

## **MPF Steering Group (15)**

**Location:** MS Teams

**Date and time:** 10 February 2025, 1000 - 1200

**Status of minutes:** FINAL

# Meeting Minutes

## Members

Name	(Initial)	Role/Organisation
Sarah McMath	SM	Chair
Shaun Kent	SK	Ofwat representative
Matthew Glover	MG	Retailer representative
Paul Smith	PS	MOSL Strategic Panel representative
Mike Rathbone	MRa	Wholesaler representative
Christina Blackwell	CB	CCW representative
Cliff Kamara	CK	MOSL Board representative

## MOSL

Name	(Initial)	Role/Organisation
Steve Formoy	SF	Finance Director
Miles Robinson	MR	Implementation Manager
Adrian Smith	AS	Bilateral Communications Lead
Evan Joannette	EJ	Programme Lead
Sauda Dickinson	SD	Notes

## Apologies

Name	(Initial)	Role/Organisation
Adam Richardson	AR	Market Design Director
John Gilbert	JG	Programme Lead

## Welcome

SM welcomed MG as the new retailer representative of the Steering Group.

SM noted this as MRA's last meeting as the wholesaler representative of the Steering Group and thanked him for his support. A new wholesaler representative is currently being appointed and will attend the next meeting.

## Programme Risk Register

EJ provided an overview of the process for reviewing risks and issues and highlighting the most prominent risks.

EJ highlighted that the risk score around the code change committee not approving code changes in line with the Programmes time scales, remains static. The programme team has continued to work with the Code Change Committee (CCC) and Code Advisory Group (CAG).

EJ highlighted the reduced risk score to trading party systems, as shadow period provides time for parties to adjust their systems without impacting the overall delivery timeline.

The Steering Group noted that the risk around trading parties' systems readiness emerged before the shadow periods were introduced in part to support trading parties readiness. Trading party readiness would not delay or stop the Programme delivery.

EJ highlighted the issue on fundamental changes due to code obligations has remains static as MOSL has taken notable concerns into a separate change stream (ie skip codes).

The Steering Group noted that there were no new risks associated with Ofwat's decision on CPW142 but that the smart meter reading metric was moved to phase one to ensure consistency on meter reading and the team has discussed this with trading parties.

The Steering Group noted that it is important to first measure the overall outcome of performance and that you may gather additional data about the reasons or causes that prevent a reading which the PAC may use to reach a view on taking action for underperformance but that difficult to read meters, initially, needs to be included within metrics. Over time, data may show that all retailers struggle with certain aspects or that some retailers find solutions to some aspects. Noting that the standards for meter reading are set to accommodate instances where trading parties have difficulty obtaining a read.

## Programme status update

### Headlines

MR provided a status overview of the programme plan, noting the programme is on target in terms of cost and quality but that the status on time has now moved to amber as the timescales are tight, to ensure better quality, with the introduction of the shadow period but does not affect the go-live date. The time risk includes ensuring decisions discussed with the PAG throughout all the consultations are detailed in requirements documents for the technical solution. This is being mitigated by weekly team meetings to ensure alignment.

The Steering Group noted that the potential to make changes during the shadow period should not be around whether trading parties are unhappy with their individual outcomes but rather around whether there is an issue with the way things are calculated or if there are unintended consequences, which is something the team is trying to understand through this Consultation.

MOSL is working on a communications approach for the shadow period to ensure trading parties are clear on the type of changes that can and cannot be made during this time.

### **Progress overview**

MR presented the KPI delivery phases, highlighting that M12, M15 and M18 will be going live under BR-Mex in April.

MR presented a progress overview of the MPF Reform Programme, highlighting that the build and testing for phase one is currently at risk on timing as the team are currently trying to ensure that the requirements are as detailed as possible to ensure detailed testing.

MR presented an overview of the programme plan timeline, including code change, Consultation, shadow periods and go-live timelines.

### **Delivery plan**

MR highlighted that part of the delivery plan would include communications to trading parties to outline exact timelines of what trading parties can expect.

### **Success Criteria**

EJ presented an overview of the success criteria for all metrics and an overview of the strategic aims for metrics M12, M18 and M15, noting that the same aim and approach will be taken for the other metrics in phase one.

The Steering Group advised that something does not necessarily have to tick every box of the success criteria for it to be valid and noted that the list of principles and strategic aims shows that there is a framework that leads to the outcomes.

AS advised that the simplicity principle is much-debated but MOSL recognised the industry ask for additional cyclic read slices following feedback from Consultation 4, (ie. internal versus external meters).

### **Consultation 5 overview**

MR presented an overview of the processes and timelines for Consultations 1-5, highlighting that Consultation 4 and Consultation 5 were separated to ensure separate discussions around how the design of the tools should work.

MR highlighted that Consultation 5 would set out discussions on performance standards, charges and charge cap, noting that one of the main goals for the programme is that the new framework can evolve, and the PAC will be able to adjust the standards over time.

The Steering Group advised that it would be important to include a high-level view of the detailed process that has gone into setting up the Consultations and metrics, illustrating how trading parties have been involved and heard.

The Steering Group advised that it is important to reinforce the point that there will be agility in the future with standards and charges to be changed if it is not incentivising the right behaviour, noting that the team has proposed that the performance standards can be changed by the PAC.

### **Finance update**

SF provided an update on the current financial budget.

The Steering Group noted that it would be unlikely that feedback from Consultation would affect the system development as the Consultation is around where the standards and charges are set and the flexibility within the new MPF would allow for the PAC to make changes, and the system needs to adapt to the changes.

### **AOB**

SM thanked MRa for all the support provided on the MPF Reform Programme.

Chair closed the meeting.