

MOSL

User Forum

Online

**Hosted by
Markus Lloyd and Grace McNeil**

16 April 2025



Agenda



Item	Description	Who	Time
1	Introduction and Welcome: MOSL	Markus Lloyd and Grace McNeil	3 – 3:05pm
2	RWG: update	Fallon Wilkinson	3:05 – 3:15pm
3	Change: update	Sayonee Nandi	3.15 – 3.35pm
4	Providing Assurance to the Market: <ul style="list-style-type: none">- Audit update- Assurance Statement Awareness	Axelle Saada	3:35 – 3:50pm
5	Dashboards: National Rollout of Smart Metering	Liz D'Arcy	3:50 – 4.05pm
6	Market Improvement Fund: update	Markus Lloyd	4.05pm – 4.15pm
7	Market Performance Framework: update	Evan Joanette	4.15 – 4:35pm
8	AOB	All	4.35pm – 4.40pm

16th April 2025

RWG update



Sub-Group Consultations/RFIs

- **Tariffs:**
 - RFI - Business Assessed and Rateable Value Based Charges (running until 25 April)
- **Access:**
 - Consultation – Draft Access Good Practice Guide (17 April to 9 May)
- **Customer Contact Details:**
 - RFI – Customer Contact Details (23 April to 21 May)
- **Water Efficiency:**
 - Consultation - Menu for Wholesaler and Retailer collaboration on NHH water efficiency (28 April to 19 May)



RWG Sub-Group Update

*

Groups shaded in blue are those which have Secretariat support

Sub-Group	Purpose	Activity/Outputs Q2/Q3 2024-25	Focus/Outputs Q4/Q1/Q2 2025 (code change, good practice guide, Strategic Panel Road Map activity)	Link to Strategic Panel Workstream or Committee	Strategic Panel Roadmap
Access (Chair – Neil Presland - Thames)	Explore and capture good practice between Trading Parties in gaining access to customer premises	Sub-group activity suspended due to change in role of Chair.	<ul style="list-style-type: none"> Circulate and agree draft Access Good Practice Guide (GPG) Consultation (due to commence 17 April) Publish GPG 	Metering Committee	Accurate and accessible data
Customer Service/ Complaints (Chair – Lissa Wood - Wave)	To ensure a consistent customer-first approach to the market, including how customer complaints are handled by trading parties.	Review of existing Complaints GPG and associated documents.	<ul style="list-style-type: none"> None identified to date (sub-group due to meet in Q4) Following March sub-group meeting decision taken to move to a yearly cycle (unless issues arise) to ensure Complaints GPG regularly reviewed. 	n/a	Customer engagement and choice
Policies (Chair – David Morris – Water Plus)	Review of RWG policies and key documents	Review of scope of sub-group	Review and update: <ul style="list-style-type: none"> Leak allowances Good Practice Guide Return to Sewer Good Practice Guide Sub-group pausing work pending implementation of phase 15 of Bilaterals programme 	n/a	n/a
Customer Contact Details (Chair – Gerard Lyden - Thames)	Review previous work, including Code change proposals, RWG Good Practice Guides and consultation responses received as part of the recent Ofwat consultation on the proposal to mandate retailer provision of emergency customer contact details within CPCoP, to establish the best options to deliver this vital service to customers.	Review of previous work undertaken.	<ol style="list-style-type: none"> Face to face workshop held in January to identify options Possible MIF submission ruled out due to lack of member time to develop a proposal. RFI planned for April 2025 to inform next steps - potential for Code Change and/or Good Practice Guide 	n/a	Accurate and accessible data

RWG Sub-Group Update

Sub-Group	Purpose	Activity/Outputs Q2/Q3 2024-25	Focus/Outputs Q4/Q1/Q2 2025 (code change, good practice guide, Strategic Panel Road Map activity)	Link to Strategic Panel Workstream or Committee	Strategic Panel Roadmap
Eligibility (Chair - tbc)	Providing clarity around eligibility of premises for the non-household water market, exploring edge cases and striving for harmonisation of approaches across the country.	Drafting Non-Eligible Spids GPG	1. Following discussion at March User Forum reviewing focus of sub-group. Next steps to be confirmed in early Q1.	n/a	Accurate and accessible data
Planned and Unplanned Events (Chair - Mary Porter-Chorley - South Staffs)	Standardisation of approach for unplanned and planned events, including terminology and data format, and agreement on roles and responsibilities.	Reviewing/updating existing GPG for Planned and Unplanned Events to align with Codes	1. Final stages of updates to GPGs (anticipated publication May 2025) 2. Sub-group considering next steps at next meeting (early May)	n/a	Accurate and accessible data
Settlement (Chair - Fallon Wilkinson - Water Plus)	To agree a standard process for payments that fall outside of the usual settlement process (i.e. that fall into the 'dead zone'), to enable customers, and retailers, to receive credits in a timely manner.	Development of code change proposal - CPW152 Post RF Customer Refunds	1. Sub-group on pause until code change process complete (anticipated to go to June Code Change Committee for recommendation). 2. Plan to draft GPG to complement code change if change approved .	Code Change Committee	Customer engagement and choice

RWG Sub-Group Update

Sub-Group	Purpose	Activity/Outputs Q2/Q3 2024-25	Focus/Outputs Q4/Q1/Q2 2025 (code change, good practice guide, Strategic Panel Road Map activity)	Link to Strategic Panel Workstream or Committee	Strategic Panel Roadmap
Smart Meter Roll Out (Chair – Cillian McCarthy - Everflow)	Document an agreed approach to customer engagement before, during and after the NHH smart meter roll out which clearly sets out the role and responsibility of retailer and wholesaler, with the aim of achieving national consistency to handling the smart meter roll out.	Sub-group commenced Q3. Scoped 'happy path' to customer engagement and started to define exceptions for consultation.	<ol style="list-style-type: none"> 1. Consultation regarding outline approach ran 28 Jan-18 Feb. 2. Number of dependencies highlighted as part of review of consultation responses. 3. Interim update to the market scheduled for 1 April. 4. GPG anticipated to be published in Q1. 5. Group to consider next steps in Q1. 	Metering Committee	Customer engagement and choice
Tariffs (Chair – James Lancaster - Thames)	To investigate how to simplify the existing primary tariff structure in the NHH water market.	Multiple workstreams: <ul style="list-style-type: none"> • Metered tariff structures • Drainage charges and Return To Sewer • Business Assessed and RV tariff structures • Trade Effluent charging 	<ol style="list-style-type: none"> 1. Published Metered tariffs Good Practice Guide (February 2025). 2. Circulated a request in early February to wholesalers to publish information for retailers to use with customers regarding price rises in 2025-26. 3. Published Business Assessed and RV tariffs consultation (24 March 2025). 4. Publish findings from Trade Effluent RFI (Q1). 	Tariff workstream	Processes, capability and economics *supporting delivery of W1 and W2 objective

RWG Sub-Group Update

Sub-Group	Current Purpose	Activity/Outputs Q2/Q3 2024-25	Focus/Outputs Q4/Q1/Q2 2025 (code change, good practice guide, Strategic Panel Road Map activity)	Link to Strategic Panel Workstream or Committee	Strategic Panel Roadmap
Water Efficiency (Chair – Oli Shelley - Wave)	The Water Efficiency sub-group oversees the development and delivery of an industry led water efficiency action plan, which will deliver improved levels of water efficiency in the non-household market for the benefit of all water consumers and the environment.	Sub-group re-formed Q3 2024. Focus scoping activity for 2025.	<ol style="list-style-type: none"> 1. Request for funding for research project approved by Strategic Panel February 2025. <ol style="list-style-type: none"> a) Initiated tender process for research (March 2025). b) Commence research project (Q1). 2. Consultation on draft GPG 'NHH Water Efficiency Collaboration' anticipated April 2025. 3. Look at standardising an approach for calculating water efficiency savings. 4. Consider creation of a central space for the wholesaler incentive schemes. 	Water Efficiency workstream	Processes, capability and economics *supporting delivery of W1 and W2 objective
Drought (Chair – tbc)	To provide a central view to retailers of wholesalers' drought status; clear and consistent application of drought restrictions to non-household customers; a NHH feed into wider National Drought Group activity such as UKWIR Drought Code of Practice review	Draft Drought Communications GPG to cover good practice in respect of timing, channels of communication and content of communication.	Sub-group temporarily on pause pending recruitment of new Chair.	n/a	Processes, capability and economics

Potential Areas of Future Focus

- Bilaterals Sub-group
- Skip Codes
- Publishing 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

Sayonee Nandi
MOSL

16 April 2025



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

Title	Summary	Stage
13 May 2025		
CPM051 & CPW139 Bilateral Hub	Bilateral Hub programme closure	Recommend
CPW153 ISA Cost Recovery	Retrospective recovery of additional onboarding costs following Interim Supply Allocation (May**)	Recommend
CPW154 ISA Initial Cost Supply	Temporary alleviation of cashflow pressures on Interim Retailers, e.g. by deferring credit or wholesale charges (May**)	Recommend
10 June 2025		
CPW152 Post RF Customer Refunds	Mechanism to enable customer refunds relating to periods more than 44 months or more than 16 months ago if materiality thresholds for an unplanned settlement run cannot be achieved	Recommend



*As of 09/04/2024

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
	08 July 2025	
CPM058 & CPW149 'c1' MPF Reform Part C- KPIs Phase 1	Key Performance Indicators and Incentives for Bilats Hub and Data Assurance in the reformed Market Performance Framework	Recommend
PIP192 Sharing Granular Consumption Data	It seeks to implement a smart meter data hub to standardise sharing of granular consumption data for use by retailers and settlement	Acceptance
CPW155 Data Assurance Quality Assurance Flags	CMOS flags to assist in data assurance activities by identifying that a data item has already been quality assured or checked.	Recommend

*As of 09/04/2024

Dates for changes with PIP references are estimated.

Trading Party requests in next 3 months*

Title	Engagement type	Date
CPM60 & CPW 156 Customer and Third-Party Access to Consumption Data	Consultation	28 Apr – 16 May**
CPW162 Cyclic Read Skip Codes	Consultation	May 19-June 09
CPW157 Data Retention Beyond 7 Years	Initial Consultation	May 26-June 09
CPM061 & CPW158 Data/Report requests of the Market Operator	Consultation	2 Jun-20 Jun**
CPW161 Third Party requests to Wholesalers	Consultation	09 Jun-23 Jun**
CPW159 Estimated Transfer reads	Consultation	23 Jun-11 Jul**



*As of 09/04/2024, ** Dates TBC

Awaiting Ofwat Decision*

Title	CCC Recommendation	Decision Due	Implementation
CPM062 & CPW160 Wholesaler MPS Charges Discontinuation	Majority Early Rejection	12/05/2025	



*As of 09/04/2024

Implementing*

Title	Central System Impact	Code Release Date
CPW139i Bilateral Hub(Additional Enhancements part 3.)	Y	16 December 2025

Implemented in Last Month*

Title	Central System Impact	Date of Release
CMP052 & CPW140 BR-MeX	N	01 April 25



Audit update

Axelle Saada
MOSL
16 April 2025



Introduction

- Why do we audit trading parties?
- Audit plan for 2025–2026
- A typical audit route
- Compliance and Audit Website



What are audits for?

- Provide continued assurance of the proper operation of the market, as well as to gather in depth insights on current practises within the market to inform the work of the Panel and its Committees as well as some of MOSL's improvement programmes.
- The codes enable us to audit any systems/information/data that relates to a Trading Party's obligations set out in the Market Terms.



The audit selection process

5 phases – annual process

- Longlisting potential audit areas
- Shortlisting candidate audits
- Prioritising candidate audits
- Selecting and planning audits
- Review by MOSL board and Performance Assurance Committee

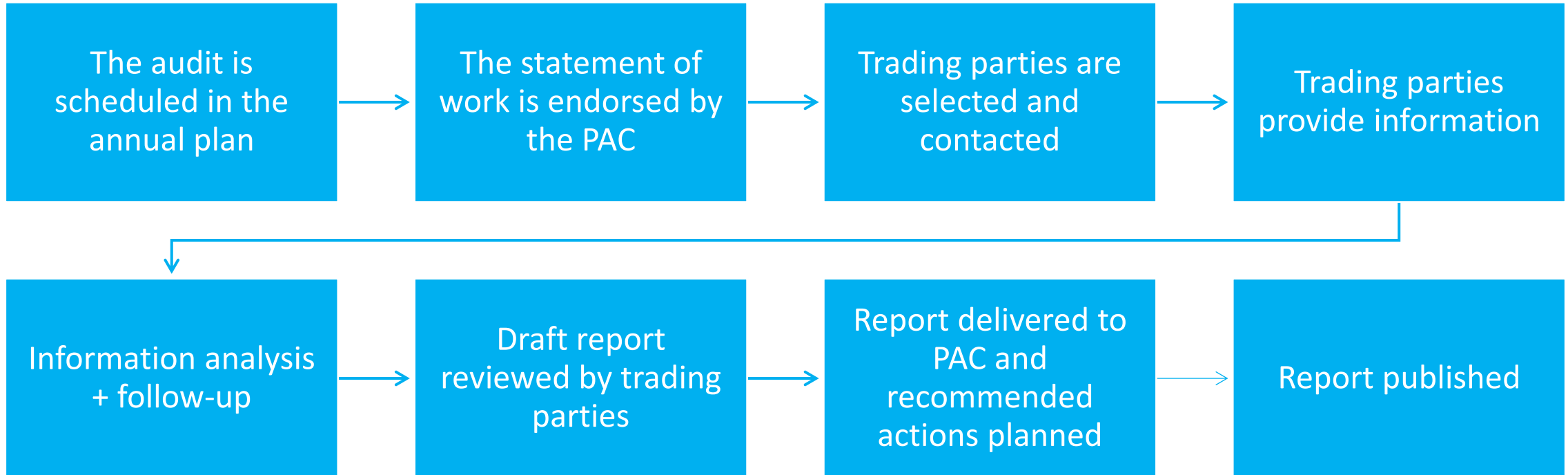


Audit plan 2025-26

Audit area	Audit description	Timeline
Bilateral deferrals	Understand the processes that wholesalers have in place to trigger a deferral, the impact of the various permitted reasons on overall completion time for bilateral requests and how common are instances of non-compliance with the deferrals permitted reasons.	Dec 24 – Jun 25
Gap sites	Review wholesalers' processes to identify and enter gap sites into the market, which would include a review of the gap sites incentive schemes' application.	Apr 25 – Nov 25
YVE settlement impact	Establish the amount of consumption suppressed at R1 due to low YVEs and the numbers of meters affected, as well as the number of G reads affected by YVEs.	Jul 25 – Dec 25
Quality of bilateral requests resolution	Assess whether requests completed within SLAs were resolved to the customer's satisfaction (conducted via spot checks of bilateral requests across different processes).	Sep 25 – Mar 26
M01 exemptions	Assess evidence supporting the submissions of B5, C1 and C5 requests to determine whether the requests were needed and were raised at the appropriate time to support customers.	Jan 26 – Jul 26

All this information is available on the [Compliance and Audit webpage](#).

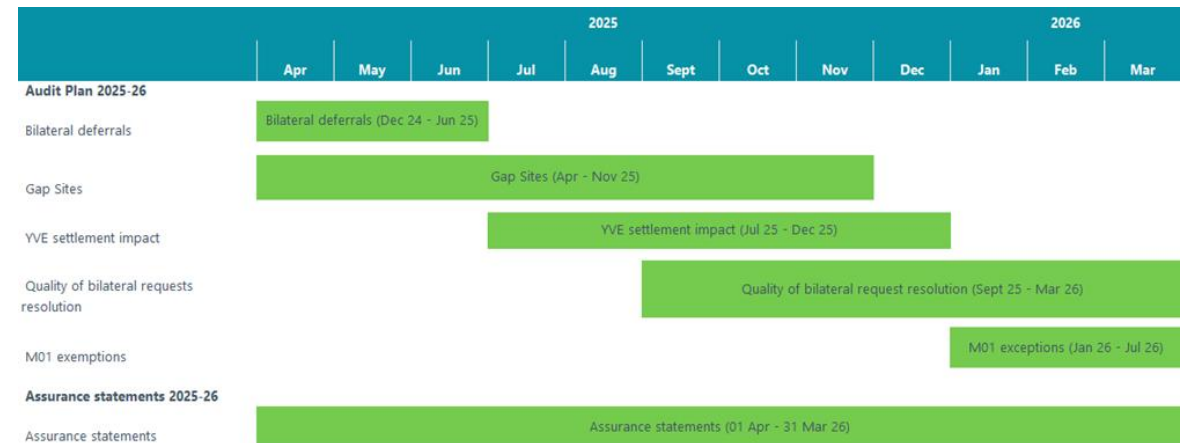
The typical audit sequence



Compliance and Audit website

Updated to include:

- New: Audit selection process document
- New: Trading party guidance on the audit process
- New: Gantt Chart summarising the audit plan
- New: Problem Statements



Assurance statements awareness

Axelle Saada
MOSL
16 April 2025



Audit schedule structure

General structure

- **Trading party audits:** maximum of six per year, audits covering areas of the market with important risks or issues, including several trading parties based on established selection criteria
- **Targeted audits:** run on one or two parties when specific compliance or performance concerns arise, unplanned by nature and accounted for in the schedule in terms of anticipated work and required resources
- **Assurance statements:** concept created by MPF reform, annual statements for all parties to return allowing MOSL to track material changes and direct parties to reassurance



Assurance statements

Issue

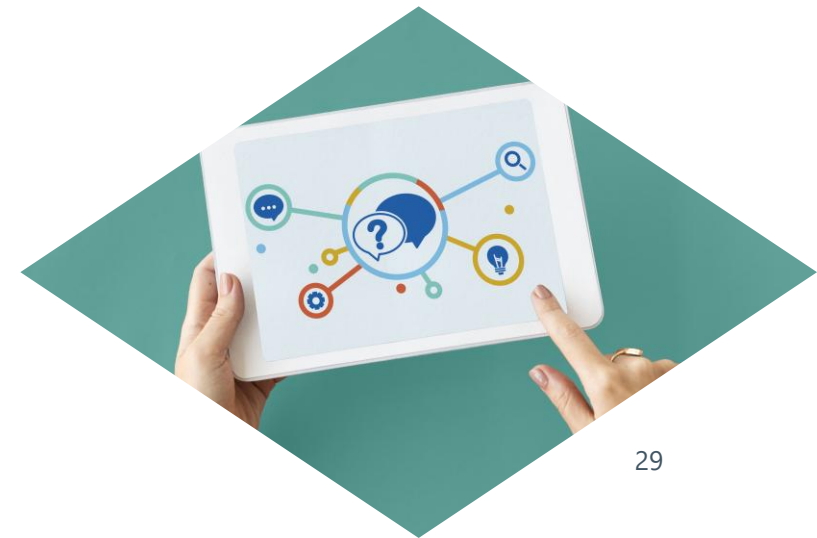
- There is currently no way to ensure that trading parties can meet their obligations.
- Some material changes could pose a risk to the market systems' resilience and impede trading party collaboration.

Tool

- New Assurance Statements will be sent to all trading parties and are a form of self-certification.
- This year they will gather information on areas like systems and processes, or policies on data privacy or business continuity to ascertain compliance with some key market obligations.
- Next year, trading parties will be asked to set out any recent or upcoming material changes and how these affect their obligations.

Timeline

- Statements and processes developed between April and June.
- Statements distributed to trading parties in three parts, with the first trading parties receiving their statements in the summer, for return by September.



Thank you



Dashboards Smart Metering



Liz D'Arcy

MOSL

16 April 2025

Live demo



Market Improvement Fund

Markus Lloyd
MOSL
16 April 2025

MOSL



News

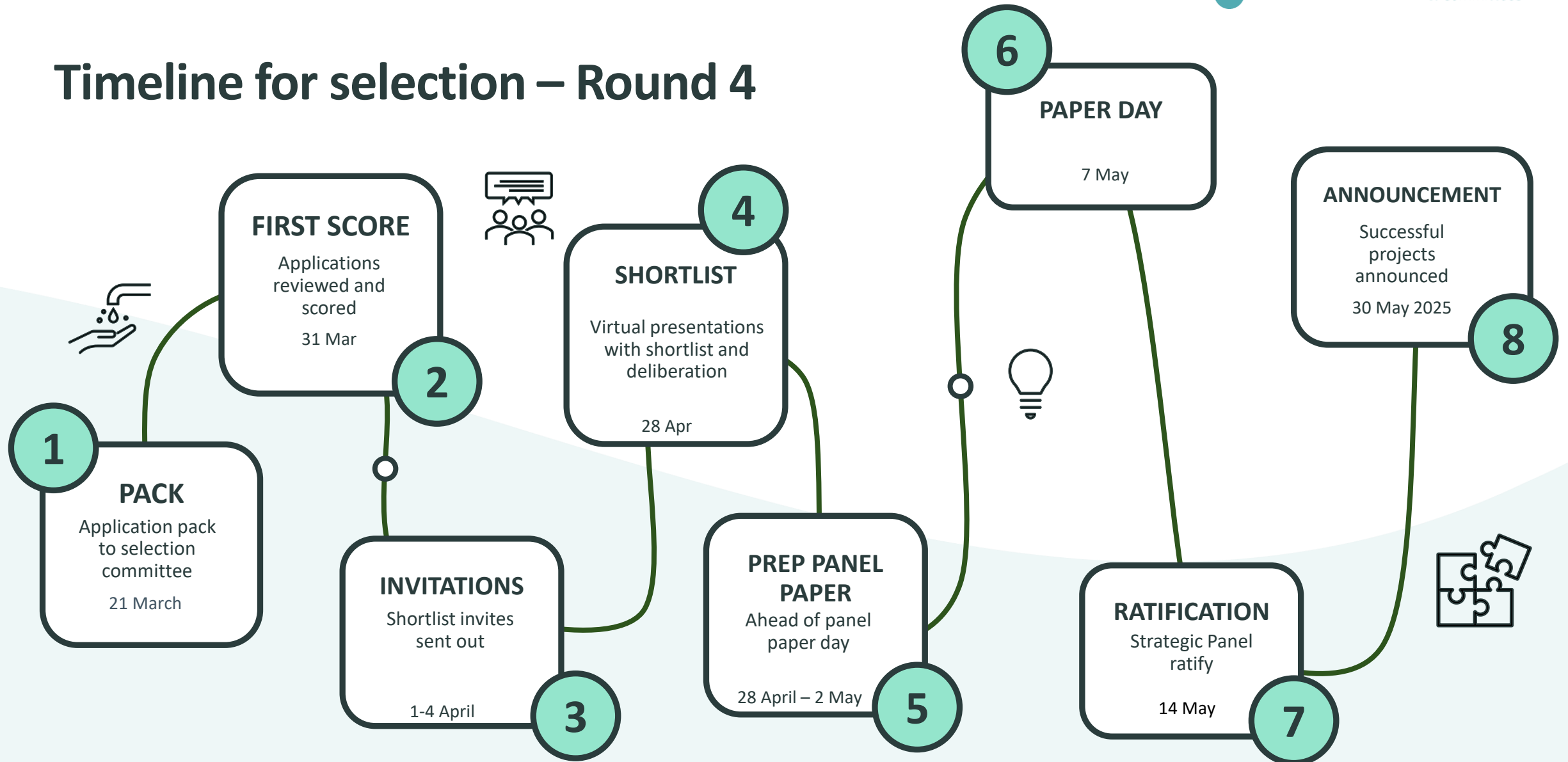
Round 4

- Selection of projects in progres

Website

- Monthly updates

Timeline for selection – Round 4



Website

- About ▾
- Services ▾
- Market Codes ▾
- Market Insight ▾
- CMOS
- Groups and Forums ▾
- Documents
- News and Events ▾
- Help ▾

We are pleased
2025 R-MeX su

Learn more



- Market Operations ▶
- Market Assurance ▶
- Governance and Support ▶
- Market Improvement ▶
- Market Charges
- Training and Guidance ▶
- Additional Services

February

Business Planning ▶

Market Improvement Fund (MIF) ▶

Programmes and Projects ▶

Project updates

Consultations >

Changes >

Strategic Panel >

Website

Project	Applicant(s)	Sponsor(s)	Delivery Partner(s)	Status	Project page and outputs
Incentivising non-household water saving	Waterwise	Wave Utilities	Weir the Agency	Complete	View project page
Project Concordia	Wave Utilities	Wave Utilities	InferSens	In Progress	View project page
CATRID (Customer Access to Retailer ID)	MOSL	MOSL	CGI	In Progress	View project page
Revolutionising Water Efficiency in Non-Household Customers: The ISO 46001 Implementation Framework	Water Research Centre (WRC)	Waterscan	Waterwise	In Progress	View project page
Identifying Opportunities to Strengthen Engagement with non-Household Businesses through a water stewardship programme	20FIFTY Partners	Business Stream and Yorkshire Water	20Fifty Partners	In Progress	View project page
An independent trial of Wizso tablets	Wizso Limited	Southern Water	Wizso Limited	In Progress	View project page
Ready to Read	Sagacity	Clear Business Water	Sagacity	In Progress	View project page
No one home	Occutrace	SES Business Water	-	In progress	View project page

Show 15 entries

Website

Project updates

Date ↑↓	Update ↑↓
28 February 2025	<ul style="list-style-type: none">• Initial positive feedback on sensor system; interest in demonstrating sufficient use to alleviate turnover concerns.• Focus on thematic, cohort-based recruitment, pausing once initial participant capacity is reached. <p>Installation Progress - current installations</p> <ul style="list-style-type: none">• Technology and sensors manufactured without issues, albeit in two batches causing a slight delay• Recruitment for the first cohort centred around educational institutions:<ul style="list-style-type: none">• Customer 1: 234 sensors• Customer 2: 296 sensors• Customer 3: 150 sensors• Customer 4: 145 sensors• Customer 5: 59 sensors.• Customer 6: 120 sensors <p>Installation challenges noted with Cohort1 customer 5 due to lengthy approval processes within customer's org. For future reference some institutions possess strict permitting processes and deploying sensors in larger buildings may required additional antennas for proper connectivity. Moving forward, the strategy will not strictly adhere to the initial plan of 10 customers with a uniform sensor allocation, focusing instead on customer engagement.</p> <p>The future deployment approach will embrace a more flexible, rolling program, minimizing back and forth in sensor movement and prioritizing swift installation once sites are ready. Importance of continued consumer feedback on sensor experience will be a crucial part of data collection; exit surveys might be considered to assess customer sentiment. Consideration of further engagement with health and safety organisations, water management societies, and potential educational outreach (e.g., webinars on remote monitoring technology).</p> <p>The project timeline now stretches to potentially late October.</p>
31 January 2025	Temporary supply chain delay with obtaining sensor devices
August 2024	Project Concordia is featured in Major Energy Users' Councils autumn 2024 edition of Buying and Using Utilities. Read the article here.

Market Performance Framework

Evan Joanette
MOSL
16 April 2025



About Consultation 5

- Consultation 5 ran from 17 February to Friday 7 March 2025
 - Sought stakeholder feedback on proposals for:
 - Phase 1 KPI performance standards and charges (see table)
 - Performance charge cap
 - Performance Assurance Committee (PAC) ability to adjust performance standards for a KPI within a given tolerance (i.e. +/- 5%) a maximum of once in any given 12-month period
 - High level quantitative results published in March.
 - <https://mosl.co.uk/document/9283-consultation-5-high-level-qualitative-results>
- Qualitative documents to be **issued on Thursday 17 April:**
- Stakeholders' feedback and MOSL's responses
 - Compilation of stakeholders' verbatim comments
 - Key themes raised
- **Results presented at event in London on Thursday 24 April 2025 (invitations being issued via email)**

Phase 1: priority KPIs

Cyclic Meter Read KPIs

- M01 Cyclic meter reads performed within SLA (biannual/ monthly)
- M02 Proportion of smart meters read
- M19 Cyclic non-market meter reads performed within SLA (biannual or monthly)

Transfer meter read KPIs

- M04 Proportion of transfer meter reads performed/ submitted within SLA
- M06 Lateness of overdue transfer meter reads
- M09 Proportion of transferred SPIDs with estimated reading

Section 2: Performance Standards

Cyclic meter reads

Section 2: Proposed MPF performance standards



Cyclic meter read KPIs

To what extent do you consider that the standards for the following KPIs are set at an appropriate level to incentivise good outcomes for all customers for...

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
2.1	M01 – Cyclic meter reads performed within SLA (non-smart meters) <i>Explanation: the performance standard retailers would be required to meet when reading traditional (not smart) meters on a routine ('cyclic') basis.</i>	All	Total: 19	16	5	37	32	11
		Wholesalers	11 (58%)	9	-	27	45	18
		Retailers	7 (37%)	29	14	57	-	-
		Other (CCW)	1 (5%)	-	-	-	100	-
		<p>Oppose</p> <ul style="list-style-type: none"> 43% of retailers 'oppose/strongly oppose' the proposal 9% of wholesalers 'strongly oppose' the proposal <p>Neutral</p> <ul style="list-style-type: none"> 57% of retailers are neutral 27% of wholesalers are neutral <p>Support</p> <ul style="list-style-type: none"> No retailers support the proposal 63% of wholesalers 'support/strongly support' the proposal CCW supports the proposal 						

Section 2: Proposed MPF performance standards

Cyclic meter read KPIs

To what extent do you consider that the standards for the following KPIs are set at an appropriate level to incentivise good outcomes for all customers for...

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
2.3	M02 – Proportion of cyclic meters read (smart meters) <i>Explanation: the proportion of smart meters retailers have read within the agreed timescales.</i>	All	Total: 19	26	5	42	16	11
		Wholesalers	11 (58%)	18	-	55	18	9
		Retailers	7 (37%)	43	14	29	-	14
		Other (CCW)	1 (5%)	-	-	-	100	-
<p>Oppose</p> <ul style="list-style-type: none"> 57% of retailers 'oppose/strongly oppose' the proposal 18% of wholesalers 'strongly oppose' the proposal <p>Neutral</p> <ul style="list-style-type: none"> 29% of retailers are neutral 55% of wholesalers are neutral <p>Support</p> <ul style="list-style-type: none"> 14% of retailers 'strongly support' the proposal 27% of wholesalers 'support/strongly support' the proposal CCW supports the proposal 								

Section 2: Proposed MPF performance standards

Cyclic meter read KPIs

To what extent do you consider that the standards for the following KPIs are set at an appropriate level to incentivise good outcomes for all customers for...

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
2.5	M19 – Cyclic non-market meters read within SLA (biannual or monthly) <i>Explanation: the proportion of non-market meters wholesalers have read within the agreed timescales</i>	All	Total: 18	11	22	22	33	11
		Wholesalers	11 (61%)	9	36	27	18	9
		Retailers	6 (33%)	17	-	17	50	17
		Other (CCW)	1 (6%)	-	-	-	100	-
<p>Oppose</p> <ul style="list-style-type: none"> 45% of wholesalers 'oppose/strongly oppose' the proposal 17% of retailers 'strongly oppose' the proposal <p>Neutral</p> <ul style="list-style-type: none"> 27% of wholesalers are neutral 17% of retailers are neutral <p>Support</p> <ul style="list-style-type: none"> 27% of wholesalers 'support/strongly support' the proposal 67% of retailers 'support/strongly support' the proposal CCW supports the proposal 								

Section 2: Performance Standards

Transfer meter reads

Section 2: Proposed MPF performance standards

Transfer meter read KPIs

To what extent do you consider that the standards for the following KPIs are set at an appropriate level to incentivise good outcomes for all customers for...

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
2.7	M04 – Proportion of successful transfer reads <i>Explanation: the proportion of meter reads the incoming retailer has carried out successfully when a customer is transferring to a new retailer.</i>	All	Total: 19	-	5	16	26	53
		Wholesalers	11 (58%)	-	9	18	18	55
		Retailers	7 (37%)	-	-	-	43	57
		Other (CCW)	1 (5%)	-	-	100	-	-
<p>Oppose</p> <ul style="list-style-type: none"> No retailers oppose the proposal 9% of wholesalers 'oppose' the proposal <p>Neutral</p> <ul style="list-style-type: none"> No retailers are neutral 18% of wholesalers are neutral CCW is neutral <p>Support</p> <ul style="list-style-type: none"> 100% of retailers 'support/strongly support' the proposal 73% of wholesalers 'support/strongly support' the proposal 								

Section 2: Proposed MPF performance standards

Transfer meter read KPIs

To what extent do you consider that the standards for the following KPIs are set at an appropriate level to incentivise good outcomes for all customers for...

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
2.9	M06 – Lateness of missing transfer meter reads <i>Explanation: how late (i.e. how long after the SLA) the incoming retailer takes a meter reading for the customer that is switching to them.</i>	All	Total: 18	-	-	28	22	50
		Wholesalers	10 (56%)	-	-	30	20	50
		Retailers	7 (39%)	-	-	14	29	57
		Other (CCW)	1 (6%)	-	-	100	-	-
Oppose <ul style="list-style-type: none"> None Neutral <ul style="list-style-type: none"> 14% of retailers are neutral 30% of wholesalers are neutral CCW is neutral Support <ul style="list-style-type: none"> 86% of retailers 'support/strongly support' the proposal 70% of wholesalers 'support/strongly support' the proposal 								

Section 2: Proposed MPF performance standards



Transfer meter read KPIs

To what extent do you consider that the standards for the following KPIs are set at an appropriate level to incentivise good outcomes for all customers for...

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
2.11	M09 – Proportion of actual transfer meter reads <i>Explanation: the proportion of actual (rather than estimated) meter reads an incoming retailer takes when a customer is switching from their current retailer.</i>	All	Total: 18	17	28	22	22	11
		Wholesalers	10 (56%)	-	10	40	40	10
		Retailers	7 (39%)	43	43	-	-	14
		Other (CCW)	1 (6%)	-	100	-	-	-
	<p>Oppose</p> <ul style="list-style-type: none"> • 86% of retailers 'oppose/strongly oppose' the proposal • 10% of wholesalers 'oppose' the proposal • CCW opposes the proposal <p>Neutral</p> <ul style="list-style-type: none"> • 40% of wholesalers are neutral <p>Support</p> <ul style="list-style-type: none"> • 14% of retailers 'strongly support' the proposal • 50% of wholesalers 'support/strongly support' the proposal 							

Section 3: Performance Charges

Cyclic meter reads

Section 3: Proposed MPF performance charges



Cyclic meter read KPIs

To what extent do you consider that the proposed charges for the following KPIs are more appropriate than the current framework's Market Performance Standards in incentivising good outcomes for all customers?

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
3.1	M01 – Cyclic meter reads performed within SLA (non-smart meters) <i>Explanation: the performance standard retailers would be required to meet when reading traditional (not smart) meters on a routine ('cyclic') basis.</i>	All	Total: 20	15	15	20	30	20
		Wholesalers	12 (60%)	8	8	17	33	33
		Retailers	7 (35%)	29	14	29	29	-
		Other (CCW)	1 (5%)	-	100	-	-	-
		<p>Oppose</p> <ul style="list-style-type: none"> 43% of retailers 'oppose/strongly oppose' the proposal 16% of wholesalers 'oppose/strongly oppose' the proposal CCW opposes the proposal <p>Neutral</p> <ul style="list-style-type: none"> 29% of retailers are neutral 17% of wholesalers are neutral <p>Support</p> <ul style="list-style-type: none"> 29% of retailers 'support' the proposal 66% of wholesalers 'support/strongly support' the proposal 						

Section 3: Proposed MPF performance charges



Cyclic meter read KPIs

To what extent do you consider that the proposed charges for the following KPIs are more appropriate than the current framework's Market Performance Standards in incentivising good outcomes for all customers?

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
3.3	M02 – Proportion of cyclic meters read (smart meters) <i>Explanation: the proportion of smart meters retailers have read within the agreed timescales.</i>	All	Total: 18	22	17	22	28	11
		Wholesalers	10 (56%)	20	-	30	30	20
		Retailers	7 (39%)	29	29	14	29	-
		Other (CCW)	1 (6%)	-	100	-	-	-
<p>Oppose</p> <ul style="list-style-type: none"> 58% of retailers 'oppose/strongly oppose' the proposal 20% of wholesalers 'strongly oppose' the proposal CCW opposes the proposal <p>Neutral</p> <ul style="list-style-type: none"> 14% of retailers are neutral 30% of wholesalers are neutral <p>Support</p> <ul style="list-style-type: none"> 29% of retailers 'support' the proposal 50% of wholesalers 'support/strongly support' the proposal 								

Section 3: Proposed MPF performance charges



Cyclic meter read KPIs

To what extent do you consider that the proposed charges for the following KPIs are more appropriate than the current framework's Market Performance Standards in incentivising good outcomes for all customers?

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
3.5	M19 – Cyclic non-market meters read within SLA (biannual or monthly) <i>Explanation: the proportion of non-market meters wholesalers have read within the agreed timescales</i>	All	Total: 19	26	21	21	11	21
		Wholesalers	12 (63%)	33	25	25	-	17
		Retailers	6 (32%)	17	17	17	33	17
		Other (CCW)	1 (5%)	-	-	-	-	100
<p>Oppose</p> <ul style="list-style-type: none"> 58% of wholesalers 'oppose/strongly oppose' the proposal 34% of retailers 'oppose/strongly oppose' the proposal <p>Neutral</p> <ul style="list-style-type: none"> 25% of wholesalers are neutral 17% of retailers are neutral <p>Support</p> <ul style="list-style-type: none"> 17% of wholesalers 'strongly support' the proposal 50% of retailers 'support/strongly support' the proposal CCW strongly supports the proposal 								

Section 3: Performance Charges

Transfer meter reads

Section 3: Proposed MPF performance charges



Transfer meter read KPIs

To what extent do you consider that the proposed charges for the following KPIs are more appropriate than the current framework's Market Performance Standards in incentivising good outcomes for all customers?

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
3.7	M04 – Proportion of successful transfer reads <i>Explanation: the proportion of meter reads the incoming retailer has carried out successfully when a customer is transferring to a new retailer.</i>	All	Total: 18	11	11	22	17	39
		Wholesalers	10 (56%)	10	10	20	10	50
		Retailers	7 (39%)	14	14	14	29	29
		Other (CCW)	1 (6%)	-	-	100	-	-

Oppose

- 28% of retailers 'oppose/strongly oppose' the proposal
- 20% of wholesalers 'oppose/strongly oppose' the proposal

Neutral

- 14% of retailers are neutral
- 20% of wholesalers are neutral
- CCW is neutral

Support

- 58% of retailers 'support/strongly support' the proposal
- 60% of wholesalers 'support/strongly support' the proposal

Section 3: Proposed MPF performance charges



Transfer meter read KPIs

To what extent do you consider that the proposed charges for the following KPIs are more appropriate than the current framework’s Market Performance Standards in incentivising good outcomes for all customers?

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
3.9	M06 – Lateness of missing transfer meter reads <i>Explanation: how late (i.e. how long after the SLA) the incoming retailer takes a meter reading for the customer that is switching to them.</i>	All	Total: 18	6	-	28	28	39
		Wholesalers	10 (56%)	-	-	30	20	50
		Retailers	7 (39%)	14	-	29	29	29
		Other (CCW)	1 (6%)	-	-	-	100	-

Oppose

- 14% of retailers ‘strongly oppose’ the proposal
- No wholesalers oppose the proposal

Neutral

- 29% of retailers are neutral
- 30% of wholesalers are neutral

Support

- 58% of retailers ‘support/strongly support’ the proposal
- 70% of wholesalers ‘support/strongly support’ the proposal
- CCW supports the proposal

Section 3: Proposed MPF performance charges



Transfer meter read KPIs

To what extent do you consider that the proposed charges for the following KPIs are more appropriate than the current framework's Market Performance Standards in incentivising good outcomes for all customers?

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
3.11	M09 – Proportion of actual transfer meter reads <i>Explanation: the proportion of actual (rather than estimated) meter reads an incoming retailer takes when a customer is switching from their current retailer.</i>	All	Total: 19	11	11	26	16	37
		Wholesalers	11 (58%)	9	9	18	18	45
		Retailers	7 (37%)	14	14	29	14	29
		Other (CCW)	1 (5%)	-	-	100	-	-
	<p>Oppose</p> <ul style="list-style-type: none"> • 28% of retailers 'oppose/strongly oppose' the proposal • 18% of wholesalers 'oppose/strongly oppose' the proposal <p>Neutral</p> <ul style="list-style-type: none"> • 29% of retailers are neutral • 18% of wholesalers are neutral • CCW is neutral <p>Support</p> <ul style="list-style-type: none"> • 43% of retailers 'support/strongly support' the proposal • 63% of wholesalers 'support/strongly support' the proposal 							

Section 4: Other questions

Section 4: Other

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
4.1	Performance Assurance Committee (PAC) To what extent do you support the proposal for the PAC to be able to adjust performance standards for a given KPI up or down by 5 percentage points once in any given 12-month period?	All	Total: 19	11	11	16	47	16
Wholesalers		11 (58%)	-	9	-	64	27	
Retailers		7 (37%)	14	14	43	29	-	
Other (CCW)		1 (5%)	100	-	-	-	-	
	<p>Oppose</p> <ul style="list-style-type: none"> • 28% of retailers 'oppose/strongly oppose' the proposal • 9% of wholesalers 'oppose' the proposal • CCW strongly opposes the proposal <p>Neutral</p> <ul style="list-style-type: none"> • No wholesalers are neutral • 43% of retailers are neutral <p>Support</p> <ul style="list-style-type: none"> • 29% of retailers 'support' the proposal • 91% of wholesalers 'support/strongly support' the proposal 							

Section 4: Other

Q No	Metric	Stakeholder	Responses	Rating				
				1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
4.3	Performance charge cap To what extent do you agree that the cap on total performance charges does not need to be updated prior to implementing the Phase 1 KPIs?	All	Total: 19	16	16	5	5	58
		Wholesalers	11 (58%)	-	18	9	9	64
		Retailers	7 (37%)	29	14	14	-	43
		Other (CCW)	1 (5%)	100	-	-	-	-
	<p>Oppose</p> <ul style="list-style-type: none"> • 43% of retailers 'oppose/strongly oppose' the proposal • 18% of wholesalers 'oppose' the proposal • CCW strongly opposes <p>Neutral</p> <ul style="list-style-type: none"> • 14% of retailers are neutral • 9% of wholesalers are neutral <p>Support</p> <ul style="list-style-type: none"> • 43% of retailers 'strongly support' the proposal • 73% of wholesalers 'support/strongly support' the proposal 							

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