

Market Performance Framework

Performance Advisory Group – PAG12

22 November 2022

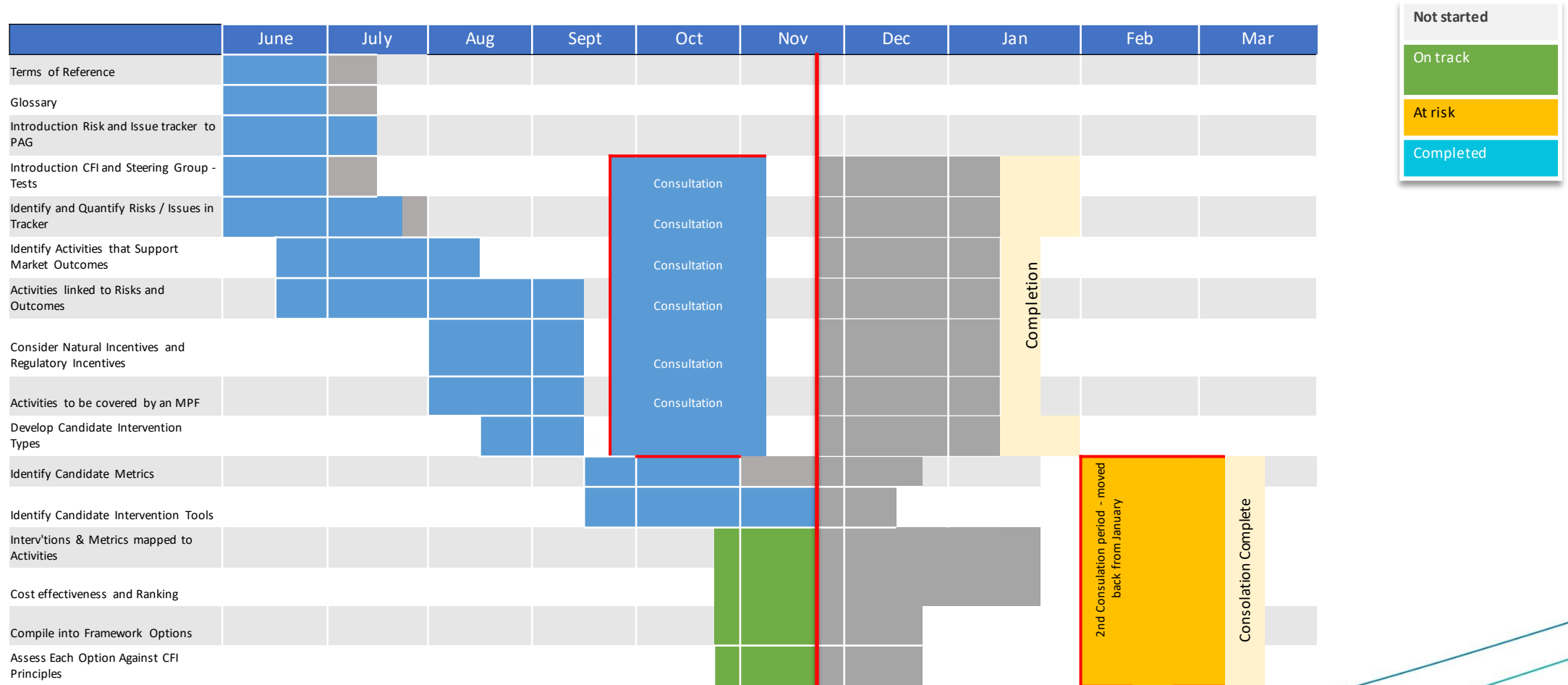
Agenda

1	Welcome	Chair	5 Mins
2	Actions from previous meeting	Chair	5 Mins
3	Review progress to date	Chair	5 Mins
	Workshop requirements inc pre-read		
4	<ul style="list-style-type: none">• Scene setting• Workshop ask• Template & methodology	Chair & Axelle Saada	60 Mins
5	Any Other Business	Chair	5 Mins

Actions from Previous Meeting (1 of 1)

NO	Action required	Action by	Action Date
11/01	Review UWE.6 once consultation feedback received. ('Refund') - Open To be completed post consultation	MOSL	7/12/22
11/02	Review CV.18, review 'appropriate' for this Activity. Should the Activity be split? - Open To be completed post consultation	AS & JJ	7/12/22
10/02	More work is required to ascertain metrics around and regarding collaboration against CV11 (and others). - Open	All/(AS, JJ)	07/12/2022 (Workshop)
10/05	Review order of workshop on 7 th Dec. Review Consultation first (to shortlist) and then move onto Metrics and Tools. - Open	CD	07/12/2022 (Workshop)
09/01	Members to advise of any possible customer focused metric relating to CV.23	ALL	
09/02	Members to suggest any method to develop a metric regarding refunds in respect of UWE.6	All	
01/04	Ensure customers have an opportunity to engage in consultations as the MPF programme progresses (consultations currently anticipated to begin in late September) Open	MOSL	10/10/22

Review Progress to date (1 of 1)



Not started

On track

At risk

Completed

2nd Consultation period - moved back from January

Consolation Complete

Completion

Consultation

Consultation

Consultation

Consultation

Consultation

Consultation

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Scene setting – What have the PAG Endorsed

Document	Plain English	PAG Meeting	Date
Risk and Issue Tracker	Risk and issue Tracker	2	6/29/22
Activities that support market outcomes	Defined the Activities that support market outcomes	4	8/3/22
Methods of prioritisation for activities	A method to prioritise activities	5	8/17/22
Candidate Intervention types	Identified Candidate intervention types	6	8/31/22
Activities linked to risks and outcomes	Mapped the Activities to Risks	7	9/14/22
Activities to be covered by MPF	Identified the Activities to be covered by MPF2 (1st review)	7	9/14/22
Process for candidate metrics & tools	Identified possible candidate metrics & Intervention tools for all activities.	9, 10 & 11	12/10/2022, 26/10/22, 11/09/22

Oversight

- 💧 We have the:
 - 💧 Prioritised list of Activities
 - 💧 Longlist of Metrics
 - 💧 Longlist of Interventions Types

- 💧 Before drilling down from Intervention Types into Tools, we need to shortlist the Intervention Types and Metrics to give us a short list of Possible Tools to review

What's next (PAG 13)?

- 💧 Identify what Candidate Metric can be used with Candidate Interventions
- 💧 Identify the appropriateness and cost effectiveness
- 💧 Shortlist appropriate Interventions and Metrics for each activity

- 💧 Activity final listing
- 💧 Introduction of tools (post-it notes version)

Workshop (PAG 13)

- ◆ PAG member Split into 4 groups (3 people per group)
- ◆ 1 Activity for each group
- ◆ 4 Activities will be reviewed in the workshop

- ◆ Pre-workshop activity -Review your Activity template and review the following:
 1. Review, add, or comment on relevant **metrics** to **intervention types**
 2. Review or comment RAG rating of **cost of Intervention type**
 3. Provide any overall comment on Methodology

- ◆ **Bring your comments or feedback to the workshop (PAG 13)**

Workshop – Activity Criteria

- Chosen under the 2 criteria:
 - They cover retailer and wholesaler activities and cover activities within the 3 strategic outcomes
 - They represent a similar amount of work – i.e., excluded activities that had more than 6 suitable intervention types or more than 10 suitable metrics to ensure that no PAG member had a massive homework regardless of which activity they were allocated

Workshop – Activities & Groups

1. UWE.4 – Retailers facilitate the provision of timely and accurate consumption data to customers
2. CV.5 – Suppliers make customers aware of their ability to switch
3. GS.8 – Wholesalers to provide timely, clear and concise explanations around most common customer wholesale-related queries
4. GS.6 – Wholesalers provide clear and accessible information on their relative performance on non-household services

Name	Group	Activity	W/R/O
Adam Boyns	1	UWE.4	O
Emily Jerrome	1	UWE.4	R
Richard Varley	1	UWE.4	W
Andrew Smith/ Jamie Davies	2	CV.5	R
Jon Fuller	2	CV.5	W
Sarah Scott	2	CV.5	R
Claire Yeates/Neil Pendle	3	GS.8	R
Kate Russell	3	GS.8	W
Trevor Nelson	3	GS.8	R
David Morris	4	GS.6	R
Michael Rathbone	4	GS.6	W
Wendy Monk	4	GS.6	R

Post Workshop

- Not realistic to go through all 26 activities in the time.
 - Reason for seeking Endorsement on methodology approach (PAG 13)
- PAG members will have opportunity to review **all** activity templates (post PAG 13)
- MOSL will send out all templates of all activities for PAG members w/c 19 December
- Responses by 11th January please
- With a view to seek Endorsement of all activity templates on PAG 14 (19th January)
- Review and Endorsement on Intervention tools follow

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Template & methodology

- Methodology to assess:
 - the suitability and cost of intervention types
 - the suitability and cost of the metrics most relevant for each intervention type
- Template to gather all information in one place
- Assessments already made:
 - Intervention type suitability
 - Metrics suitability
 - Metrics cost
- Assessments to be made:
 - Intervention type cost**
 - Metrics and intervention types mapping**

Template & methodology

- 💧 Assessments to be made:
 - 💧 **Intervention type cost**
 - 💧 **Metrics and intervention types mapping**

Intervention cost	
4	Low - cost falls within BAU operations
3	Moderate - there are some upfront or running costs outside of BAU but they are not significant
2	Medium - the upfront and/or running costs are significant enough that the expected benefit would have to be important
1	High - material costs for both MOSL and the Trading Party

Mapping principles
When it comes to Audit, Rectification and monitoring or Additional Metric Monitoring, relevant metrics are ones that are relevant for triggering the intervention (not the ones that would be created as part of the intervention)
Relevant metrics for financial incentives should be particularly robust and with clear accountability
Metrics relevant for two-way payments will include all metrics that are considered relevant for both underperformance and outperformance payments
...

AOB Future meetings (1 of 1)

Meeting Date	Discussion / Introductions / Endorsements
PAG 13 - 7 Dec (4hrs)	Workshop (Endorsement of shortlisting methodology) + introduction of tools (post-it notes version)
PAG 14 - 19 Jan (extended meeting)	Workshop wrap-up - Endorsement of shortlisted types and metrics, introduction tools (post-it notes version) mapped to shortlisted intervention Types
PAG 15 - 01 Feb	Endorsement of mapped post-it notes and of tools description templates
PAG 16 – 15 Feb	Endorsement of (content) tools descriptions & introduction to proposed consultation 2 material