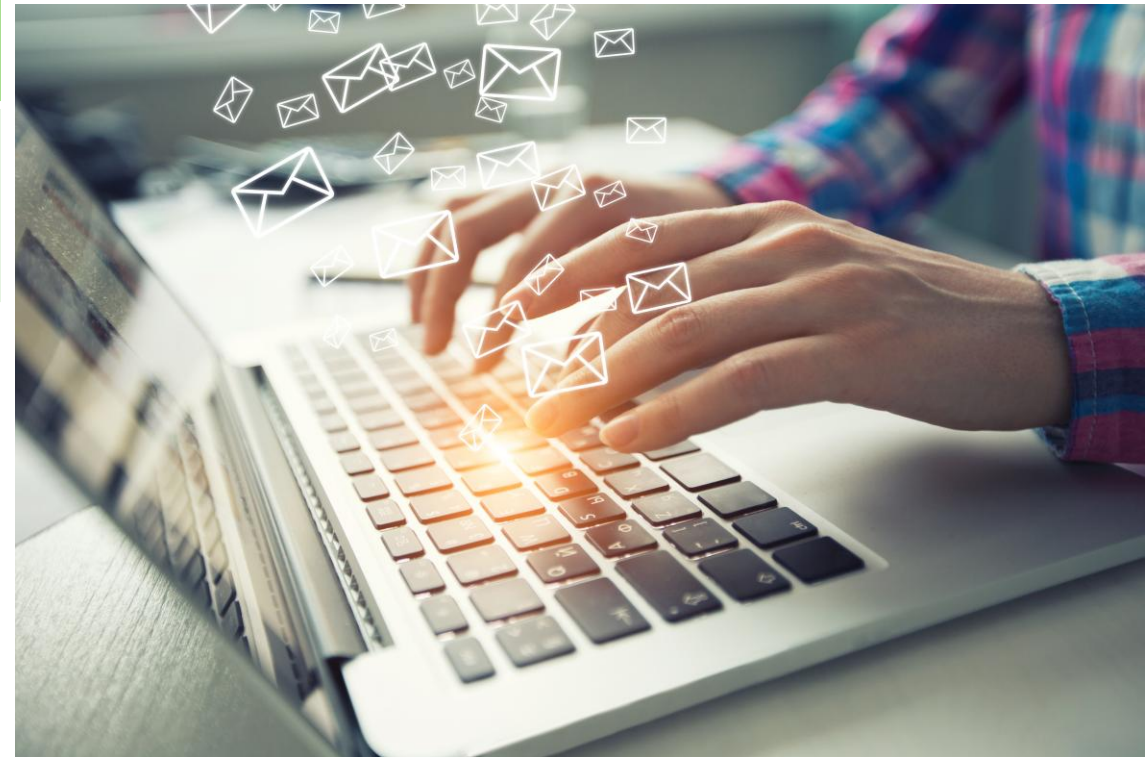
Trading Party requests in next 3 months*

Title	Engagement type	Date
Customer and Third-party Access to Consumption Data CPM060 & CPW156	Consultation	7 – 25 April 2025
Cyclic Read Skip Codes PIP224	Consultation	1 – 22 May 2025**
Data/Report requests of the Market Operator CPM061 & CPW158	Consultation	2 – 20 June 2025
Estimated Transfer Reads CPW159	Consultation	23 June – 11 July 2025**



Awaiting Ofwat Decision*

Title	CCC Recommendation	Decision Due	Implementation
Wholesaler MPS Charge Discontinuation PIP236	Early Rejection	12 May 2025	19 May 2025



*As of 12/03/25

Implementing*

Title	Central System Impact	Code Release Date
BR-MeX CPM052 & CPW140	N	1 April 2025
Bilateral Hub (Additional enhancements pt. 3) CPW139i	Y	Phase 1 – TBC Phase 2 – 16 Dec 25



Implemented in Last Month*

Title	Central System Impact	Date of Release



Deregistration guidance

Eligibility guidance

Lyv Nabarro
Head of Market Engagement and Communications
19 March 2025



What happened

Conflicting guidance

**Nov
2023**

We issued an Eligibility Guidance document supporting the removal of ineligible premises from the market as part of the Data Assurance Programme Phase 1

**Oct
2024**

We issued new guidance for handling historic deregistrations in CMOS that contradicted elements of the Eligibility Guidance, particularly the SPERRing of supply points

**Jan
2025**

We issued a communication saying we were aware of the concerns raised by trading parties around the SPERRing of supply points but asked that they continue to follow the deregistration guidance

**Feb
2025**

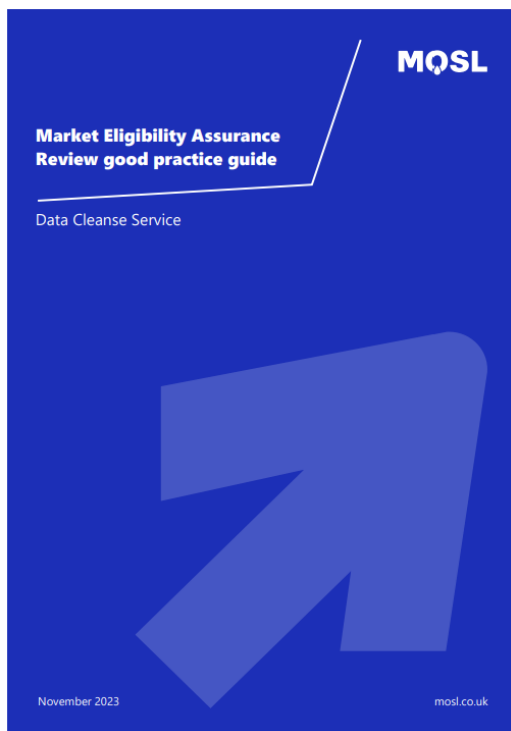
We issued a communication advising trading parties to return to using the Eligibility Guidance and unpublished the deregistration guidance



[Guidance document](#)

Eligibility Guidance

Designed as a good practice guide



Guidance document



“The purpose of this document is to outline expected best practice from trading parties, as well as highlight relevant areas of the Wholesale-Retail Code (WRC) or other existing codes of practice.

This material is intended as guidance to facilitate a consistent approach in application across the market. The WRC shall take precedence in the event of any conflict between processes set out here and obligations established under the WRC.”

Concerns raised

Trading parties have told us

- The SPERRing of SPIDs is too final
- Loss of historical settlement data
- Inconsistent approaches to deregistration
- Agreements already in place
- Irrecoverable charges



Next steps

Work being carried forward by the RWG

- The RWG Eligibility Sub-Group will be looking to publish further, broader guidance by way of a good practice guide
- MOSL will continue to listen to trading parties' concern and progress changes, where required

Open it up...what do you think?

Debate

Should the Retailer be allowed to manage the warrant of entry legal process?

Strategic Metering – Data Sharing Mechanism

Chris Dawson

Problem statement

- Huge ramp up in smart meters in AMP8: 10 million smart meters, including c800k NHH meters
- Data can deliver major value – but needs to get to the right place – in particular:
 - From wholesalers to retailers
 - Into CMOS to drive more accurate settlement
- Currently no standard approach for sharing meter data between wholesalers and retailers
- Can lead to complexity, inefficiency and delays
- CMOS will not be able to cope with increase in volume of data

Bilateral experience:
lack of standardisation for bilateral transactions at market opening created significant inefficiencies for trading parties, affecting the service customers received – leading to the creation of a central ‘hub’

Mandate for change

- Need for a standard approach to sharing smart meter data was a key recommendation in the Strategic Panel's Metering Strategy for the Non-Household Market
- Need for a solution supported by Metering Committee and Defra
- MOSL and Metering Committee tasked with exploring options and developing business case
- Strong support from trading parties (retailers and wholesalers) from engagement to date

“Wholesalers should adopt a standard approach to storing and sharing consumption data.

“The large quantity of data generated from smart metering needs to be stored and made available to Retailers in an efficient and consistent way, recognising that many Retailers work across multiple Wholesaler areas.”

Metering Strategy, March 2024

Smart metering is already here: the NHH market urgently needs a solution

Process to develop a Data Sharing Mechanism (DSM)

- Three-stage approach to developing the business case (as used for Bilaterals Hub)
- Strategic Case approved by Panel in November 2024
- Outline Business Case approved in March 2025



Developing the business case

- Five criteria considered at each stage:
 - Strategic
 - Economic
 - Commercial
 - Funding
 - Delivery
- Outline Business Case
 - Strategic criteria 'positive case - evidenced' (Nov 2024)
 - Economic and Commercial criteria now considered 'evidenced'
 - Focus on Funding and Delivery in Full Business Case

Criteria	Strategic Case	Outline Business Case
Strategic	Positive case evidenced – proceed	Positive case evidenced – proceed
Economic	Positive case forecast - proceed	Positive case evidenced – proceed
Commercial	Positive case forecast – proceed	Positive case evidenced – proceed
Funding	Positive case forecast – proceed	Positive case forecast – proceed
Delivery	Positive case forecast - proceed	Positive case forecast - proceed

Objectives

Must

- Enable **efficient granular data sharing** from wholesalers to retailers (for cyclic meter reads and transfer reads)
- Improve **control of data flowing into CMOS** – ensuring it can be used for settlement
- *Nb: retailers required to make data available to customers*

Should

- Enable retailers to develop **new, innovative products, services and tariffs**
- Provide **access to aggregated data for enhanced insights** for external parties, e.g. Ofwat, Defra, EA, etc (subject to necessary governance and code changes)

Could

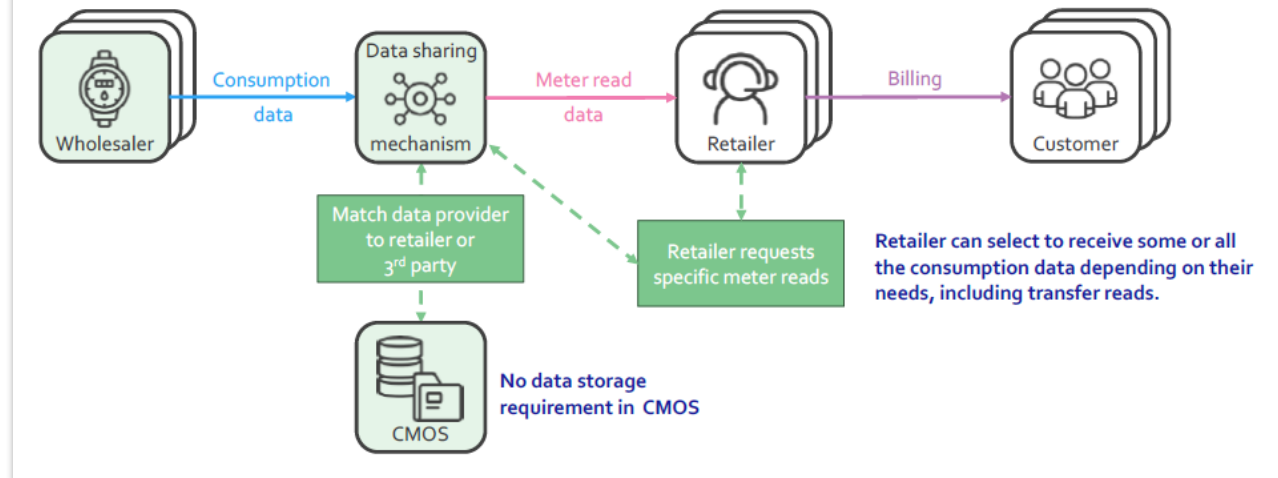
Potential longer-term enhancements to be considered in any solution include:

- **Direct end-customer access**
- **Wider third-party access**
- **Potential inclusion of household data** to enable wider insights into overall water use

Requirements

- Artesia developed requirements:
 - Workshops with MOSL & Metering Committee
 - One-to-ones with trading parties
- Requirements are agnostic to solution design
- Built around three 'use cases': billing, settlement and services
- Process flows mapped (billing shown)
- Requirements report will form a key element of Request for Proposal (RFP)

Figure 1: Billing use case data flows

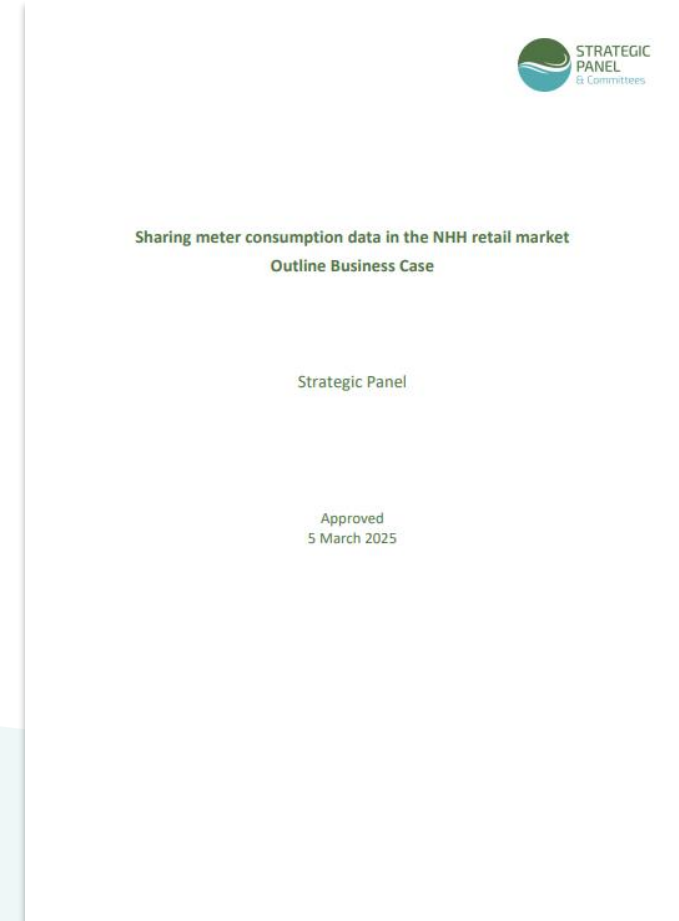


How you can help

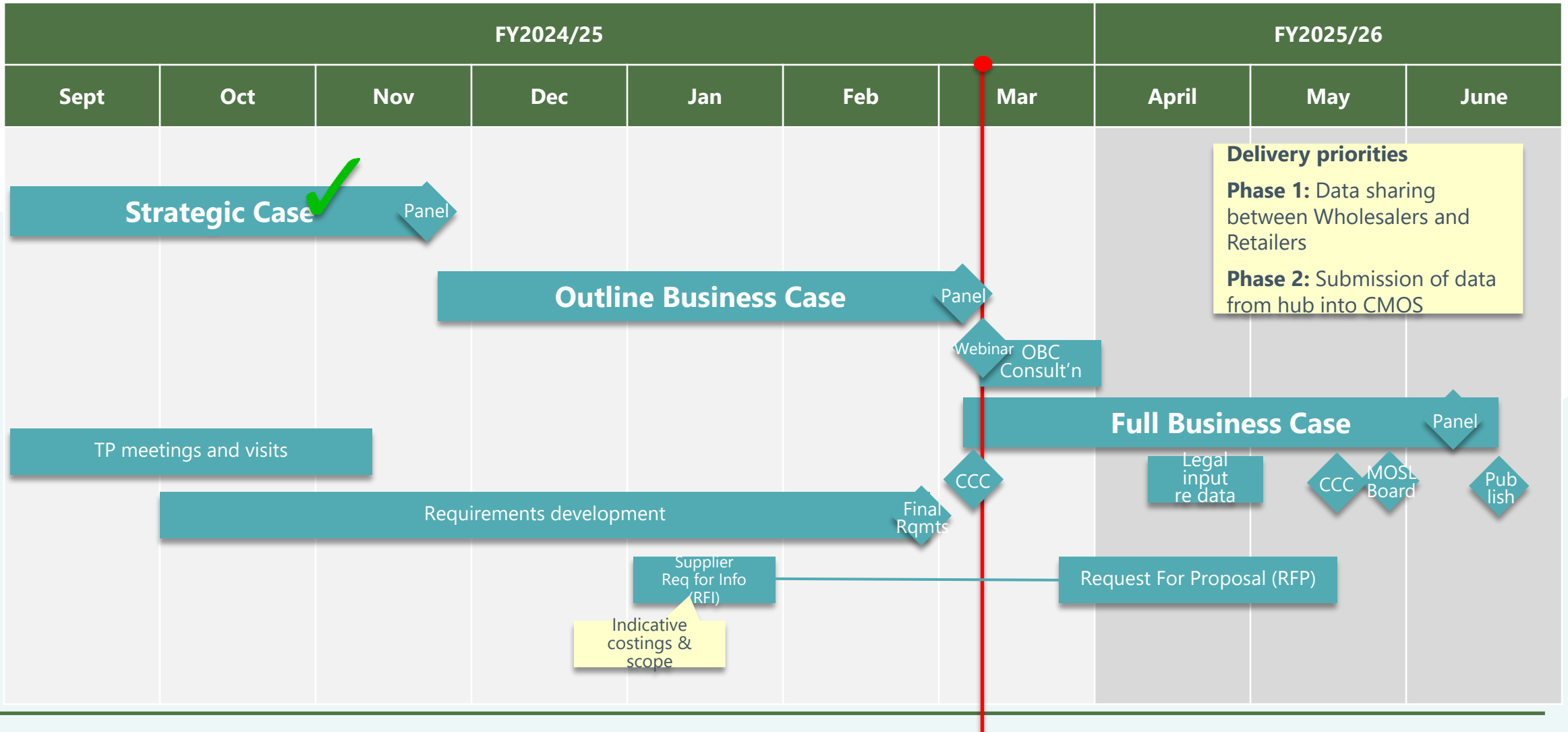
Following a request from the Panel, we are developing proposals for a data sharing mechanism

Before we begin work on the Full Business Case we want your views on:

- The **objectives** of the data sharing mechanism – what it 'must', 'should' or 'could' have
- Whether the **requirements** meet the needs of the market and your organisation
- The **proposed solution** and our cost benefit analysis
- How the solution should be **funded**
- How the solution should be **delivered**



Timeline



Taking part

- Deadline for responses is Friday 28 March
- [MOSL website includes:](#)
 - Consultation document outlining proposals
 - Outline Business Case (optional)
 - Word version of consultation questions
 - [Webinar Slides and recording](#)
- We recommend using the Word template before submitting online
- We will share a recording of today's webinar
- Email questions us comms@mosl.co.uk



Granular meter data sharing solution
 Consultation period: Monday 10 March – Friday 28 March 2025

Please submit your responses online. If you have any questions or queries, please email comms@mosl.co.uk.
 Thank you in advance.

Please note that MOSL will be hosting a [webinar on Wednesday 12 March from 2-3pm](#) to provide an overview of the consultation and provide an opportunity for questions.

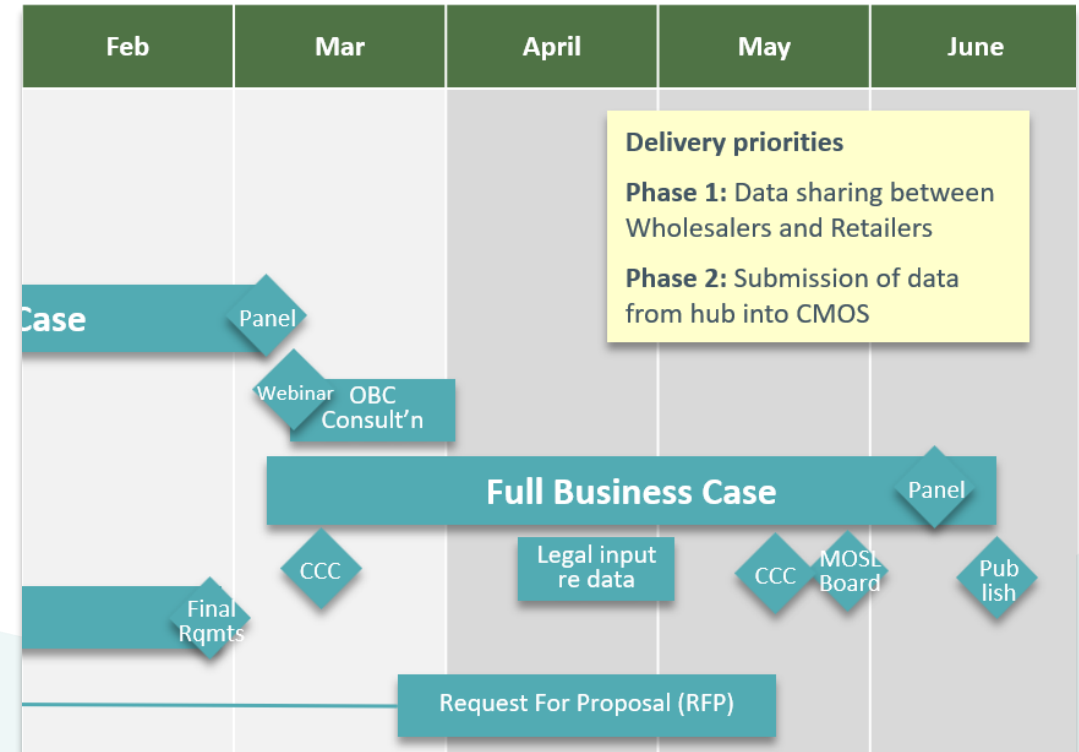
No	Question	Options
About you (* = mandatory)		
1	Your name*	
2	Your job title*	
3	Your email address*	
4	Name of organisation*	
5	Type of organisation*	Wholesaler, Retailer, NAV, Self-Supply, Other
Objectives		
6	To what extent do you agree with the need for a data sharing mechanism?	1-5 ranking, where 1 is 'strongly disagree' and 5 is 'strongly agree'
7	Comments for Q6 (optional)	
8	To what extent do you agree with the proposed objectives and prioritisation as 'must haves', 'should haves' and 'could haves'?	1-5 ranking, where 1 is 'strongly disagree' and 5 is 'strongly agree'
9	Comments for Q8 (optional)	
Requirements		
10	Considering the overall objectives, how appropriate are the requirements to delivering a data sharing solution that will meet the needs of your organisation?	1-5 ranking, where 1 is 'strongly oppose' and 5 is 'strongly support'
11	Please explain your answer, including any additional requirements (optional)	

Data sharing mechanism consultation March 2025

See mosl.co.uk > strategic metering > key documents > strategic programme

Next steps

- Depending on your feedback and Panels view we will move forward with Full Business Case for June decision
- Process will include engagement with key stakeholders, e.g.:
 - Trading parties (consultation on OBC)
 - Panel sponsors
 - Metering Committee
 - Code Change Committee
 - Ofwat





Questions?



**STRATEGIC
PANEL**
& Committees

Farewell to



AOB

MOSL

The Pulse survey opens on 26 March and will close at **6pm on 11 April 25.**

MPF in person in London on **24 April**
Comms went out last Friday (more next week)
Attendees and job title required. 40 places available... filling up quickly

Strategic Panel / Committee / Sub-group ↑↓	Vacancies ↑↓	Applications Open ↑↓	Applications Close ↑↓
Strategic Panel	One wholesaler member	Wednesday 12 March 2025	9am on Wednesday 2 April 2025
Disputes Committee	Up to four retailer members	Wednesday 12 March 2025	9am on Wednesday 2 April 2025
Code Advisory Group	Three retailer members	Wednesday 12 March 2025	9am on Wednesday 2 April 2025
Performance Assurance Committee	Retailer and wholesaler alternate members		