

MOSL

User Forum

Online

**Hosted by
Markus Lloyd and Grace McNeil**

18 June 2025



Agenda



Item	Description	Who	Time
1	Introduction and Welcome: MOSL	Markus Lloyd and Grace McNeil	3 – 3:05pm
2	RWG: update	Gerard Lyden	3:05 – 3:15pm
3	Discussion: Third Party Requests to Wholesalers (CPW161)	Chris Dawson	3.15 – 3.35pm
4	Smart Meter Read Hub	Chris Dawson	3:35 – 3.55pm
5	Change: update	Olivia Bletsoe	3.55 – 4.15pm
6	Consultations on Data Request Changes (CPM060 & CPM061)	Rasika Joshi	4.15 – 4.25pm
7	Market Performance Framework Reform update	Evan Joannette	4:25 – 4.35pm
9	Water Connect update	Tony Golder	4:35 – 4.55pm
10	AOB and Close	Markus Lloyd & Grace McNeill	4:55 – 5.00pm

18th June 2025

RWG update



RWG Wholesaler Vice-Chair

Welcome to Angela Brown from Northumbrian Water recently appointed as RWG Wholesaler Vice-Chair.



We are still recruiting for the Retailer Vice-Chair position – please email rwg@mosl.co.uk for more information.



Steering Group Update

- Bilaterals Sub-group scope approved
- Skip Codes Sub-group scope approved
- Quarterly Sub-group reports
- Eligibility update
- Focus for 2025-26 (MOSL support)
- Chair/member profiles



Areas of Focus for 25-26

Sub-group Activity:

- Review/agree groups allocated dedicated secretariat support
- Continue to ensure all active groups are supported to achieve objectives even where secretariat support is not allocated
- Continue to deliver two in-person meetings per year
- Provision of initial support for new groups to set up where secretariat support not allocated

Good Practice Guides/RWG Documents:

- Trading party adherence to RWG Good Practice Guides project
- Create process guide for creating guides/documents including consultation steps and approval process
- Publish updated Governance Framework
- Creation of Chair/member profiles

Areas of Focus for 25-26

Reporting:

- Draft/publish RWG Annual report (Q2)
- Continue to use sub-group reporting template to gather key information to inform planning

Engagement:

- Regular engagement with Strategic Panel
- Engagement with all trading parties where possible to encourage greater participation

Visibility:

- Continue to ensure RWG activities have good visibility via MOSL comms
- Continued regular presence in Market Focus and at User Forum
- Continue to ensure RWG webpages showcase the range of RWG activities

Sub-Group Highlights

Access:

- Consultation – Draft Access Good Practice Guide (19 May to 9 June)

Planned and Unplanned Events:

- Updated good practice guides published to align with market codes on 3 June.

Customer Contact Details:

- 24 responses received to the recent RFI which the sub-group are currently reviewing – thank you to everyone who responded.



Drought Forum

Fortnightly forum led by the Drought sub-group initiated to respond to wholesalers moving, or planning to move, to drought status.

This forum will provide:

- An understanding of which wholesalers may be imposing drought restrictions and how this may vary by region.
- An opportunity to share good practice regarding drought communications across the market.
- An opportunity to raise awareness of trading party obligations, industry guidance and other helpful information.
- If you are interested in attending the forum please sign up to [RWG communications](#) or view event details via the [Drought Sub-group webpage](#).



Agenda

1. Welcome & Domestics (RWG Chairs)
2. Steering Group Update (RWG Chairs)
3. Sub-Groups Update (Sub-group Chairs)
4. Focus Session – Feedback on the provision of wholesaler information following the increase in wholesale charges for 25-26 (James Lancaster – Tariffs Sub-group Chair)
5. Overview of Smart Meter Map and Dashboard (Liz D’Arcy, MOSL)
6. Supplier/Contractor Ideas and Projects:
 - Innov-8 Management – Warrant of Entry Project
 - Occutrace – Non-Consuming Meters
 - Identeq – Obtaining Operational Customer Contact Details
7. Potential Areas for RWG Focus (RWG Chairs)
8. RWG Awards (RWG Chairs)
9. AOB (All)

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
- 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

Discussion: Third Party Requests to Wholesalers (CPW161)

Chris Dawson
MOSL
18 June 2025



Smart Meter Read Hub

Metering update

Chris Dawson
MOSL
18 June 2025

Why is a data sharing solution needed?

- Smart meters' ability to take hourly reads offers significant benefits to customers and trading parties
- To realise the benefits, wholesalers need to share meter read data with retailers easily and efficiently
- The Panel's National Metering Strategy highlighted the lack of an agreed method of sharing data
- MOSL worked with the Metering Committee to explore three options:
 - 'Doing nothing', i.e. allowing wholesalers to develop their own processes and procedures
 - Using a 'trust framework' like the banking sector
 - Developing a central data sharing 'hub'
- The Panel has now **approved** proposals for a smart meter read hub



Hub basics

The smart meter read hub will enable:

1. Wholesalers to make daily submissions of hourly smart meter read data via a range of methods and formats
2. Retailers to extract data on demand via a range of methods, e.g. for all or a selection of customers across multiple wholesalers – with data held for up to two years
3. Retailers to submit meter reads directly into CMOS for billing and settlement (Phase 2)
4. MOSL to control the flow of the high volume of submissions, up to 1 million per month (Phase 2)
5. Selected key stakeholders (i.e. Ofwat, Defra, CCW) to have access to aggregated data, to the extent permitted by the Market Codes (Phase 2)



Benefits of a smart meter read hub

- **Customer benefits:** more consistent experience for retailers and customers regardless of wholesaler area
- **Efficiency:** retailers able to access smart reads in one place
- **Improved settlement:** faster, more accurate settlement once hub connected to CMOS (Phase 2)
- **Lower build cost:** cost to build hub approximately 4x lower than trust framework and lower than trading parties' estimates to build their own system
- **Consistency:** avoids costs and inefficiencies of fragmented, ad-hoc methods of data sharing
- **Competitive opportunity:** level playing field for retailers to innovate; avoids creating barrier to entry
- **Cost efficiency:** reduces duplicated investment in proprietary systems and processes
- **Water efficiency:** easier identification of spikes in consumption/continuous flow that may be leakage*
- **Flexibility:** multiple ways to connect to the hub to suit different strategies and budgets
- **Data privacy:** enables a robust, consistent and transparent approach

**benefit from shared smart meter reads independent of a hub. Hub can enhance further.*

Benefits of a smart meter read hub

To customers

- More consistent customer service, regardless of wholesaler area
- Particular benefit to customers operating in multiple wholesaler areas

To retailers

- All smart meter read data available in one place using the same process
- Hourly data provided at no additional cost
- Faster, more accurate settlement (once hub connected to CMOS in Phase 2)
- Level playing field for retailers to innovate
- Multiple connection methods and data formats

To wholesalers

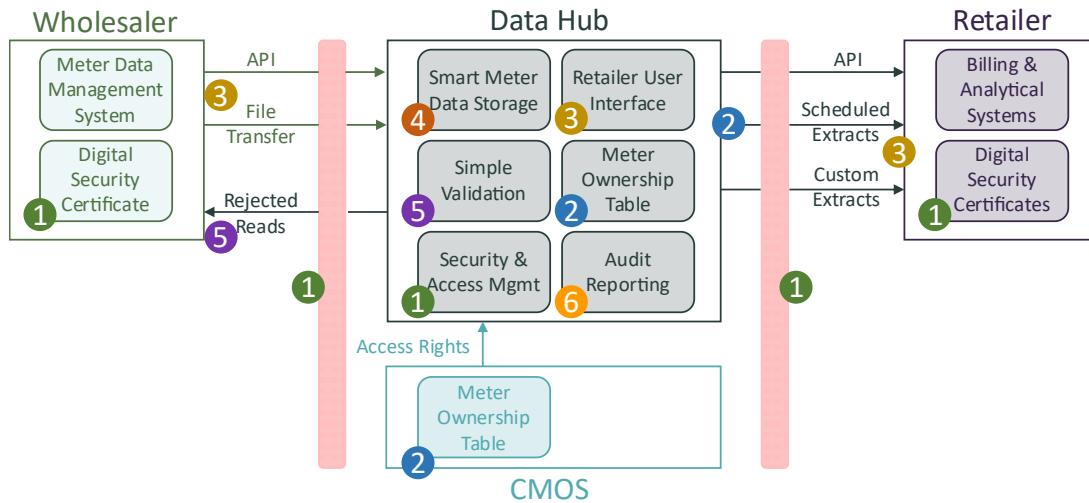
- Hub build costs approximately 4x lower than trust framework and lower than trading parties' estimates to build their own systems
- Multiple ways of connecting to the hub

To the market

- One approach helps avoid creating market frictions, which can increase costs and impact customer service
- Avoids creating barrier to entry
- Aggregated data provides national picture
- Consistent, transparent approach to data privacy

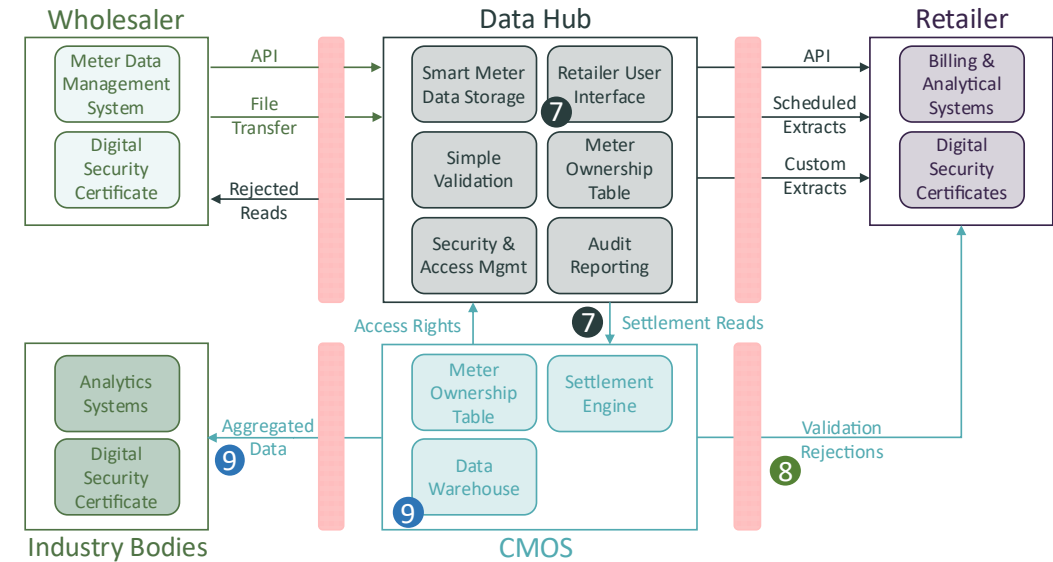
How - Phased delivery

Phase 1: build hub



- Phase 1: Standalone data sharing hub with direct wholesaler-retailer transfers by March 2026
- Wholesalers and retailers able to share smart meter read data
- Retailers' process for submitting reads into CMOS unchanged
- Target build end December 2025, implementation

Phase 2: link hub and CMOS



- Phase 2: CMOS integration for settlement purposes
- Connecting hub and CMOS to enable automated submission of meter reads into CMOS
- Target build by April 2026, implementation in 2026

Costs

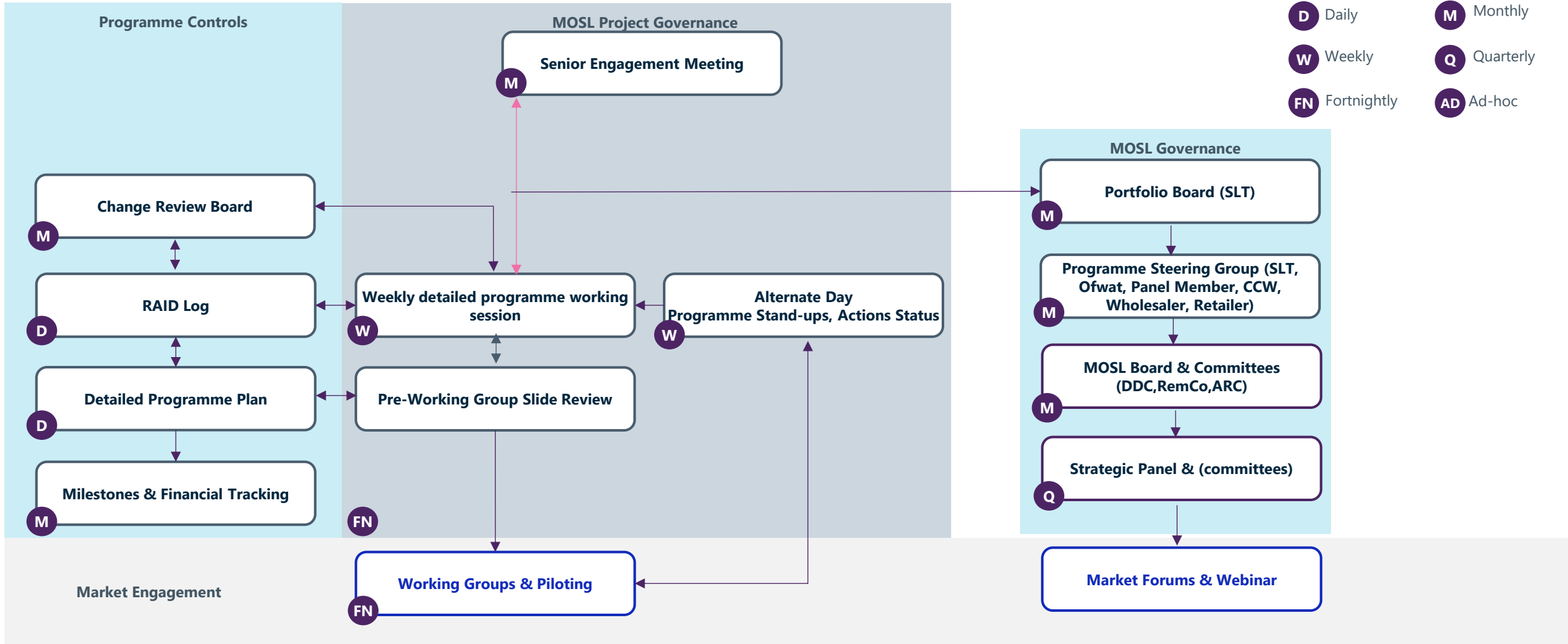
- Market performance charges confirmed as the preferred funding route for initial build costs:
 - Build cost of £1.2m
 - £840k already accounted for
 - Annual run costs of £216k, increasing to £300k by 2030
- Ongoing running costs funded through market operator (MO) charges
- Operational costs covered within MOSL's budget, ensuring no direct charges to trading parties for accessing the hub.

Governance framework



Key

- D Daily
- W Weekly
- FN Fortnightly
- M Monthly
- Q Quarterly
- AD Ad-hoc



 MOSL owned governance

 Market Engagement

Managing data privacy risks

Identified risks around data privacy:

- Restrictions on access understood
- Data Protection Impact Assessment (DPIA) has been completed
- Updated market privacy notice to be in place and adoption required
- User agreements to be signed before access
- Requirements tested with Metering Committee and two Trading Parties

Immediate implementation without code changes

- Phase 1 will leverage the existing market governance framework
- Use agreement and market privacy notice to assure parties
- Code change to follow in Phase 2 and will be live while Phase 1 is released.

Next steps & engagement

- Further detailed requirements for Phase 1 & 2 over the next months
- Setting up of a Smart Metering Advisor Group to help scope requirements and code obligations

Links

- [Full Business Case](#)
- [Data Sharing mechanism consultation detailed report](#)
- Interim Guidance (Coming soon)

Code Changes

Olivia Bletsoe
MOSL

18 June 2025



Change Proposals/Reports (already gone to CCC)

Title	Summary	Stage
	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
CPW163 Smart AMI meter definition	Seeks to define what a commissioned smart meter is and when to use the SmartAMI descriptor in CMOS	Acceptance



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



Title	Summary	Stage
	08 July 2025	
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
PIP243 Clarifications Post - CPW139I	PIP243 represents the impact on the market codes of the required clarifications identified as part of the initial testing of phase 15 of the bilaterals programme (CPW139i), to ensure that the system operates correctly and is able to deliver the intent of the approved code change.	Acceptance
CPM054 & CPW145 Deductions and Withholdings	Seeks to bring the deductions and withholdings currently allowed by Section 9.7.2 of the Business Terms under the formal Disputes Process	Plan

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



Title	Summary	Stage
	13 August 2025	
CPM060/CPW156 Customer and Third-Party Access to Consumption Data	Provide approved third-party intermediaries with access to non-household market water consumption data	Recommend
MPF Phase 1 Priority KPIs M01,02,04,06,19	Priority Cyclic Read KPIs including M01, M02, M19 and Transfer meter read KPIs M04 and M06 and the additional metric of M09.	Recommend
CPW163 Smart AMI meter definition	Seeks to define what a commissioned smart meter is and when to use the SmartAMI descriptor in CMOS	Recommend

*As of 11/06/2024

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

Title	Summary	Stage
	September 2025	
CPM061 & CPW158 Data/Report requests of the Market Operator	This change seeks to align the market codes with legislation and clarify when the Market Operator can provide data to public bodies.	Recommend
PIP243 Clarifications Post - CPW139I	PIP243 represents the impact on the market codes of the required clarifications identified as part of the initial testing of phase 15 of the bilaterals programme (CPW139i), to ensure that the system operates correctly and is able to deliver the intent of the approved code change.	Recommend

*As of 11/06/2024
Dates for changes with PIP references are estimated.

Trading Party requests in next 3 months*

Title	Engagement type	Date
Data/Report requests of the Market Operator CPM061 & CPW158	Consultation	4 June - 27 June
Customer and Third-Party Access to Consumption Data CPM060 & CPW156	Consultation	4 June – 27 June
Data Retention Beyond 7 Years CPW157	Initial Consultation	16 June – 30 June
Estimated Transfer reads CPW159	Consultation	23 June - 11 July
Third Party requests to Wholesalers CPW161	Consultation	16 July – 30 July
Cyclic read skip codes CPW162	Consultation	9 July – 27 July



*As of 11/06/2024

Awaiting Ofwat Decision*

Title	CCC Recommendation	Decision Due	Implementation
CPM062 & CPW160 Wholesaler MPS Charges Discontinuation	Majority Early Rejection	N/A	
CPW153 & CPM063 Cost Recovery Mechanism	Unanimous Recommendation	12 August 25	12 September 25
CPW154 Initial Cost Support	Unanimous Recommendation	22 August 25	12 September 25

*As of 11/06/2024

Implementing*

Title	Central System Impact	Code Release Date
CPW139i Bilateral Hub (Additional enhancements part 4.)	Y	16 December 2025



*As of 11/06/2024

Implemented in Last Month*

Title	Central System Impact	Date of Release
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Any questions?



Consultations on Data Request Changes (CPM060 & CPM061)

Rasika Joshi
MOSL
18 June 2025

Data Request Changes Consultations



CPM060/CPW156

Third Party Access to Consumption Data

Raised by arbnco

Seeks to introduce a mechanism for reviewing and, where approved, facilitating requests for consumption data from third-parties.

CPM061/CPW158

Data/Report Requests of the Market Operator

Raised by MOSL

Seeks to align the market codes with legislation, to clarify when the Market Operator can provide data to public bodies and under what governance.

Both changes propose a mechanism for receiving, reviewing and facilitating data requests

Consultations both running from 4-27 June, have your say!

Please follow [this link](#) for CPM060 and [this link](#) for CPM061

Market Performance Framework Reform

Update

Evan Joanette

MOSL

18 June 2025



Post-consultation 5 proposals

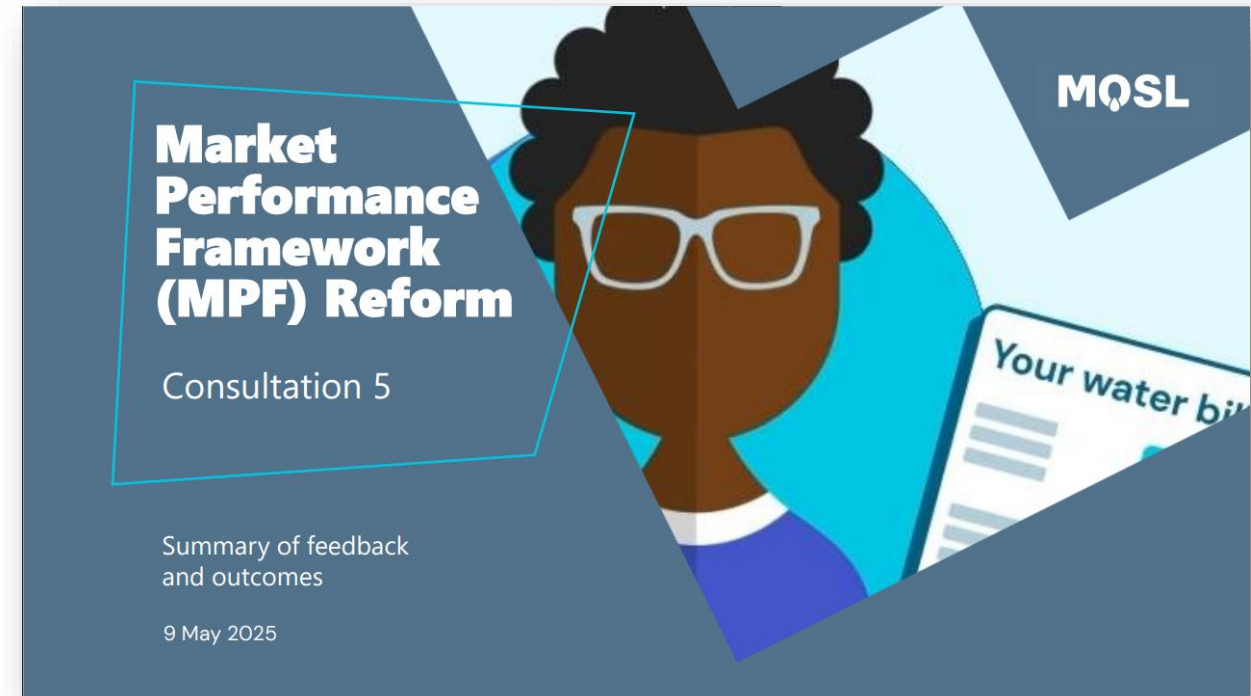
- Published in May: [Read the proposal document](#)

Consultation 5 (February 2025)

[View all](#)

The image shows four document cards arranged horizontally. Each card has a title, a date, and two buttons labeled 'View' and 'Download'. Below each card is a 'Versions' link. The cards are: 1. 'MPF Consultation 5: summary of discussions and outcomes following in-person event on 24 April 2025' dated 09/05/2025. 2. 'MPF Consultation 5: slide deck from 24 April in-person event' dated 24/04/2025. 3. 'MPF Consultation 5: feedback themes and MOSL 'minded to' positions' dated 23/04/2025. 4. 'MPF Consultation 5: Verbatim responses' dated 17/04/2025.

- Post consultation;
 - One (of three) proposed transfer meter read KPI changes to an additional metric
 - One proposed retailer cyclic meter read variant standard is reduced
 - One proposed wholesaler cyclic meter read variant charge is reduced
- Proposals for Code Change Committee
 - August (September back-up)

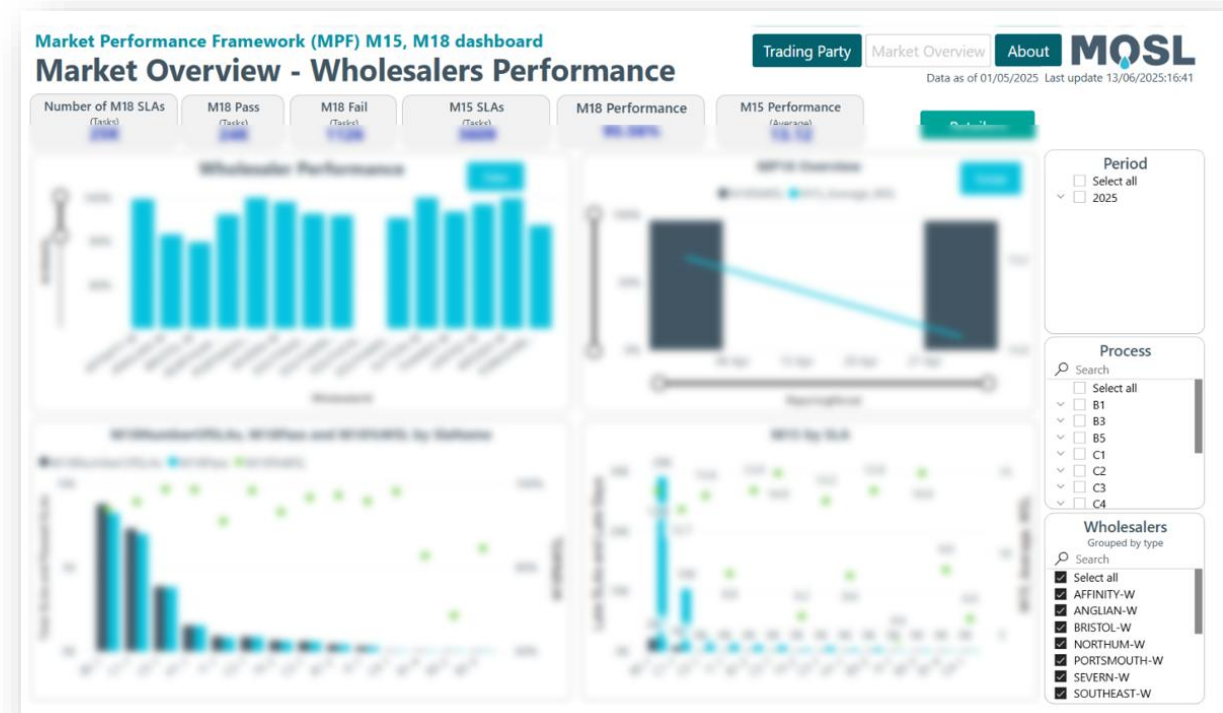


Wholesaler metrics

- Three metrics live on 1 April related to Wholesaler performance:
 - M12: Premises and address accuracy
 - M18: Bilateral SLA performance
 - M15: Bilateral SLA lateness

- Data files and dashboards at MyMOSL

<https://moportal.mosl.co.uk/live/moportal/my-mosl>



MOSL

Water Connect



AOB



MOSL

