

Market Performance Framework

Performance Advisory Group – PAG03

20 July 2022

Agenda

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| 1 | Welcome | Chair |
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| 3 | ENDORSE – Activities that support market outcomes | Janet Judge |
| 5 | ENDORSE – Activities linked to risks and outcomes | Janet Judge |
| 6 | Any Other Business | Chair |

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| 1 | Welcome | Chair |
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Actions from Previous Meeting

NO	Action required	Action by	Action Date
02/01	Risk and Issues Tracker to be updated and sent to members for endorsement - CLOSED	SF	30/06/22
02/02	Members are to confirm endorsement of Risk and Issues Tracker - CLOSED	PAG	06/07/22
02/03	A version Control Log needs to be implemented for the Risk and Issues Tracker - CLOSED	SF	20/07/22
02/04	Look to set in place a communication method for PAG members i.e., SharePoint, shared files, Teams	MOSL	20/07/22
01/04	Ensure customers have an opportunity to engage in consultations as the MPF programme progresses (consultations currently anticipated to begin in late September)	AR	14/09/22

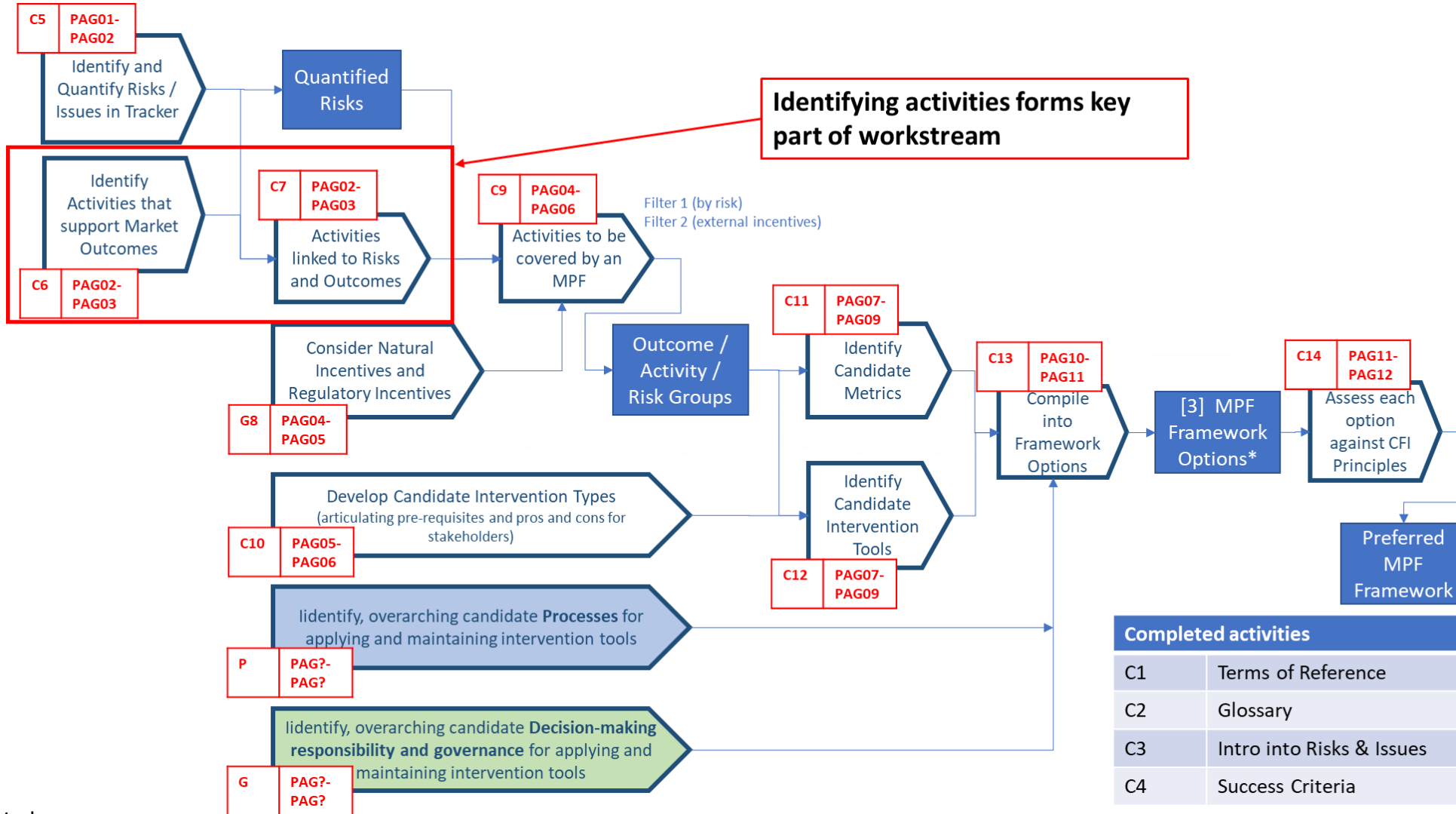
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| 1 | Welcome | Chair |
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| 3 | ENDORSE – Activities that support market outcomes | Janet Judge |
| 5 | ENDORSE – Activities linked to risks and outcomes | Janet Judge |
| 6 | Any Other Business | Chair |

ENDORSE – Activities that support market outcomes (1 of 9)

- ◆ Feedback was requested via email in advance by close of business on **Friday 15 July** – with focus on ‘showstoppers’:
 - ◆ Any major omissions identified in activities
 - ◆ Any major omissions / errors in mapping activities and risks
- ◆ In PAG 03 (20 July) we are seeking **Endorsement** of the current activities and their alignment with risk/issues, subject to any material changes being made based on PAG feedback
- ◆ Activities define the scope of the MPF, at this point in time. It does not mean the activities are set in perpetuity. They may change over time
- ◆ Endorsement will enable it to be used in MPF Reform Programme
- ◆ Prioritisation of activities is currently based on total risk. Options for prioritisation will be a topic for consideration by PAG in August (PAG 04 – PAG 06).

ENDORSE – Activities that support market outcomes - overview of MPF Reform Programme Workstream 1B – MPF Components (2 of 9)



Completed activities	
C1	Terms of Reference
C2	Glossary
C3	Intro into Risks & Issues
C4	Success Criteria

ENDORSE – Activities that support market outcomes (3 of 9)

- ◆ Feedback was requested via email in advance by close of business on **Friday 15 July** – with focus on ‘showstoppers’:
 - ◆ Any major omissions identified in activities
- ◆ In this section, we are seeking **Endorsement** of the current activities subject to any material changes being made based on PAG feedback
- ◆ **Activities define the scope of the MPF**, at this point in time. It does not mean the activities are set in perpetuity. They may change over time
- ◆ Endorsement will enable it to be used in MPF Reform Programme

ENDORSE – Activities that support market outcomes (4 of 9)

Review of feedback

- ◆ No 'showstoppers' indicated in PAG feedback

Split feedback into 4 categories:

- ◆ **Change** – propose change to objective or activity title based on feedback
- ◆ **Clarify** – comments noted and additional justification for current treatment provided but no change made at this stage – recognising activities may change over time
- ◆ **Review** – to discuss with wider PAG before agreeing potential change
- ◆ **Remove** – activity or risk/issue to potentially remove from mapping

ENDORSE – Activities that support market outcomes (5 of 9)

Activity ref	Activity (Objective) name	PAG comments	MOSL response	Category
N/A	(Objective) Improved switching process efficiency & Improving data quality and transparency in the market	Several PAG members questioned the high rating/top priority of improving switching. It was suggested this may be a presentational issue.	Objective is broad, the one risk associated with switching (CV.1 Retailers to handover good quality timely customer data on customer switching) scores the lowest, whereas those that encapsulate more broadly customer visibility and data quality (CV.2 & CV.3) score highly. The latter is a key driver for billing accuracy. A number of CV.2s underpinning risks flag billing accuracy issues. Will split objective in to two: "Improving data quality and transparency in the market" and "Improving switching process efficiency" and assign activities accordingly.	Change
CV.5	Incumbent suppliers make customers aware of their ability to switch	(TN) Activity is broader than just the incumbent	Will remove "Incumbent".	Change
N/A	GS (Objective) Wholesalers better reflect the needs and requirements of their NHH customers in the provision of NHH services	(KR) GS.5: Wholesalers better reflect the needs and requirements of their NHH customers in the provision of NHH services- the activities & behaviours is the same as the objectives.	The GS objective is incorrect, it should be "Improved wholesaler performance on NHH facing services"	Change

ENDORSE – Activities that support market outcomes (6 of 9)

Activity ref	Activity (Objective) name	PAG comments	MOSL response	Category
CV.14	Market participants work collaboratively to ensure vacancy classification is accurate	(KR & TN) Potential duplicate not noted CV.16/ CV.14	CV.14 is an erroneous duplicate of CV.16 on the (Top down) summary and has been removed	Remove

ENDORSE – Activities that support market outcomes (7 of 9)

Activity ref	Activity (Objective) name	PAG comments	MOSL response	Category
CV.5	Incumbent Suppliers make customers aware of their ability to switch	(TN) Not appropriate for a competitive market	We will be reviewing whether the MPF should consider activities that either provide or improve customer engagement with the market or activities that drive the market forwards. It may be that these are driven by natural market incentives or that the MPF should be more closely aligned to the CPCoP	Review
UWE.5	Market participants work collaboratively to share and utilise additional data (e.g. wholesaler meter reads, SIC) to ensure accurate (consumption) data is made available to facilitate efficiency offerings to customers			
CV.12	Market participants work collaboratively to implement processes (e.g. open data) to facilitate innovate trials and experiments [regulatory sandbox)			
GS.1	Retailers provide clear information to customers on what their rights and obligations are (e.g. payment protection plans, right to formally dispute the money owed under contract obligations re trade effluent consents)			
CV.17	Accurate and timely invoicing and payment of primary charges	(TN) – is that for customers or between trading parties?	This refers to the process between TPs.	Review

ENDORSE – Activities that support market outcomes (8 of 9)

Activity ref	Activity (Objective) name	PAG comments	MOSL response	Category
CV.9	Wholesaler to resolve request in timely and efficient manner (with regards to customer needs)	(EJ) What does “timely and efficient” actually mean? There are already SLAs in place, and I’m not sure wholesalers would be on board to shortening those. Perhaps steeper penalties for breaching SLA would be more effective?	This is a successful activity outcome that customers are serviced by wholesalers in a “timely and efficient” (i.e. satisfactorily). This would be defined in the design phase of the project. Having existing obligations and SLA’s already in place does not detract from having an activity that stipulates these requirements.	Clarify
N/A	GS (Objective) Improved customer experience of complaints process	(KR) is there a Wholesaler activity & behaviour that needs to be included?	Believe this is covered by GS.5 - Wholesalers better reflect the needs and requirements of their NHH customers in the provision of NHH services and GS objective “Improved comms between market participants”	Clarify

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ENDORSE – Activities linked to risks and outcomes (1 of 16)

- ◆ Feedback was requested via email in advance by close of business on **Friday 15 July** – with focus on ‘showstoppers’:
 - ◆ Any major omissions / errors in mapping activities and risks
- ◆ In this section, we are seeking **Endorsement** of the alignment of activities with risk/issues, subject to any material changes being made based on PAG feedback
- ◆ Endorsement will enable it to be used in MPF Reform Programme
- ◆ Prioritisation of activities is currently based on total risk. Options for prioritisation will be a topic for consideration by PAG in August (PAG 04 – PAG 06).

ENDORSE – Activities linked to risks and outcomes – example (2 of 16)

Objectives	Activities and Behaviours	Aligned Issue/Risk	Customer Risk Score	Retailer Risk Score	Wholesaler Risk Score
Improving data quality and transparency in the market	CV.2: Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate of UWE.2 - Improve Water Efficiency) [Assumes meter reads have been completed]	CSE006 - Estimates of consumption data are inadequate - driving inaccurate settlement and billing where meters not read	9	3	3
		CSE008 - Meter reading taken or input incorrectly into CMOS (human error issues)	6	2	1
		CSE009 - Customer not properly identified during the new supply process	6	1	1
		CSE010 - Customer incorrectly identified as vacant	9	1	3
		CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	9	3	2
		CSE014 - Poor quality CMOS customer data resulting in high risk customers (SEMDV & SSA) not being informed of Wholesaler service issues (supply interruptions, water quality issues, bursts etc)	6	2	3
		CSE023 - Meter reads which are available but not put into the market eg those taken for leakage purposes.	4	2	1
		CSE024 - Wholesalers are not maintaining accurate or complete premises address data.	9	3	3
		VC001 - Customers cannot benefit from the market because they are a gap site	6	2	2
		VC008 - Lack of data on linked SPIDs (same customer) means multisite customers are unable to take full advantage of the competitive market	6	2	1
		VC010 - Customers cannot benefit from the market because they are a shared supply / mixed use or they have changed use.	6	3	1
		WEC001 - Poor data in CMOS does not support useful segmentation analysis and comparison of water usage across the market for customers to make informed choices	6	2	2
		12			82

ENDORSE – Activities linked to risks and outcomes (3 of 16)

Review of feedback

- 💧 No 'showstoppers' indicated in PAG feedback

Split feedback into 5 categories:

- 💧 **Change** – propose change to objective or activity title based on feedback
- 💧 **Clarify** – comments noted and additional justification for current treatment provided but no change made at this stage – recognising that activities and activity / risk mapping will continue to evolve
- 💧 **Review** – to discuss with wider PAG before agreeing potential change
- 💧 **New** – potential new activity or new risk/issue for mapping
- 💧 **Remove** – activity or risk/issue to potentially remove from mapping

ENDORSE – Activities linked to risks and outcomes (4 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
N/A	N/A	See MOSL response	(TN) Risk on Customers and/or properties are incorrectly included in the NHH market is missing from Risk/Issues register and matrix	<p>Changed the risk name of VC010 from "Customers cannot benefit from the market because they are a shared supply / mixed use" to "Customers cannot benefit from the market because they are a shared supply / mixed use or they have changed use".</p> <p>Added new root causes to the following risks: VC001: "Lack of clarity around certain premises types (student halls, care homes, housing trusts) is leading to inconsistent decisioning on market entry" & "Mulitsite customers who fall into edge case eligibility scenarios cannot access the same services nationwide that other commercial businesses can access"</p> <p>VC002: "No clear unified policy around temporary building supplies" & VC010: "No clear unified policy around change of use" & "Retailers are having to navigate different approaches and policies from Wholesalers around mixed use, shared supply and commercial residential premises."</p>	Change	Will assess whether there are additional activites that now align to these amended root causes		

ENDORSE – Activities linked to risks and outcomes (5 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Category	Impact	Previous total risk score	New total risk score
Multiple	TBC	See MOSL response	(TN) Risk on Customers/Supply Points can't be correctly identified due to issues with address data in CMOS is missing from Risk/Issues register and matrix	Created a new risk (CSE024) position 1st with Cust impact score of 9 and aligned to the following activities: CV.1, CV.2, CV.3, CV.9, CV.11, CV.13, CV.16, UWE.1,, UWE.2, UWE.3, UWE.6, GS.5 & GS.8	New	Increases score of identified activities by 9	Separate slide	Separate slide
UWE.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate - CV.2)	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree. Add to summary and supporting detail tab.	New	Increase score by 9	70	79
CV.1	Retailers to handover good quality timely customer data on customer switching	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree. Add to summary and supporting detail tab.	New	Cust Impact score 9	30	39
CV.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate - UWE.2)	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree. Add to summary and supporting detail tab.	New	Increase score by 9	70	79
CV.11	Market participants work collaboratively to facilitate the provision of accurate data necessary for innovation.	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree. Add to summary and supporting detail tab.	New	Increases Impact score by 9	28	37

ENDORSE – Activities linked to risks and outcomes (6 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Category	Impact	Previous total risk score	New total risk score
GS.1	Retailers provide clear information to customers on what their rights and obligations are (e.g. payment protection plans, right to formally dispute the money owed under contract obligations re trade effluent consents)	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree. Add to summary and supporting detail tab.	New	Increases score by 9	43	52
GS.3	Retailers resolve complaints in a timely and efficient way	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree. Add to summary and supporting detail tab.	New	Increases score by 9	9	18
CV.16	Market participants work collaboratively to ensure vacancy classification is accurate	N/A	(TN) Should include VC002 The new supply process causes delays entering new connections into the market, CSE017 Confusion derived from customers having different Retailers for water and sewage for one SPID and CSE009 Customer not properly identified during the new supply process	Agree. Add to summary and supporting detail tab.	New	Increases impact score by 18 (3 x score of 6)	15	33

ENDORSE – Activities linked to risks and outcomes (7 of 16)

New risk CSE024

Activity ref	Activity name	Aligned Issue/Risk	Catego	Impact	Previous total risk score	New total risk score
CV.1	Retailers to handover good quality timely customer data on customer switching	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	39	48
CV.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate - UWE.2)	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	79	88
CV.3	Wholesaler to make sure that CMOS is regularly updated with good quality asset and premises data (Duplicate - UWE.3)	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	63	72
CV.9	Wholesaler to resolve request in timely and efficient manner (with regards to customer needs)	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	48	57
CV.11	Market participants work collaboratively to facilitate the provision of accurate data necessary for innovation.	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	37	46

ENDORSE – Activities linked to risks and outcomes (8 of 16)

New risk CSE024

Activity ref	Activity name	Aligned Issue/Risk	Catego	Impact	Previous total risk score	New total risk score
CV.13	Market participants improve processes to identify gaps sites and bring into charge	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	48	57
CV.16	Market participants work collaboratively to ensure vacancy classification is accurate	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	33	42
UWE.1	Wholesalers to notify retailers when potential supply pipe leaks are identified	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	27	36
UWE.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate - CV.2)	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	79	88
UWE.3	Wholesaler to make sure that CMOS is regularly updated with good quality asset and premises data (Duplicate - CV.3)	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	63	72

ENDORSE – Activities linked to risks and outcomes (9 of 16)

New risk CSE024

Activity ref	Activity name	Aligned Issue/Risk	Catego	Impact	Previous total risk score	New total risk score
UWE.6	Retailers provide bills that are based on evidence and supported by consistent and clear terms and conditions to customers	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	51	60
GS.5	Wholesalers better reflect the needs and requirements of their NHH customers in the provision of NHH services	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	43	52
GS.8	Wholesalers to provide timely, clear and concise explanations around most common customer wholesale-related queries	CSE024 - Wholesalers are not maintaining accurate or complete premises address data	New	Increases score by 9	34	43

ENDORSE – Activities linked to risks and outcomes (10 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
CV.2 / UWE.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data	CSE003 - Incorrect bill due to retailer data/process issues in own billing system	Several PAG members queried the alignment of this risk, as incorrect bill due to the retailer's billing system which has nothing connected with inputting data into CMOS	Have reviewed and agree	Remove	Decreases score of identified activities by 6	88 (see "new" category)	82
CV.8	Retailers to keep customers informed on query resolution	VC006 - Customers are not aware	(TN) Should not include VC006 as the customer has already raised a query so must be engaged with the market?	Agree. Amend scores on summary and remove from supporting detail tab.	Remove	Decreases impact score by 9	24	15

ENDORSE – Activities linked to risks and outcomes (11 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
CV.8	Retailers to keep customers informed on query resolution	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Feel Retailer can keep customer informed on query resolution albeit that the resolution may take longer if the wholesaler prioritises HH	Review	Increases score by 9	15 (see "remove" category)	24
CV.12	Market participants work collaboratively to implement processes (e.g. open data) to facilitate innovate trials and experiments [regulatory sandbox)	N/A	(TN) Should include CSE013 - Inadequate wholesaler service - with HH customers prioritised over NHH customers	Agree, if this stays as an activity. Add to summary and supporting detail tab.	Review	Increases score by 9	13	22

ENDORSE – Activities linked to risks and outcomes (12 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
N/A	N/A	N/A	(TN) Concerned that grouping mix of Customer Service Excellence, Value Creation and Water Efficiency Risks/Issues and retailer and wholesaler risks within an outcome/activity impacts score/prioritisation. Similar concerns, queries raised by other PAG members	While we have three high-level outcomes, and some activities may primarily serve one outcome more than others – there are clearly elements that cut across these. (e.g. better data feels like a pre-requisite to all three outcomes). The activity may reference one TP type or another or both, but we have identified wholesaler owned risks that may impede a Retailer from delivering an activity. For these activities – the underpinning / aligned risks highlight joint accountability. We will undertake more detailed work during the programme to review prioritisation, interdependencies and accountability. Will work on a way to portray additional Panel Strategic outcomes on the activities and risk alignment matrix where relevant.	Clarify	N/A	N/A	N/A
N/A	N/A	See MOSL response	(TN) Risk on Customers cannot engage with water efficiency measures as their consumption is not measured or they do not have access to real-time consumption data is missing from Risk/Issues register and matrix	Believe this is captured under Risk WEC005 Unmetered customers are not incentivised to be water efficient	Clarify	N/A	N/A	N/A

ENDORSE – Activities linked to risks and outcomes (13 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
UWE.1	Wholesalers to notify retailers when potential supply pipe leaks are identified	CSE001 - Meter reads not taken due to issues with meter itself (physical location, condition, technology) CSE002 - Meter reads not taken due to meter data issues in CMOS (location, serial number, type) CSE007 - Meters being read but recording inaccurately WEC004 - Wholesalers are not incentivised to promote water efficiency in NHH market and therefore do not facilitate customers' water efficiency decision making	(EJ) Unclear how this activity would address any of the aligned issues/risks? This needs to be reviewed to actually align with tackling the issue at hand. (KR) What happens after the notification? Only 1 activity aligned with improving leakage controls – are there any gaps here?	If meter reads are accurate, wholesaler service to NHH customers is improved and they are focused on addressing NHH water efficiency and usage. This should enable this activity to be achieved. After notification is covered by any one or combination of following activities: CV.9 Wholesaler to resolve request in timely and efficient manner ..., GS.5 Wholesalers better reflect the needs and requirements of their NHH customers in provision of services, GS.8 Wholesalers to provide timely, clear and concise explanations around most common customer wholesale-related queries, GS.6 Wholesalers provide clear and accessible info on their relative performance on NHH retail services & GS.9 Wholesalers maintain good quality healthy assets	Clarify	N/A	N/A	N/A
GS.1	Retailers provide clear information to customers on what their rights and obligations are (e.g. payment protection plans, right to formally dispute the money owed under contract obligations re trade effluent consents)	Six associated risks (CSE014, CSE015, CSE017, CSE021, CSE022 & VC006)	(EJ) Not sure any of the issues/risks can be resolved by this activity?	All of these risks are associated with visibility of customer and / or customer service, again if these aren't managed then these risks would detrimentally impact this activity.	Clarify	N/A	N/A	N/A

ENDORSE – Activities linked to risks and outcomes (14 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Category	Impact	Previous total risk score	New total risk score
GS.7	Retailers provide clear and constructive feedback to wholesalers on common service issues (i.e. those issues with services that are commonly raised)	Four associated risks (CSE014, CSE017, CSE021, VC006)	(EJ) R-Mex is already in place to provide feedback to wholesalers. The issues seem totally unrelated to the headline GS.7	Similar to GS.1 if the customer is not identified or does not have a voice then it is a risk to the retailer in their ability to provide that voice or feedback to the wholesaler. RMEX is an existing intervention to drive this activity but is not the activity itself.	Clarify	N/A	N/A	N/A
GS.7 & GS.8	As above plus Wholesalers to provide timely, clear and concise explanations around most common customer wholesale-related queries	VC006 - Customers are not aware of the competitive market, how it operates or different service levels, so they cannot engage with it and participate	(KR) be good to understand how this addresses VC006 - Customers are not aware of the competitive market?	The risk hinders the activities from being successful....if a customer is unaware of the market they will have difficulty feeding that back to retailers or wholesalers	Clarify	N/A	N/A	N/A
CV.2 / UWE.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate - UWE.2)	CSE014 - Poor quality CMOS customer data resulting in high risk customers (SEMDV & SSA) not being informed of Wholesaler service issues (supply interruptions, water quality issues, bursts etc)	Several PAG members queried the alignment of this risk and how the activity addresses the issue, data around high risk customers is predominantly WS responsibility however Retailers need to update when statuses change, but that's the minority of this issue.	There is an obligation on the retailer to maintain customer data including existing supply points and any new supply points where at-risk customers come into the market. Without this, wholesalers will not have up to date info on changes/additions to SEMDV or water supply reliant commercial customers.	Clarify	N/A	N/A	N/A

ENDORSE – Activities linked to risks and outcomes (15 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
CV.2	Retailers to make sure that CMOS is regularly updated with good quality customer & consumption data (Duplicate - UWE.2)	VC001 - Customers cannot benefit from the market because they are a gap site	(TN) SPID creation is a wholesaler activity, but the outcome is against the retailer	We have identified wholesaler owned risks that may impede a Retailer from delivering an activity. For these activities – the underpinning / aligned risks highlight joint accountability. We will undertake more detailed work during the programme to review prioritisation, interdependencies and accountability.	Clarify	N/A	N/A	N/A
UWE.3	Wholesaler to make sure that CMOS is regularly updated with good quality asset and premises data (Duplicate - CV.3)	VC002 - The new supply process causes delays entering new connections into the market CSE013 - prioritisation of services to HH over NHH	(KR) wrong rating for Cust impact on the supporting s/s. How does CSE013 link?	Checked, we have a Cust Impact score of 6 on both mapping matrix and Risk and Issues Tracker v4. CSE013 is a risk to this activity if a wholesaler is more focused on addressing / maintaining HH data than NHH data.	Clarify	N/A	N/A	N/A
N/A	N/A	N/A	(AR) Now it's live, has data from Bilaterals Hub been factored in to inform/identify risks?	As the Bilateral Hub is still at a relatively early stage we have not been able to fully utilise this to inform additional risks. The Risk and Issues Tracker will evolve and bilaterals information will be used to inform potential additional risks and issues. We also intend to look at the Bilaterals Hub and data/potential data from this to help identify potential metrics at a later stage of the programme.	Clarify	N/A	N/A	N/A

ENDORSE – Activities linked to risks and outcomes (16 of 16)

Activity ref	Activity name	Aligned Issue/Risk	PAG comments	MOSL response	Catego	Impact	Previous total risk score	New total risk score
CV.7	Retailers to report customer queries to wholesalers in timely manner	VC006 - Customers are not aware	(TN) Should not include VC006 as the customer has already raised a query so must be engaged with the market?	This is a risk to retailers being able to provide feedback / queries to wholesalers if the customer does not know where to go	Clarify	N/A	N/A	N/A
CV.17	Accurate and timely invoicing and payment of primary charges	VC004 - Retailer margins are too low to allow Retailers to offer differentials in the market to encourage switching and active retention VC007 - The Supply of Last Resort (SoLR) process may not work effectively when required	(EJ) Can this resolve VC007 (SoLR)? Don't believe this is down to the timely invoicing, rather that retailer margins are too low (VC004). Not clear how VC004 and VC007 related with CV.17?	Supplier of last resort process may lead to issues with either unpaid primary charges or primary charges paid late. Also low margins or margin erosion could result in primary charge settlement issues.	Clarify	N/A	N/A	N/A

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Future Meetings

Meeting Date	Introductions/ Endorsements
PAG 04 – 3 Aug	PRELIMINARY FINDINGS: Natural and Regulatory Incentives / Prioritising activities based on risk scores
PAG 05 – 17 Aug	Natural and Regulatory Incentives /Activities to be covered by an MPF/ Develop Candidate Intervention Types
PAG 06 – 31 Aug	Activities to be covered by an MPF/ Develop Candidate Intervention Types