

The MOSL logo is located in the top right corner. It consists of the letters 'MOSL' in a bold, white, sans-serif font. A small white water drop icon is positioned between the 'O' and 'S'. The logo is set against a teal background.

MOSL

Market Performance Framework Reform

Planning update

[Link to recording](#)




27 February 2025



MPF Reform

- **MPF Reform headlines**
- Programme plan and progress overview
- Delivery plan overview
- Consultation 5
- Coming up & questions

Headlines

Overall status	
Time	
Quality	
Budget	

- MPF Reform programme remains on track, although timescales remain tight
- Three KPIs that will form part of Ofwat's new, combined BR-Mex (Business Retailer and Customer Measure of Experience) incentive framework, are on course to go live in April
- Draft code changes for BR-MeX KPIs have been recommended by the Code Advisory Group and Code Change Committee. Ofwat is due to confirm its decision in March.
- We are on track to start using the priority KPIs for the first time in April. Over a seven month 'shadow period' trading parties will see how they are performing against the new metrics, but won't be charged against them until November. The related codes will be reviewed by CCC in July.
- MOSL will work with the Performance Assurance Committee (PAC) to support the Committee as we move into the shadow reporting period in April. At the March PAC meeting we will be reviewing the reports that will be shared under BR-MeX
- Consultation 5 is now live – deadline Friday 7 March. If you would like a one-to-one, please get in touch. Key feedback 'themes' will be played back at an event in London on 24 April

MPF Reform

- MPF Reform headlines
- **Programme plan and progress overview**
- Delivery plan overview
- Consultation 5
- Coming up & questions

Part C: delivering in phases

Phase 1: priority KPIs & BR-Mex

- **M01** - Cyclic meter reads performed within SLA (biannual/ monthly)
- **M02** – Proportion of smart meters read
- **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
- **M12*** - Proportion of premises address data accuracy
- **M15*** - Average lateness of failed SLAs for bilateral Requests
- **M18*** - Proportion of SLAs for bilateral requests completed on time
- **M19** - Cyclic non-market meter reads performed within SLA (biannual or monthly)

To go live: November 2025




Phase 2: lower-priority KPIs




































- **M07** - Proportion of consumption from cyclic meter reads performed within the biannual or monthly Service Level Agreement
- **M08** - Proportion of consumption settled on actuals vs estimates for smart meters
- **M10** - No of Long Unread Meters with outstanding B5 or C1 bilateral
- **M11** - Proportion of complete and accurate customer name/banner name and Standard Industry Classification (SIC) code
- **M13** - Proportion of unassured long-term vacant (LTV) premises
- **M14** - Proportion of meters with credible GIS coordinates
- **M16** - Proportion of deferred ORIDs
- **M17** - Average length of deferrals per ORID
- **M20** - Proportion of consumption from cyclic non-market meter reads performed within the biannual or monthly SLA

To go live: April 2026

*BR-Mex metrics – go live in April 2025

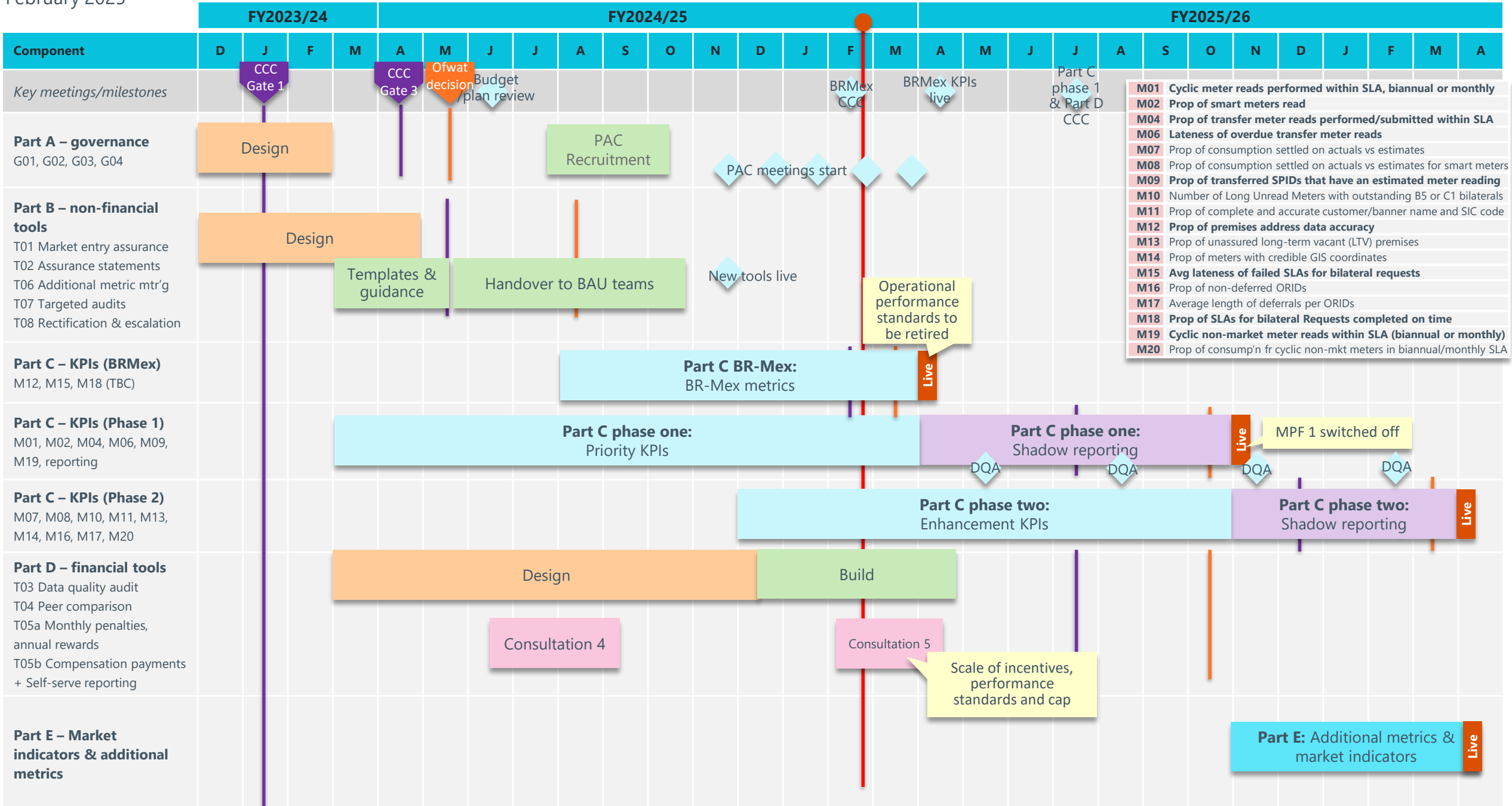
MPF progress overview

-  Completed
-  In progress
-  At risk

Part	Deliverables	MOSL	PAG	CAG	Doc Issued	Web-inar	Pre-CCC	CCC	Build	Test	Ofwat	Implement
Part A	Governance								N/A	N/A		
Part B	Non-financial tools									N/A		
Part C	BR-MeX										Mar 25	April 25
	Phase one: Priority KPIs							July 25			Oct 25	Nov 25
	Phase two: Enhancement KPIs							Dec 25			Mar 25	April 26
Part D	Financial tools							July 25			Oct 25	Nov 25
Part E	Market indicators & additional metrics							N/A			N/A	April 26

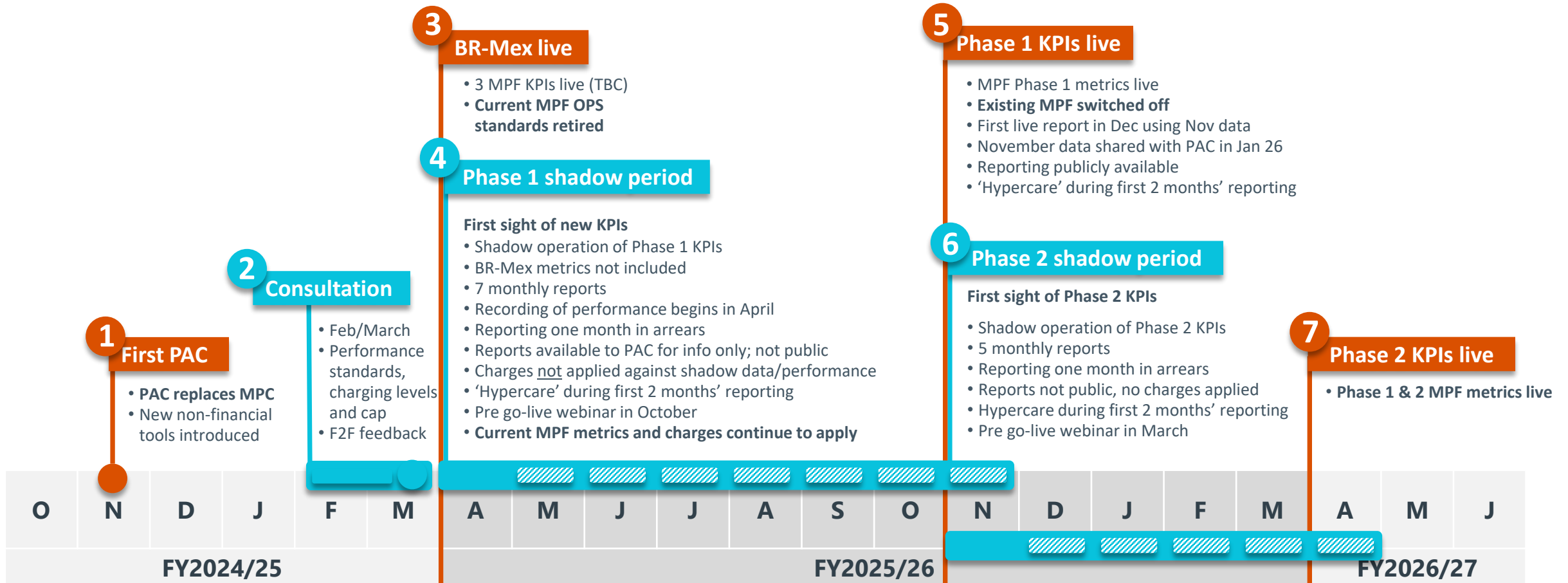
Programme plan

February 2025



- M01 Cyclic meter reads performed within SLA, biannual or monthly
- M02 Prop of smart meters read
- M04 Prop of transfer meter reads performed/submitted within SLA
- M06 Lateness of overdue transfer meter reads
- M07 Prop of consumption settled on actuals vs estimates
- M08 Prop of consumption settled on actuals vs estimates for smart meters
- M09 Prop of transferred SPIDs that have an estimated meter reading
- M10 Number of Long Unread Meters with outstanding B5 or C1 bilaterals
- M11 Prop of complete and accurate customer/banner name and SIC code
- M12 Prop of premises address data accuracy
- M13 Prop of unassured long-term vacant (LTV) premises
- M14 Prop of meters with credible GIS coordinates
- M15 Avg lateness of failed SLAs for bilateral requests
- M16 Prop of non-deferred ORIDs
- M17 Average length of deferrals per ORIDs
- M18 Prop of SLAs for bilateral Requests completed on time
- M19 Cyclic non-market meter reads within SLA (biannual or monthly)
- M20 Prop of consump'n fr cyclic non-mkt meters in biannual/monthly SLA

MPF delivery plan overview



Operational performance standards (OPS)

BR-Mex

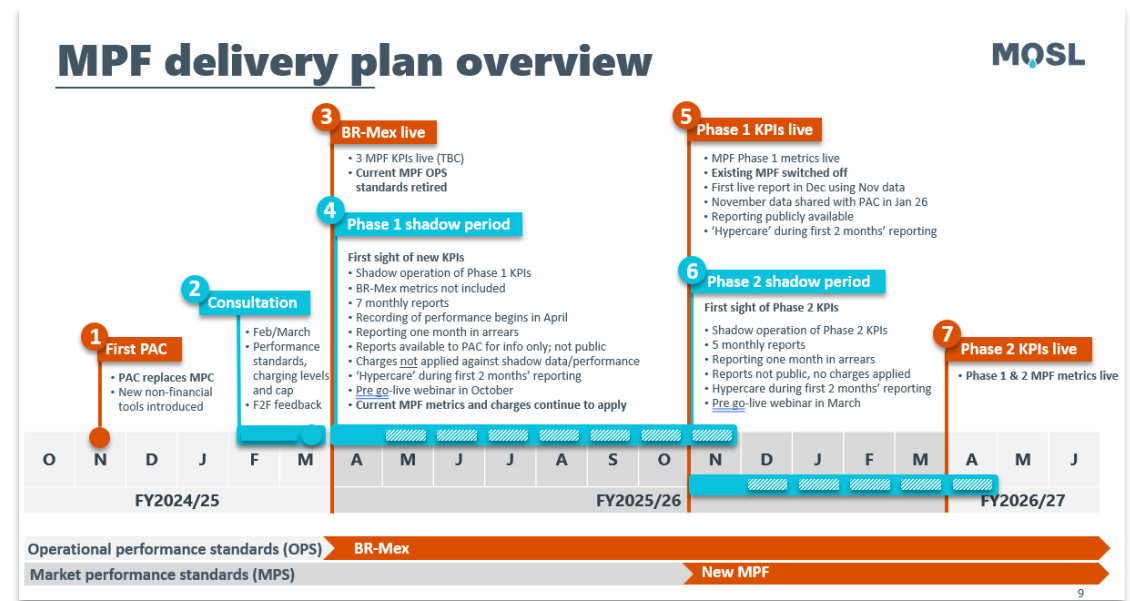
Market performance standards (MPS)

New MPF

Implementation guide

MOSL will be publishing an implementation guide in March for the new MPF, including:

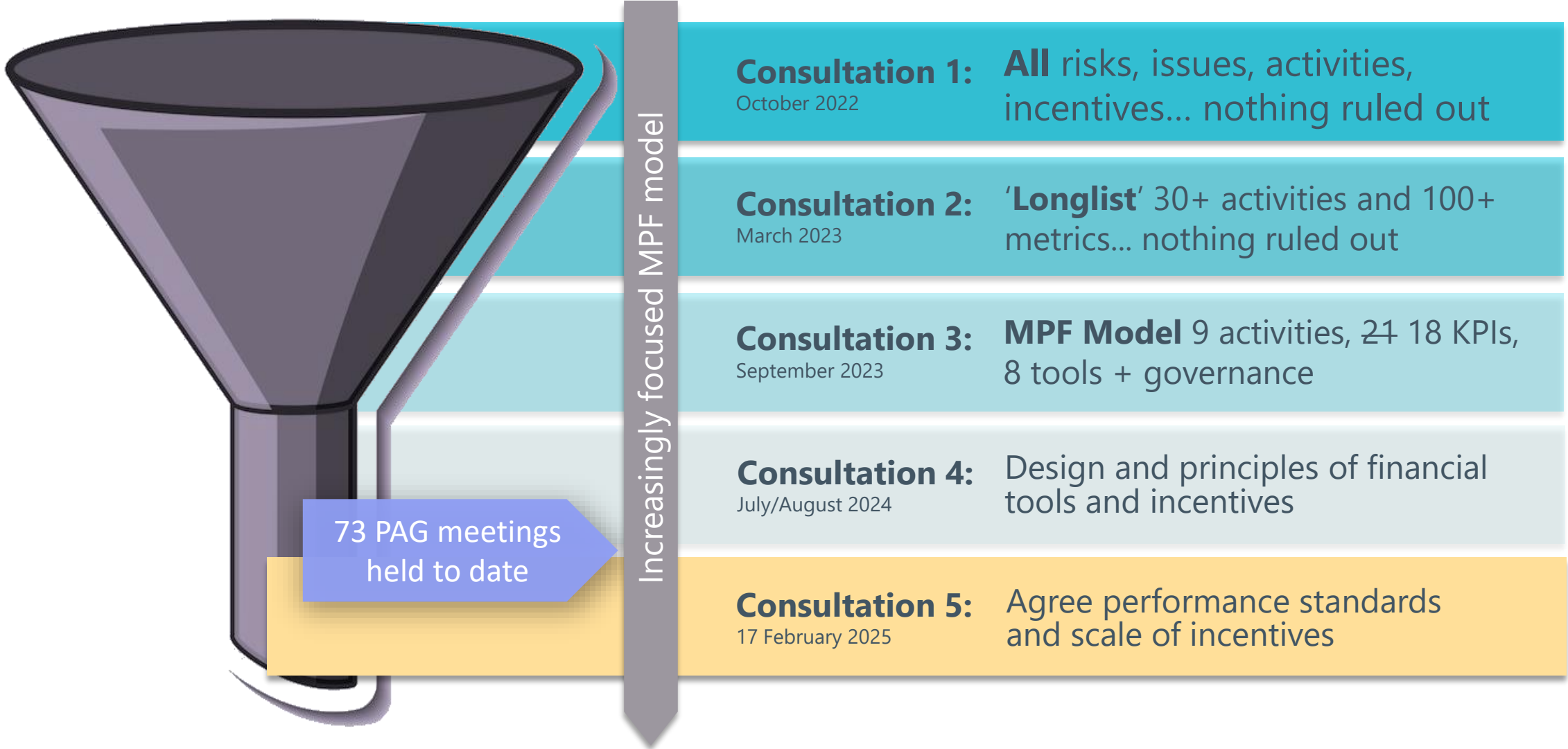
- **Reporting timeline** – when parties can expect to receive new reports under the MPF and shadow reporting
- **Shadow reporting guide** – outlining what parties can expect during the shadow period for each phase
- **What’s changing** – a reminder of what’s changing with the introduction of the new MPF, including any new or removed metrics
- **New tools** – summary of how the proposed intervention tools will operate for the new MPF, including the role of the PAC.



MPF Reform

- MPF Reform headlines
- Programme plan and progress overview
- Delivery plan overview
- **Consultation 5**
- Coming up & questions

Consultation overview



73 PAG meetings held to date

Increasingly focused MPF model

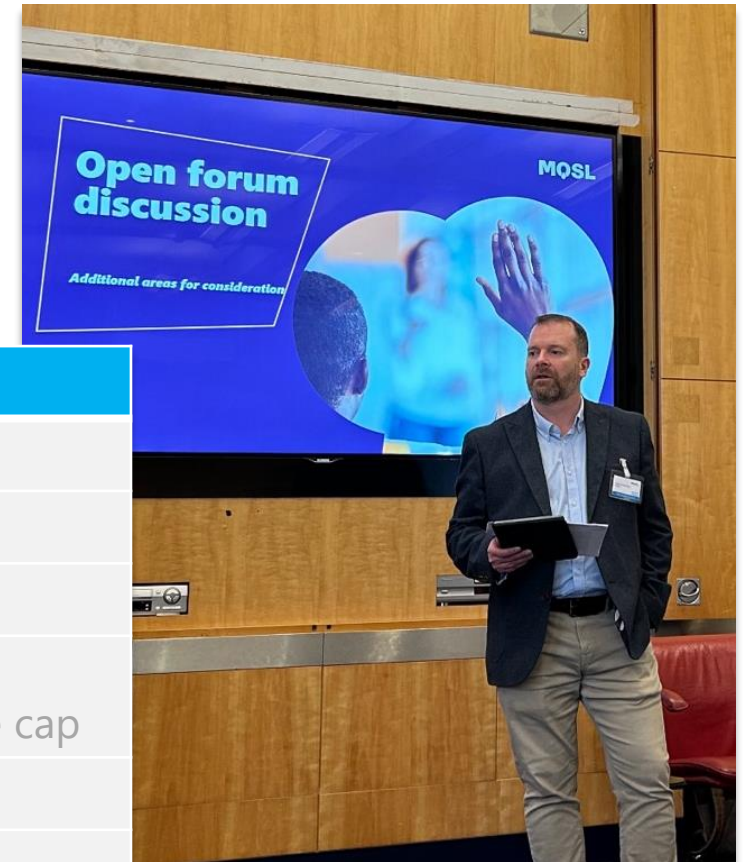
MPF 2.0 Phase 1
November 2025* MOSL - Public

*subject to timetable review

Consultation 5

- Fifth consultation to get stakeholder feedback on proposals for:
 - Performance standards (and PAC adjustments)
 - Performance charges
 - Charging 'cap'
- Timescales:

Date	Event/document
31 January	Doc 1: Introduction - published
w/c 10 Feb	Doc 2: Cyclic Meter Read KPI summary
w/c 17 Feb	Consultation 5 live
	Doc 3: Transfer Meter Read KPI summary Doc 4: Supplementary info for docs 2 & 3 + performance charge cap
Wed 19 Feb	Webinar
Fri 7 March	Consultation closes



- Nb: recording of webinar on Wed 19 February still live (see link)

Consultation 5

- Focus remains on key success criteria, particularly impact on customers
- Seeking to agree standards and charges that will apply at implementation, i.e. November 2025
- Subject to approval, following implementation, PAC will:
 - Determine whether to apply inflationary figure to performance charges each year
 - Adjust Performance Standards for KPIs, i.e. +/-5%, max one change per year per KPI
- Costs have been modelled at market level based on current performance
- Trading parties have direct control over the performance charges they receive

Reminder: following Consultation 4:

Agreed to **take forward** proposals for:

- Performance standards
- Performance charges

Agreed **not to take forward**:

- Compensation payments

Agreed not to take forward initially, but **consider in more detail**:

- Outperformance payments

Considerations of **factors beyond TP control**:

- Performance standards below 100%
- Separate standards and charges for biannual/monthly, internal/external meters

Consultation 5 Documentation

- Consultation 5 is based on these documents
- All documents available at MOSL > MPF > Key Documents > Consultation 5



Document 1

- Introduction
- Context
- Performance standards



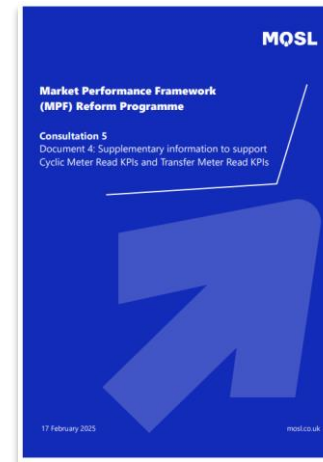
Document 2

- Summary of proposals for Cyclic Meter Reads M01, M02, M19



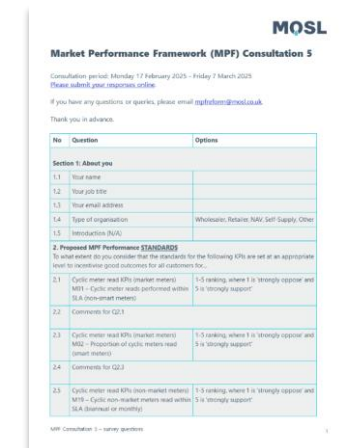
Document 3

- Summary of proposals for Transfer Reads M04, M06, M09
- Cap



Document 4

- Supplementary info/appendices for docs 2 & 3



- Word version of consultation questions (please submit online)

Post-consultation

Adopting a similar approach to Consultation 4:

March 2025						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

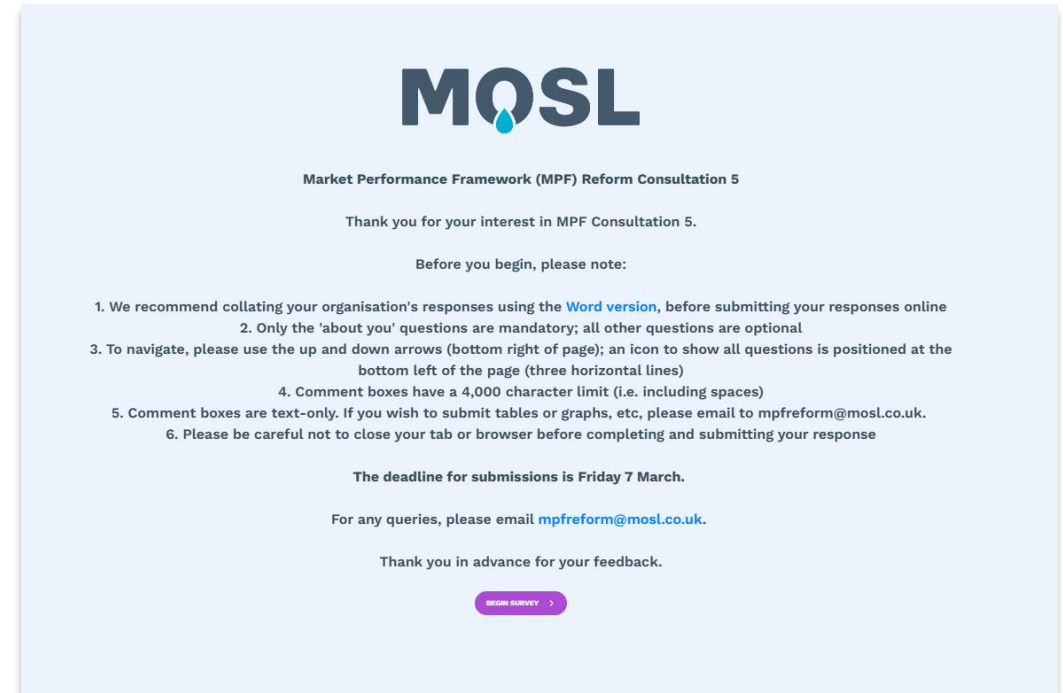
April 2025						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
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- Friday 7 March - Consultation closes
- Friday 14 March - Quantitative results
- Mon 10 – Mon 31 - Analysis

- Thursday 17 April - Publish qualitative results, verbatim responses and key feedback themes
- Thursday 24 April - London event

Responding to Consultation 5

- Hard deadline Friday 7 March
- All main questions are optional
- We recommend using the Word template to collate response before pasting into online form
- Text boxes allow approx. 1,600 words
- Option to upload a document if required
- All documents available at MOSL > MPF > Key documents > Consultation 5
- Links: [documents](#), [online survey](#)
- Queries: mpfreform@mosl.co.uk
- **Contact us if you would like a one-to-one**



Links: [documents](#), [online survey](#)

MPF Reform

- MPF Reform headlines
- Programme plan and progress overview
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- Consultation 5
- **Coming up & questions**

Coming up

Date	For discussion	Detail
5 March	Holistic reporting	
12 March	Break	
19 March	M02 – Proportion of smart meters read	
26 March	Consultation 5 update*	

*Subject to change

MOSL is currently looking for 'Pathfinders' for the new MPF

If you are interested, please email MPFreform@mosl.co.uk or raise a ticket via [MyMOSL](#)

Next updates



Thursday
27 March 2024
2pm-3:30pm

MOSL

Questions



MOSL

Thank you



Market Performance Framework

Consultation 5 webinar

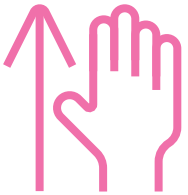
19 February 2025

MOSL

Housekeeping



1. Please mute your microphone



2. There will be time for questions at the end



3. Today's session will be recorded and shared

Agenda

Item	Presenter	Time
MPF consultation recap	Evan	5 mins
Consultation 5 introduction and documentation	Evan	10 mins
A closer look at <ul style="list-style-type: none">- Performance standards- Performance charges- Performance charge cap	Oli/Janet	40 mins
Consultation timetable	Miles	5 mins
Responding to the consultation and next steps	Miles	5 mins
Questions	Miles	25 mins

90 mins

Starting point: Consultation 4

Following Consultation 4, which presented proposals for the design of financial tools, it was:

Agreed to **take forward**:

- Performance standards
- Performance charges

Agreed **not to take forward**:

- Compensation payments

Agreed **to possibly revisit** in future MPF iterations:

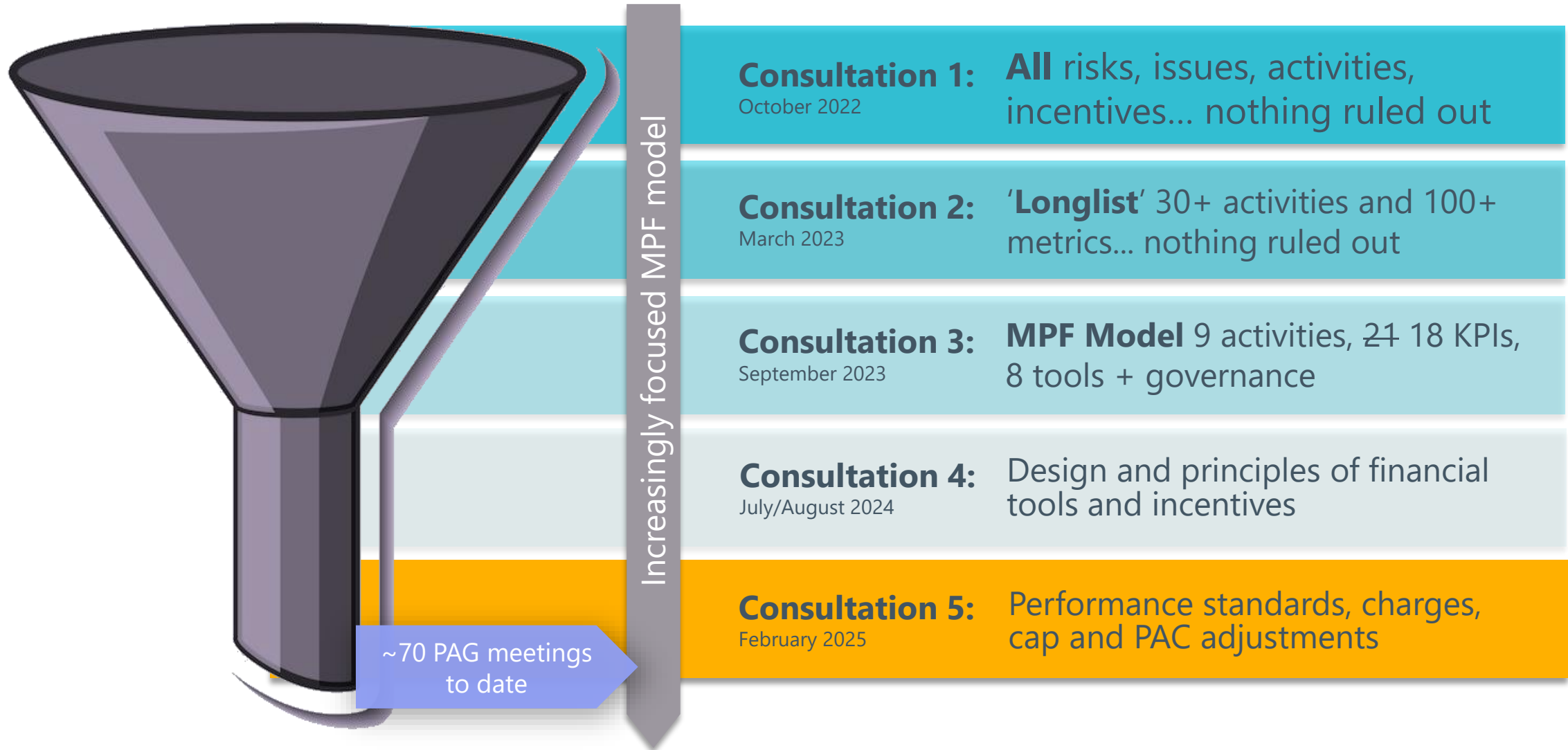
- Outperformance payments

To take **factors beyond TP control** into consideration:

- By having performance standards that are below 100% (except M04) and which can be adjusted by PAC
- Having separate standards and charges for:
 - Biannual/monthly meters
 - Internal/external meters



Consultation overview



MPF 2.0

Agenda

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Questions	Miles	25 mins
		90 mins

Consultation 5

- Focus remains on key success criteria, particularly impact on customers
- Seeking to agree proposals for Phase 1 KPIs:
 1. Performance standards
 2. Performance charges
- Plus:
 3. Overall performance cap
 4. PAC ability to adjust KPI performance standards +/- 5 percentage points annually



Key points

- Proposals contained in Consultation 5 are subject to your feedback
- Outcome of consultation will represent the initial starting point for the reformed MPF
- Our analysis is based on current market performance
- Performance at a trading party level will be visible during shadow
- Standards can be refined by PAC in future to ensure they remain “stretching but achievable”
- Costs have been modelled at market level based on current performance for a representative sample of meters
- **Today is to help provide guidance to consultation – we are not looking for feedback on the proposals today**

Data statement

Consultation 5 uses anonymised February 2024 performance data for new KPIs

- For biannual KPIs, this equates to one 7-month lookback
- Data is limited to one performance month (and 20% of meters in the case of biannual M01 only) as the KPIs are still being tested and assured prior to shadow implementation

The data is not predictive

- Data refers to a period where parties were assessed against different measures
- Assures that the proposals should not put the financial stability of the market at greater risk than historic MPS charging, even if performance does not change

Final values to be confirmed after Consultation 5

- Feedback will help to determine final proposals to present to the Code Change Committee in July 2025, at which point there will be additional data from the first shadow period
- If this additional data suggests an urgent need to update any values prior to code change, this will be worked through in advance with the Performance Advisory Group.

The final proposals need to be based on what is best for customers and the market in general.

We recognise that trading parties may have their own performance data, and welcome any feedback based on that data that trading parties are willing to share.

Phased delivery

Phase 1: priority KPIs & BR-Mex

- **M01** - Cyclic meter reads performed within SLA (biannual/ monthly)
- **M02** - Proportion of smart meters read
- **M04** - Proportion of transfer meter reads performed/ submitted within SLA
- **M06** - Lateness of missing transfer meter reads
- **M09** - Proportion of transferred SPIDs with estimated reading
- **M12*** - Proportion of premises address data accuracy
- **M15*** - Average lateness of failed SLAs for bilateral Requests
- **M18*** - Proportion of SLAs for bilateral requests completed on time
- **M19** - Cyclic non-market meter reads performed within SLA (biannual or monthly)

To go live: November 2025

Phase 2: enhancement KPIs

- **M07** - Proportion of consumption from cyclic meter reads performed within the biannual or monthly Service Level Agreement
- **M08** - Proportion of consumption settled on actuals vs estimates for smart meters
- **M10** - No of Long Unread Meters with outstanding B5 or C1 bilateral
- **M11** - Proportion of complete and accurate customer name/banner name and Standard Industry Classification (SIC) code
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- **M20** - Proportion of consumption from cyclic non-market meter reads performed within the biannual or monthly SLA

To go live: April 2026

*BR-Mex metrics – to go live in April 2025

Phase 1 KPIs

Consultation 5 covers proposals for six 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 reads performed/submitted within SLA
- **M06** - Lateness of missing transfer meter reads
- **M09** - Proportion of transferred SPIDs with estimated reading

Consultation 5 Documentation

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Document 1

- Introduction
- Context
- Performance standards



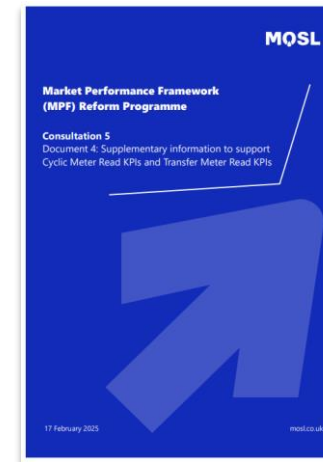
Document 2

- Summary of proposals for Cyclic Meter Reads M01, M02, M19



Document 3

- Summary of proposals for Transfer Reads M04, M06, M09
- Cap



Document 4

- Supplementary info/appendices for docs 2 & 3

No	Question	Options
Section 1: About you		
1.1	Your name	
1.2	Your job title	
1.3	Your email address	
1.4	Type of organisation	Wholesale, Retailer, NMI, Self-Supply, Other
1.5	Registration (B2G)	
2. Proposed MPF Performance STANDARDS		
To what extent do you consider that the standards for the following KPIs are set at an appropriate level to measure good outcomes for all customers, etc.		
2.1	Cyclic meter read KPIs (market meters) M01 - Cyclic meter reads performed within 30A (street-smart meters)	1-5 ranking, where 1 is 'strongly oppose' and 5 is 'strongly support'
2.2	Comments for Q2.1	
2.3	Cyclic meter read KPIs (non-market meters) M02 - Proportion of cyclic meters read (smart meters)	1-5 ranking, where 1 is 'strongly oppose' and 5 is 'strongly support'
2.4	Comments for Q2.3	
2.5	Cyclic meter read KPIs (non-market meters) M19 - Cyclic non-market meters read within 30A (Street/air or monthly)	1-5 ranking, where 1 is 'strongly oppose' and 5 is 'strongly support'

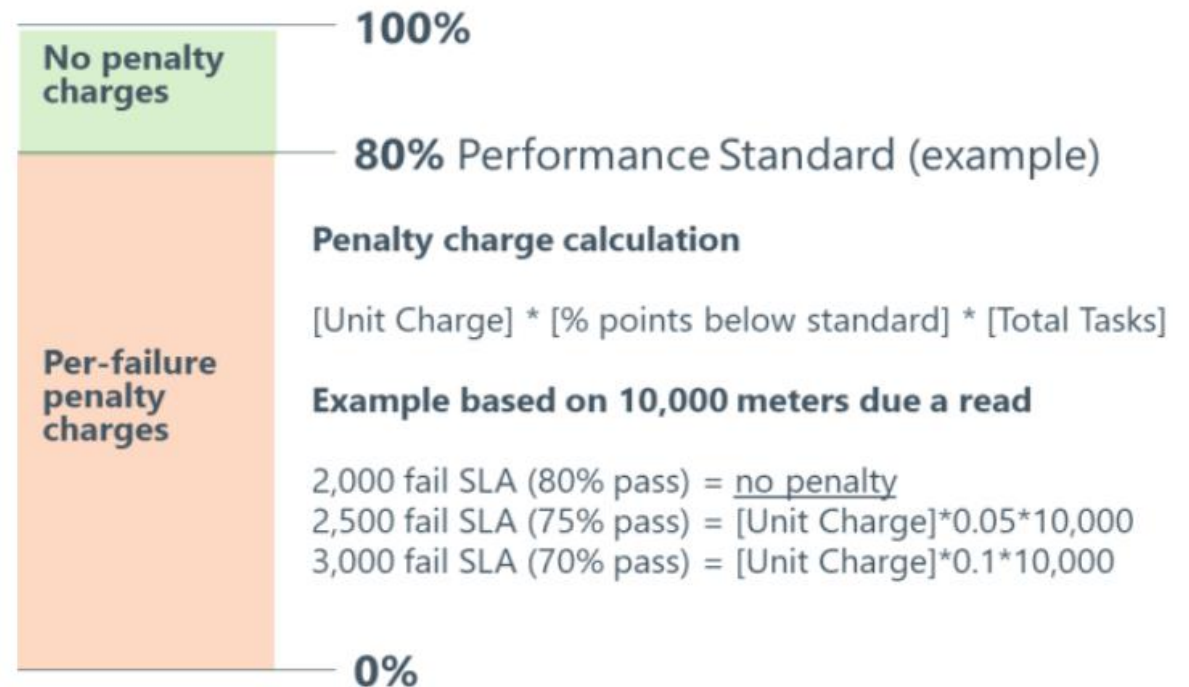
Word version of consultation questions (please submit online)

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		90 mins

Performance standards overview

- Each Phase 1 metric except M06* will have a % performance standard
- Consultation 5 proposes the standard at which each KPI will be set initially. The PAC can raise or lower standards within a = +/-5% tolerance per 12-month period.
- **Companies achieving this standard on average for a given KPI will not be charged**
- Performances below this standard will be charged on a per-failure basis
- Performances above the standard will be subject to peer comparison – helping encourage further improvement

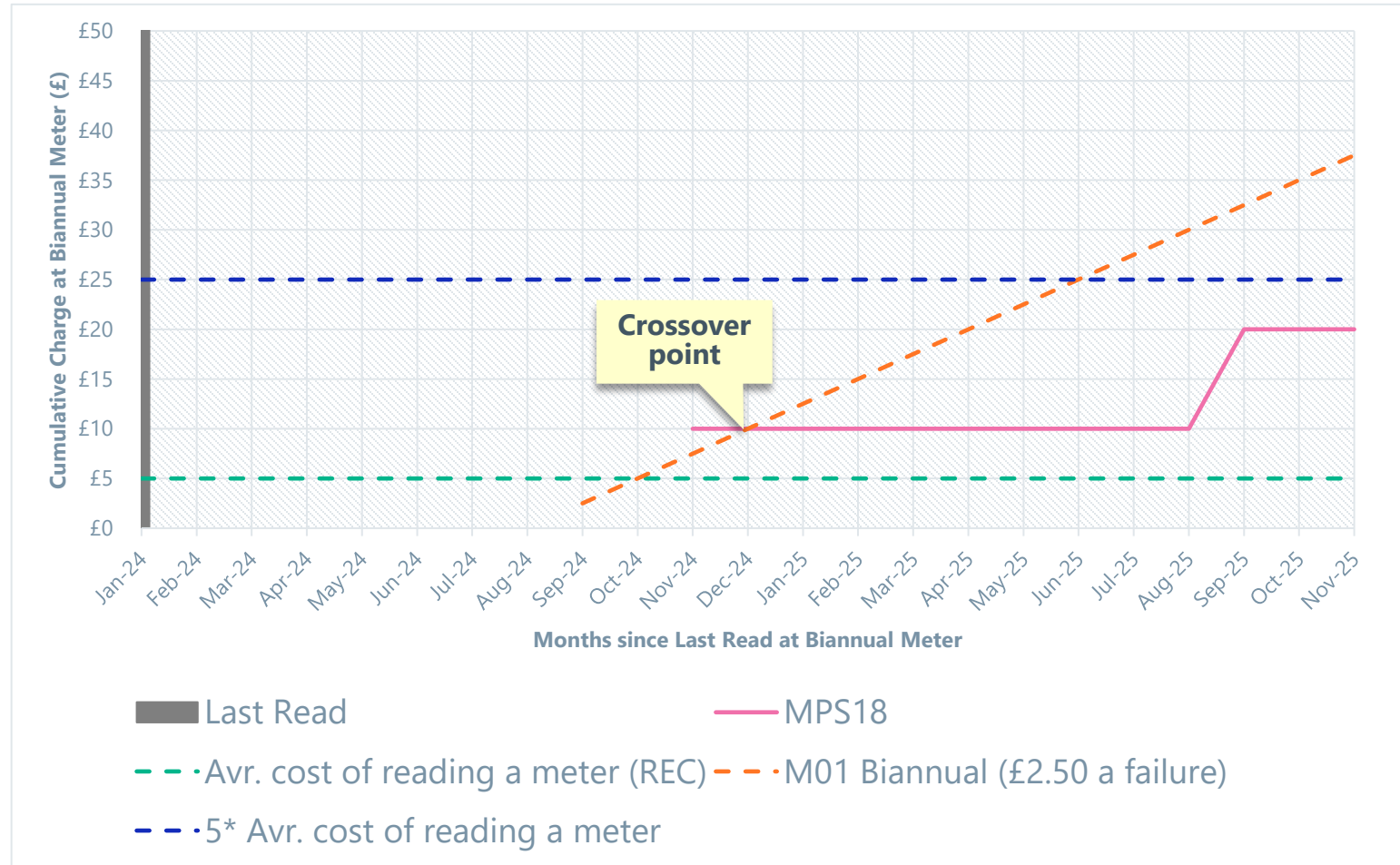


* Lateness of missing transfer meter reads

Performance charges overview

- Each Phase 1 metric will have an associated performance charge
- Consultation 5 proposes the level at which each charge will be set initially
- **Companies have window of opportunity to act before charges reach the same level as the current MPF**
- In most cases, charges begin lower than current MPF, incentivising companies to resolve more quickly and receive lower charge
- After this charges continue to be applied, increasing quicker than current MPF

Example – Biannual M01



Performance charge cap

- Proposal to remove charge cap withdrawn following feedback to Consultation 4
- Analysis shows performance cap no longer having a material impact on the market and is not expected to under the proposals
- **Consultation 5 proposal therefore to maintain cap at its current level**
- Recommendation that PAC monitors suitability of cap through strategic performance review periods

Overview of performance standards and charges: cyclic read KPIs

Theme	KPI	KPI variants	Unit Charge	Initial standard
Cyclic meter reads	M01 Cyclic meter reads performed within SLA (non-smart market meters)	Biannual Internal	£2.50	75%
		Biannual External	£2.50	85%
		Monthly Internal	£17.50	80%
		Monthly External	£17.50	85%
	M02 Proportion of smart meters read (smart market meters)	Biannual Internal	£2.50	96%
		Biannual External	£2.50	98%
		Monthly Internal	£17.50	86%
		Monthly External	£17.50	88%
	M19 Cyclic non-market meter reads performed within SLA	Biannual Internal	£17.50	90%
		Biannual External	£17.50	98%
		Monthly Internal	£17.50	90%
		Monthly External	£17.50	98%
		Biannual Internal smart	£17.50	90%
Biannual External smart	£17.50	98%		
Monthly Internal smart	£17.50	90%		
Monthly External smart	£17.50	98%		

[Link to Consultation 5 document 2](#)

Overview of performance standards and charges: transfer read KPIs

[Link to Consultation 5 document 3](#)

Theme	KPI	KPI variants	Unit Charge	Initial standard
Transfer meter reads	M04 Proportion of successful transfer meter reads	N/A	£5	100%
	M06 Lateness of missing transfer reads	N/A	£1	0 Business Days (BD) late
	M09 Proportion of actual (not estimated) transfer meter reads	N/A	£0	60%

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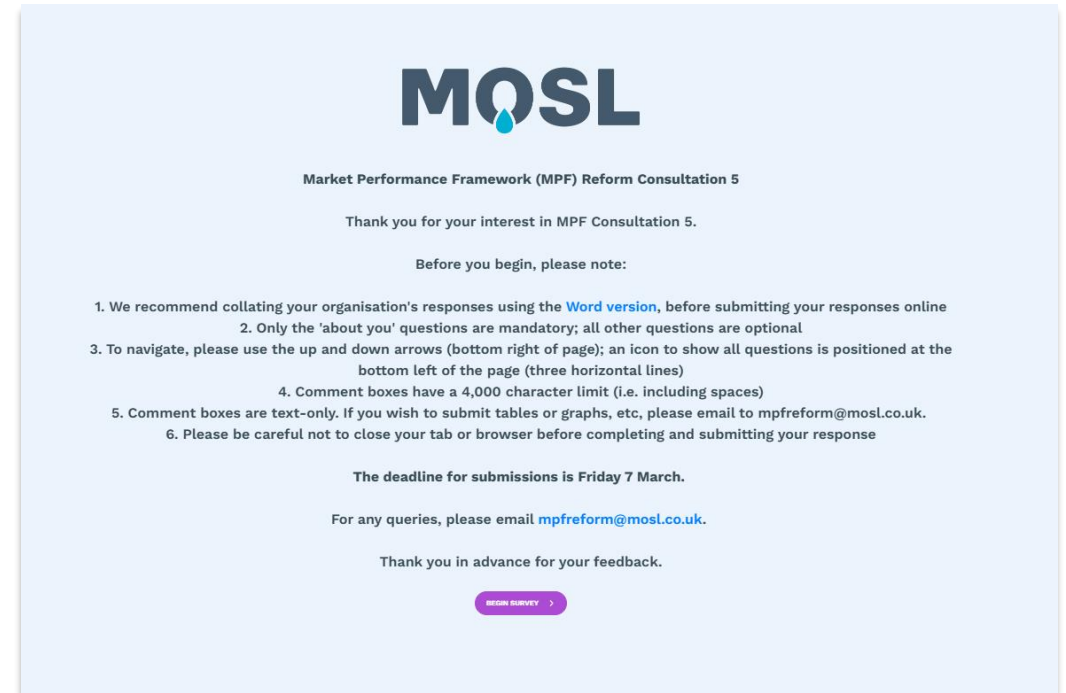
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MOSL

Questions?