

Market Performance Framework

*PAG workshop on Part B tools
(second viewing)*

29 February 2024

A photograph of a person's hands typing on a laptop keyboard. The laptop screen displays a presentation slide with a light beige background and a white border. The slide features the text 'MARKET VALUE ADDED' in large, bold, black letters, with each word on a separate line. Below this, there are two lines of smaller text: '#search #business #concept' and '#keywords #design #innovate'. The laptop is on a wooden desk, and a pen is visible to the right.

**MARKET
VALUE
ADDED**

#search #business #concept
#keywords #design #innovate

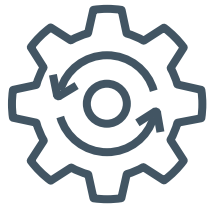
Agenda

	Item	Presenter	Time
1	Welcome & update	Chair	5 mins
2	Second review of Part B Tools (T01, T02, T06, T07, T08)	ARa/JJ	110 mins
3	Upcoming PAG workshop(s) & AOB	Chair	5 mins
			Total: 2 hours

Housekeeping

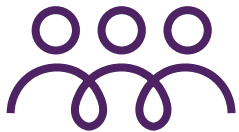


Welcome all (new and well established)



Workshop format

[Minutes and slides](#)

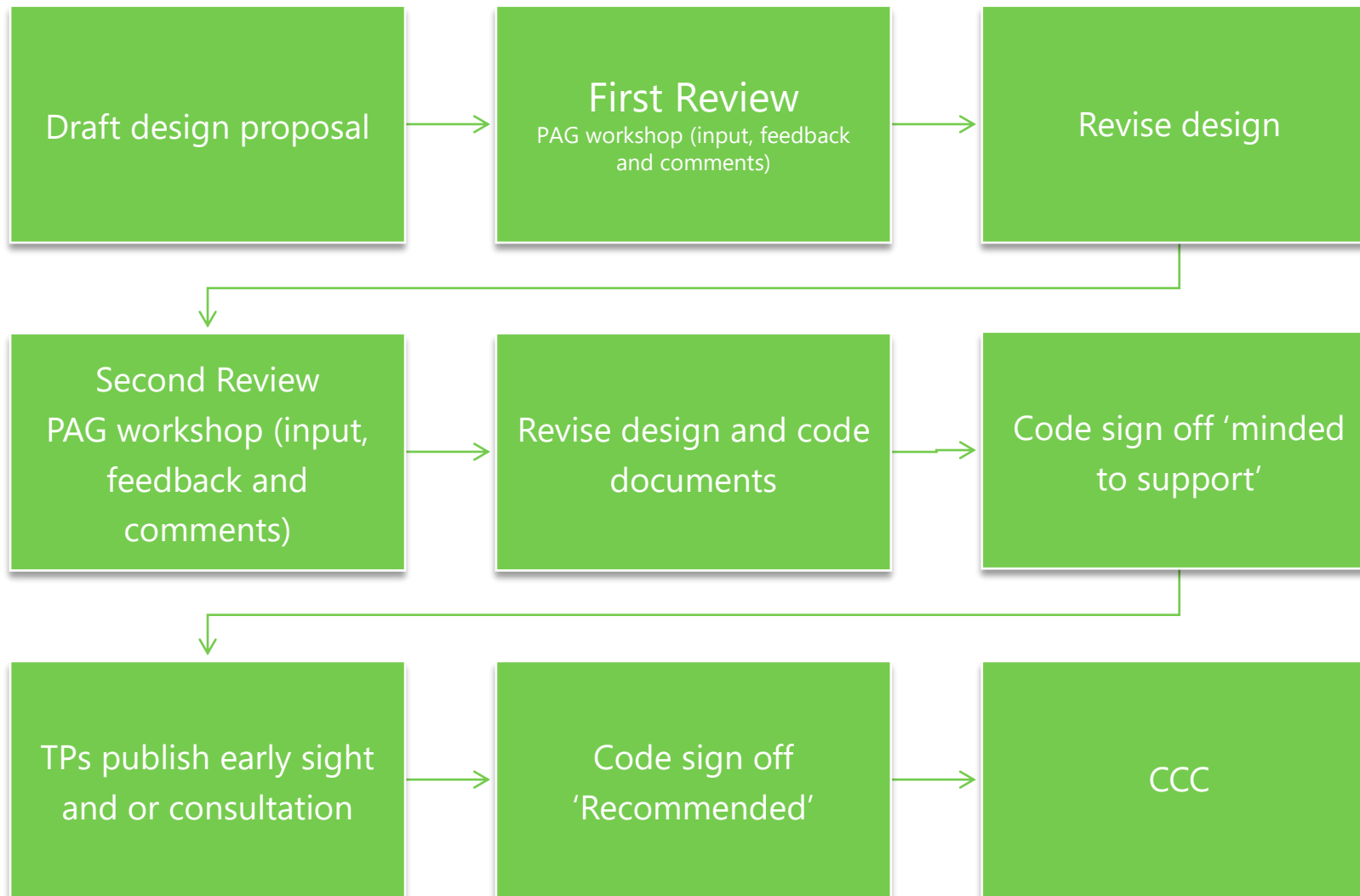


Please introduce yourself



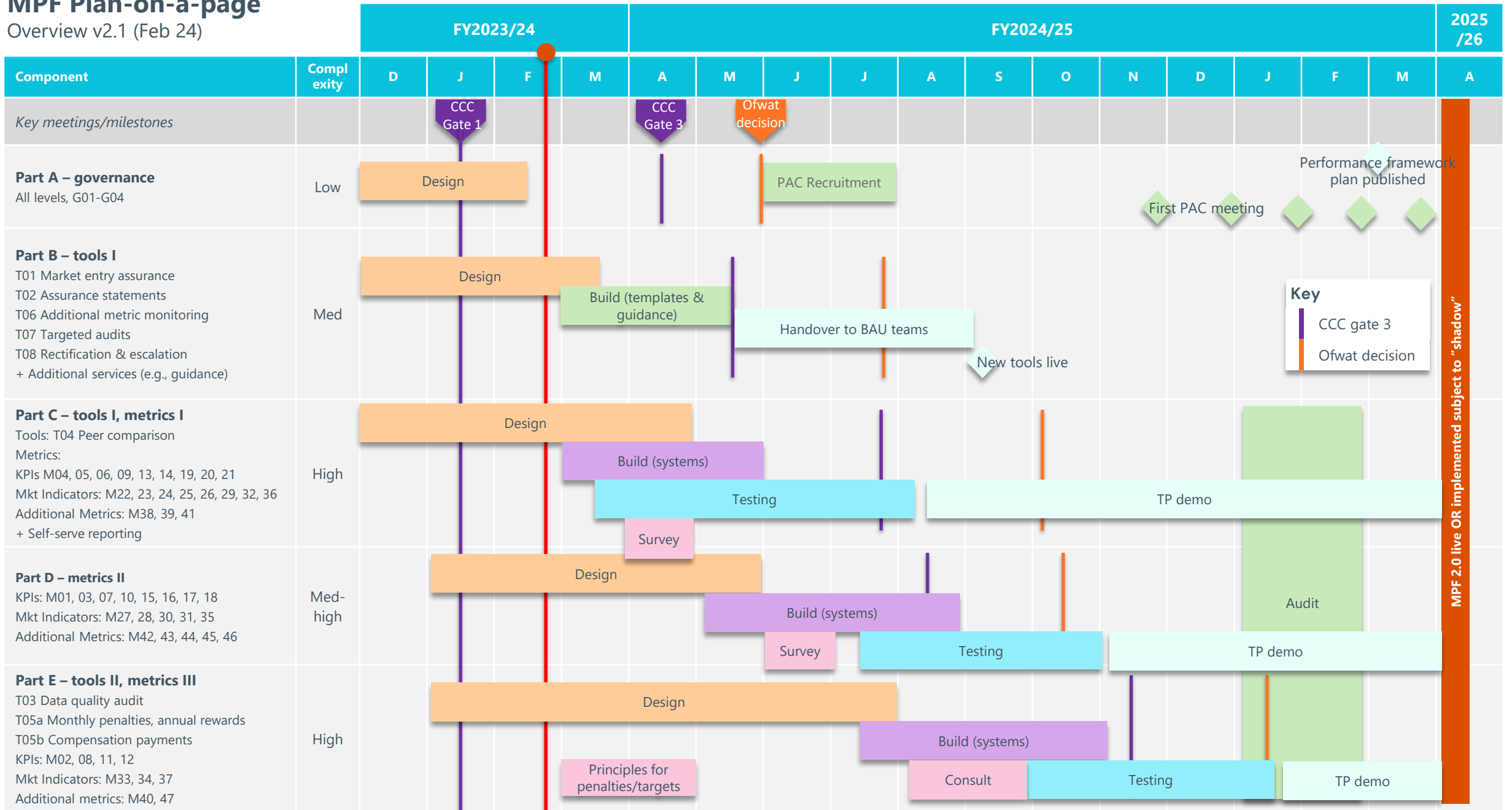
Chat and Questions

Detailed design Approval signoff



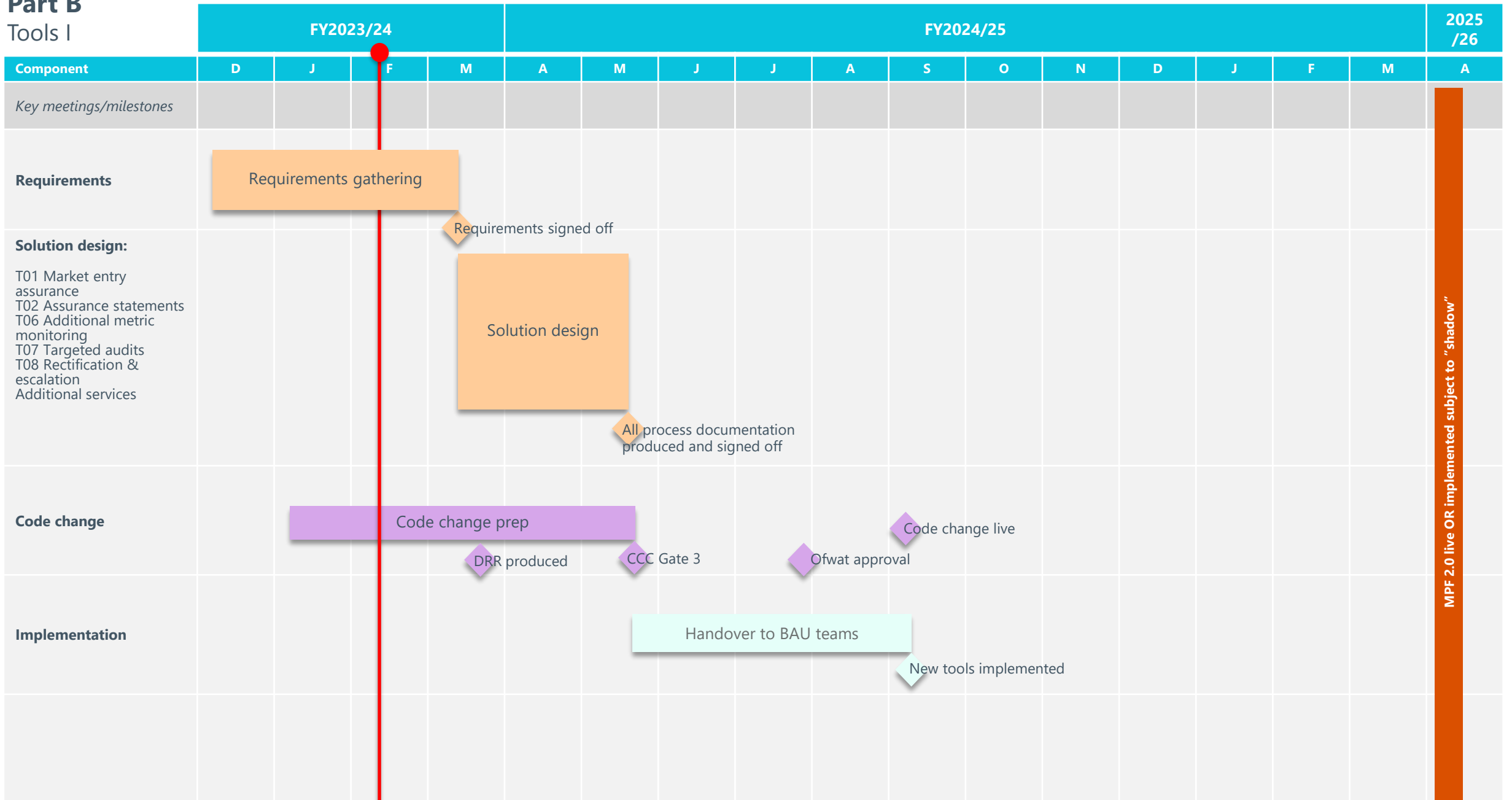
MPF Plan-on-a-page

Overview v2.1 (Feb 24)



Part B

Tools I



MPF 2.0 live OR implemented subject to "shadow"

Key design principles (1/2)

1. KPIs

- How each KPI is defined and calculated (and how any associated charges are calculated if applicable) will be set in code.
- KPIs can only be created, removed or changed through code change.

2. Target Performance Levels

- Target Performance levels for KPIs (apart from those which are used for BR-MeX incentives) will be defined outside of code. The PAC is responsible for maintaining these.
- The code will set out the steps that must be followed for PAC to change these. Changes must be consulted on, and parties must be given notice of changes.

3. Other metrics

- Market Indicators and Additional Metrics will be defined and maintained outside of code (see slide 17 on T06 Additional Metric Monitoring). The PAC is responsible for these (API process today is driven by MOSL).
- The code will set out the steps that must be followed for PAC to change these. Parties must be given notice of changes

Key design principles (2/2)

4. Performance Assurance Committee (PAC) meetings

- PAC will meet quarterly as a minimum but will meet more frequently as required.

5. Reporting metrics

- KPIs will be presented through public peer comparisons which directly rank parties against each other, with the target performance level clearly called out.
- The PAC may remove peer comparisons from public viewing in exceptional circumstances.
- Additional Metrics and Market Indicators can be presented on dashboards are publicly accessible, but there will be no direct ranking of parties against one another. The PAC may request ranked views of these metrics. See slide 17 on T06 Additional Metric Monitoring.

6. BR-MeX

- Only KPIs can be used to inform BR-MeX incentives.
- Where Ofwat has chosen a KPI for BR-MeX, its link to BR-MeX will be set in code, and so will its target performance level.
- Such KPIs will be reported through MPF peer comparisons but will not incur penalties or rewards through the MPF (although it may still require a Wholesaler to directly compensate a Retailer).
- Where performance on a KPI used in BR-MeX is low, Ofwat will determine the best course of action/intervention.
- The relevant KPI and its link to BR-MeX cannot be changed outside a code change.

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Introduction

[Consultation 3 doc](#)

Why do we need MPF tools?

- The proposed model for MPF 2.0 focusses on nine key activities and a suite of metrics (KPIs, market indicators, and additional metrics) to track companies' performance against them. The tools provide ways for the MOSL, PAC and Panel to intervene in the market, so to:
 - ensure that new entrants meet the minimum requirements to operate,
 - manage market change and risk,
 - drive sustained improvements in competencies and data,
 - demonstrate differing performance in the market (providing a reputational driver to enhance natural incentives),
 - support under-performing companies who are not consistently achieving minimum standards, and provide means to rectify this under-performance, and
 - financially penalise, reward, and provide compensation for the most impactful instances of performance.
- An MPF tool is therefore not necessarily defined by the extent to which PAC will directly operate or influence it.

Impact of MPF tools

- Each tool can have multiple impacts, including financial, reputational, preventative (i.e., to mitigate poor performance), corrective (i.e., to rectify poor performance), facilitatory (may inform the application of other tools or metrics) or assuring.
- The shortlisted intervention tools fall into two categories:
 - Standard tools, which would be applied against all trading parties in an automated or semiautomated way at a defined frequency, regardless of performance, and
 - Discretionary tools, which would be used on a discretionary basis to help understand underlying performance in more detail

Recap

Consultation 3 doc

Reminder of PAG task for Part B tools:

- MPF model and business case was approved by Panel in December 2023.
- PAG is tasked with helping to deliver this model with a design in keeping with the key success criteria and key consultation feedback on points of design.
- PAG can assist in firming up the rationale for the inclusion of specific tools, but it is more important for PAG to provide rationale for the specific design.
- MOSL will capture rationale for how consultation feedback has been considered in the design of a tool. This will not come before PAG has had the opportunity to workshop each tool and reflect key consultation feedback itself.

MPF success criteria

Facilitate improved customer outcomes
 Improve trading party accountability
 Support competition
 Consistent and compatible with regulatory regime
 Enduring and agile
 Transparent & proportionate
 Value for money
 Simple

Key updates since PAG31 (14 February 2023):

- Confirmed rationale for the inclusion of T01 and T02 MPF tools (slide 12).
- Suggested some detailed content for the T02 Assurance Statements tool (slide 16).
- Updated T06 Additional Metrics Monitoring to confirm that new metrics still need to reflect the key success criteria of the MPF (e.g., be transparent, proportionate, value for money, simple) (slide 17).
- Set out different options to discuss regarding how Additional Metrics could work alongside T08 Rectification & Escalation (slide 18).
- Set out different options to discuss regarding the definition of different audits under T07 (slide 19).
- Confirmed that the audit schedule will be published and may be republished throughout the year should priorities change (slide 19).
- Added escalation to Ofwat for potential breach of license to T08 Rectification and Escalation (slide 20).
- Set out interactions between T08 Rectification and Escalation and other tools, to discuss (slide 21).
- Set out some example PAC principles for T08 Rectification and Escalation, to discuss (slide 21).

Key considerations for MPF tools (part B only)



Tool Ref.	Tool Name	Rationale for inclusion in MPF 2.0	Specific feedback from consultation 3
T01	Market Entry Assurance (MEA) Slide 14	<ul style="list-style-type: none"> Important in terms of mitigating risk – setting minimum requirements for operating in the market reduces the likelihood of market processes failing due to a party not being suitably prepared for entry. Failure of market processes could impact customers and other trading parties, the latter in both an MPF performance perspective and more generally. 	<ul style="list-style-type: none"> “T01 should not be included. It is not applicable to the MPF which is designed for current market participants” “T01: We do not believe this applicable to a Performance Framework” “T01: A sensible tool and, unlike many of the other tools, it is based upon MOSL facilitating a Trading Party to attain the necessary standards to participate in the market. We support”
T02	Assurance Statements Slides 15 & 16	<ul style="list-style-type: none"> Will enable MOSL to better monitor and track changes within trading parties that may require market reassurance (MRA), reducing the risk of MRA being missed or applied retrospectively. By having a better understanding of critical features across all parties (especially those that may not have been apparent at market entry), MOSL can provide a degree of market level assurance which is currently missing (MEA and MRA as carried out today only provide single party perspectives). As with MEA, this reduces the likelihood of market processes failing due to a party not being suitably prepared for change, and therefore reduces the potential for customers and trading parties to be negatively impacted (the latter in both an MPF performance perspective and more generally). 	<ul style="list-style-type: none"> “T02: this tool may replicate the Certificate of Adequacy that retailers submit each year to Ofwat” “T02: We would advise caution in the way that this is used by MOSL. It introduces another overhead and MOSL needs to be cognisant of that overhead and should seek to limit it. MOSL also needs to articulate the purpose and value of the assurance statement, i.e., what will it do with the information presented and why is it necessary?” “T02: Is an assurance statement an intervention tool?”
T06	Additional Metric Monitoring Slides 17 & 18	<ul style="list-style-type: none"> Facilitates a more informed understanding of performance and how to improve customer outcomes Supports parties in decoding their own performance and identifying opportunities for improvement Provides one way for PAC to flex the framework to address risks and issue as they emerge and evolve 	<ul style="list-style-type: none"> “T06: There could be a risk of implementing too many metrics to the ones already in place if additional ones are added for certain activities. This would need to be constantly monitored by MOSL to ensure that they are still relevant.” “Our inclination is to say that additional measurement feels like something that would work against the principle we are seeking to apply to the MPF, which is to keep it simple and focused on the important things. The proposed governance arrangements allow for new measures to be introduced where there is a strong case for this; we believe that this is sufficient.”

Key considerations for MPF tools (part B only)

Tool Ref.	Tool Name	Rationale for inclusion in MPF 2.0	Specific feedback from consultation 3
T07	Trading Party Audit (previously referred to as "Targeted Audit") Slide 19	<ul style="list-style-type: none"> Facilitates a more informed understanding of performance and how to improve customer outcomes (e.g., can provide more information where metrics are otherwise too complicated to create) Supports parties in decoding their own performance and identifying opportunities for improvement Provides one way for PAC to flex the framework to address risks and issue as they emerge and evolve 	<ul style="list-style-type: none"> "We agree with having both data audits and targeted audits included as tools. However, we are concerned that MOSL may not have the bandwidth to undertake all the audits required, especially if there are higher than anticipated levels of underperformance" "T07: Again, we question if this should be reserved for the Market Auditor?" "We consider this tool likely to lead to wasted time, resources, and money." "We would encourage MOSL to ensure that the development of any such audit is considerate of the resource challenge it will provide to any recipient, to ensure there is not any undue resource requirement."
T08	Rectification and Escalation Slide 20 & 21	<ul style="list-style-type: none"> Supports under-performing companies, and provides means to rectify under-performance and mitigate negative customer outcomes Should increase the rate of improvements in the market, and improve understanding of underlying challenges Provides one way for PAC to flex the framework to address risks and issue as they emerge and evolve 	<ul style="list-style-type: none"> "Care needs to be taken with T08, to ensure some controls on the rectification activities. We are not proposing to drop T08, but to apply appropriate safeguards on its application." "T08: We understand the need for flexibility with this tool but for it to succeed the range of rectification and escalation options should be set out to ensure there is full transparency (one of the success criteria) for trading parties as well as guidelines for the PAC and Strategic Panel" "T08: This suite of rectification activities is not defined and risks being too wide/onerous. Governance here and the right to challenge will be key considerations." "This should be part of the framework, but we must avoid making an industry out of it. It could be very costly, and overuse could actually make it ineffective." "If the intention is to base this tool on the current rectification and escalation process, then improvements need to be made. While the existing tool is fairly clear on the circumstances in which a trading party can be escalated for poor performance (which includes a positive focus on how this is impacting customers), it is less clear on what should happen in the event there is a failure to improve. "

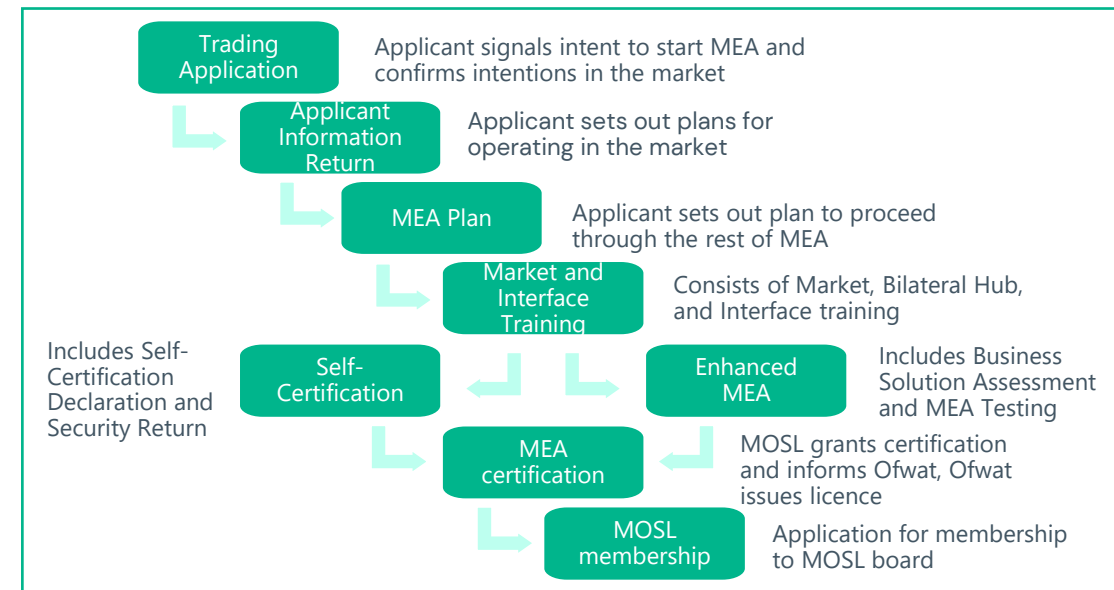
T01 Market Entry Assurance (MEA)

Impact: Assurance and Prevention

Type: Standard Tool, to be applied at Market Entry

How will this work in MPF 2.0?

- MEA consists of steps, processes, and checkpoints through which an organisation can apply to become a trading party and begin trading. MOSL will continue to operate these requirements (as currently set out [in CSD 0001](#)) under MPF 2.0, and current MPC responsibilities will pass over to PAC as follows:
 - PAC will be required to perform such functions as delegated by Panel from time to time, which includes providing advice, recommendations and support to MOSL on request, commenting or providing advice to MOSL on request in relation to any MEA Plan (or Market Re-assurance Plan), and approving the initial and subsequent versions of the documents which support these processes.
- MEA only applies for new entrants (parties who are yet to commence trading), but like MPF metrics and tools, is important in terms of mitigating risk. MEA provides assurance that applicant systems and processes meet standards, and applicants can comply with code obligations. This mitigates the risk of market processes failing through the actions of a party. Given the shared rationale behind MEA and other MPF components, it is proposed that a clarificatory code change be made to formalise MEA as an MPF tool.
- Consultation three proposed that HVI access assurance would be moved from Market Reassurance (MRA) to MEA, as part of lessening the formality of MRA. This is no longer being proposed as it is now understood this would bring no practical change in terms of assurance steps but would be complicated to implement. Furthermore, MRA needs to remain a formal process to support the T02 Assurance Statements tool (see slide 15).
- Consultation three also proposed that PAC could recommend approval/rejection of market entry applications. It is proposed that this becomes an exception rather than the rule (as per PACs function to support MOSL on request) as this could delay MEA (unless agreed quickly ex-committee). Furthermore, it can only ever be a decision to delay or proceed with MEA, not approve or reject outright, so adding another decision-making layer as a standard step would have limited value relative to cost/effort/time.



Summary of MEA process (as set out in [CSD 0001](#))

Workshop questions:

- 1) From experience of these processes, can any other elements of MEA and MRA be improved?
- 2) Apart from the functions set out above, should there be any other key role for PAC in MEA or MRA?

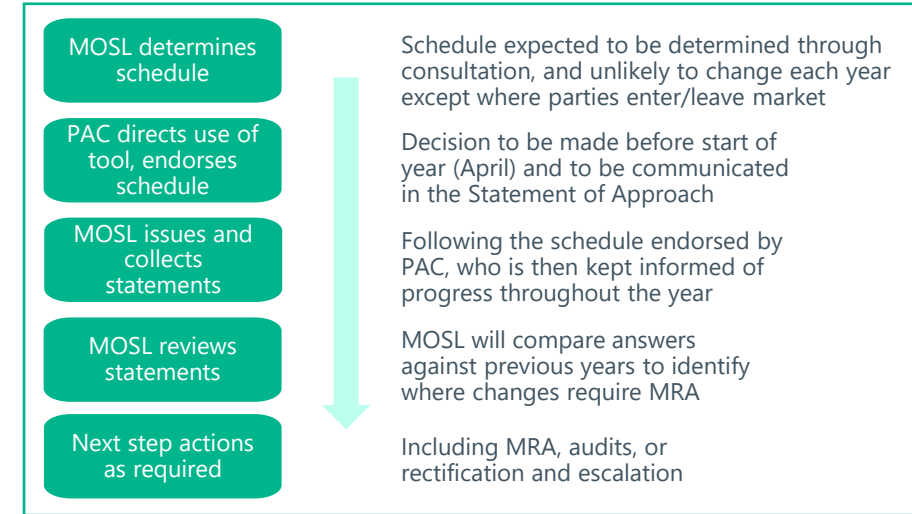
T02 Assurance Statements

Impact: Assurance, Prevention and Facilitation

Type: Standard Tool, PAC to make an annual decision whether to apply for given year

How will this work in MPF 2.0?

- MOSL will issue assurance statements annually from April 2025, unless PAC directs MOSL not to any given year (as confirmed in the Statement of Approach). This will be a new MOSL obligation.
- Statements will take the form of a survey which will require respondents to provide information on **company and contact details, use of third parties, transaction/ SPID levels, systems/interfaces, testing methodology, compliance, resourcing**. This will be a new trading party obligation.
- The first iteration for any party will develop a bank of information for subsequent surveys to refer to. Subsequent surveys will present previous answers, asking “has/will there be a change that will affect this?” If yes, MOSL will explore the need for MRA, but this tool does not replace the current code requirement for parties to be proactive in seeking MRA when changes arise.
- MOSL will stagger assurance statements for different parties across the year, based on a schedule endorsed by PAC. The schedule is unlikely to change apart from where parties enter or leave the market.
- PAC can use audits to monitor compliance (i.e., audit random selections to test authenticity) and gather further information (see slide 19). PAC will also advise on any next step activities as required (including if rectification and escalation is required, (see slide 20).



Summary of proposed T02 process

Workshop questions:

- 1) What information (see suggested themes in bold above) should the assurance statements require of trading parties, and who determines final scope?
- 2) Should PAC be able to add additional questions from time to time (noting that a consistent set of questions would simplify annual comparison)?
- 3) Who should decide notice periods and completion times?
- 4) What happens if a party does not complete and return assurance statements in full and on time?
- 5) How long after MEA should a new entrant be required to complete assurance statements?
- 6) Are there any survey methods that parties find more familiar/logical/simple to complete than others, that this process could use?
- 7) Are there any other possible roles for PAC around this tool?
- 8) What level of detail needs to be set out in code (e.g., general roles and responsibilities vs detailed process and content of assurance statements)?

T02 Assurance Statements – detailed content

Area of change	Question detail	Provide pre-existing answers?	Reasoning
Company details (name, company number) have changed	Section at start of survey in which they could provide the Company name, number, registered address etc.	No	Could indicate a change of ownership, therefore a loss of vital knowledge and skills.
Use of third parties	Please list the Third Parties you use and the service they provide.	Yes	Third parties regularly completed actions for trading parties that they are obliged to meet certain standards under the code, i.e. meter reading.
Contact Details	Please confirm the Contract Managers names and contact details.	Yes	Maintains vital communication pathways.
Transaction/SPID levels	Please indicate the size and expected growth rate of your business.	Yes	Growing companies may be looking to improve systems, move to HVI in the next year etc. We can also check this against actual data to identify TP's whose answers don't match the data.
Systems Used	Please confirm the system(s) (both hardware and software) that you utilise to undertake your obligations, including current versions.	Yes	Knowing of changes to, upgrades of, or additional systems used allows us to track both assurance levels and potential resilience issues.
Current Interface	Which interface(s) do you use to interact with the Market Systems, and for what purposes?	Yes	We have 3 interfaces for CMOS (LVI, MVI, and HVI), and 2 for Bilaterals. Knowing which interfaces are used for what, along with increases in transactions for MVI can help with future planning and testing if moving to HVI.
Testing Methodology	How do you currently test CMOS releases within your systems, and have you noticed any issues?	Yes	TPs testing their own systems to ensure that they work following a CMOS release is vital to ensure business continuity.
Compliance	Do you feel that there have been any changes to the approach in regard to compliance with Market, Business, or Operational Terms?	No	Straight forward yes or no with a space to provide more details if yes selected. Any areas selected as yes can then be analysed further to determine if further assurance required.
Resourcing	How many FTE staff are responsible for Market Obligations, and what is your current training strategy?	Yes	To determine whether additional training (for TP or market as a whole) is required.

T06 Additional Metric Monitoring

Impact: Facilitation

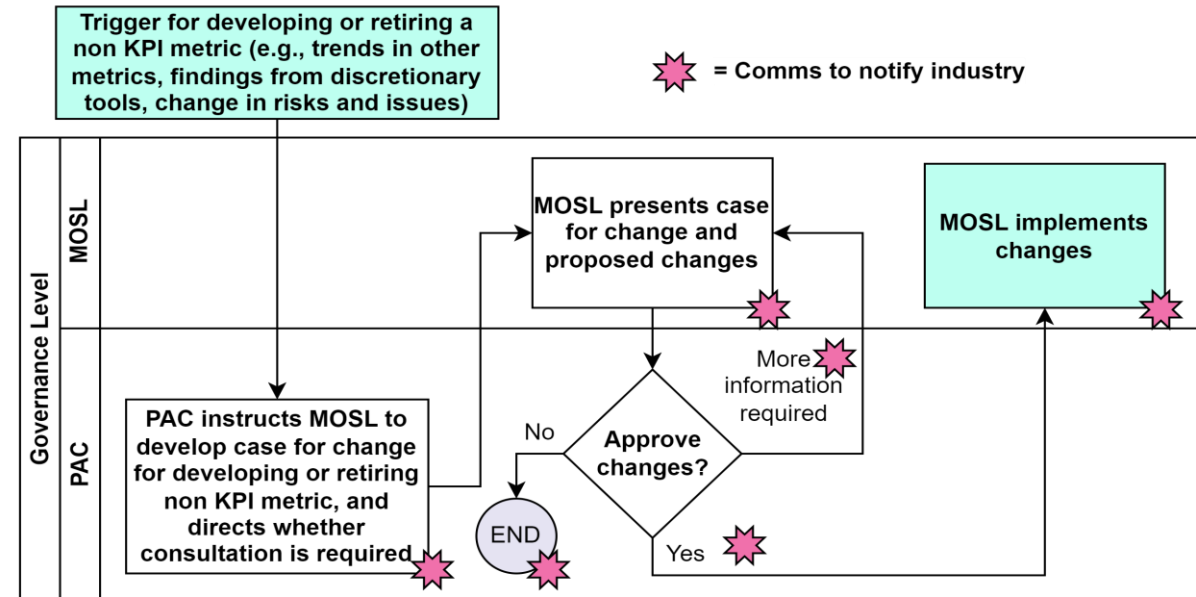
Type: Discretionary Tool, to be applied by PAC as required

How will this work in MPF 2.0?

- The PAC is responsible for choosing to create or retire Additional Metrics and Market Indicators. MOSL will develop the cases for change and the changes themselves, and new metrics should reflect the key success criteria of the MPF (e.g., be transparent, proportionate, value for money, simple).
- Additional Metrics and Market Indicators will be stored in a non-code document to be approved and maintained by the PAC. MOSL and PAC will determine how best to present performance against these metrics, and PAC will be responsible for monitoring performance and directing next step actions when required.
- PAC may seek advice from a range of stakeholders when deciding whether to create or retire Additional Metrics and Market Indicators (e.g., trading parties, Ofwat, RWG, Panel committees, CCW, MOSL), but will determine the level of engagement required on a case-by-case basis. For example, PAC may choose to consult on changes but will not be required to in every instance.
- PAC will be required to provide advanced notice of changes to trading parties before they are made and may implement new metrics “in shadow” initially.

Workshop questions:

- 1) Should performance against these metrics be public as standard, or should PAC have the option to limit publication as industry only in some cases?
- 2) Should PAC be able to request an audit based on trends around Market Indicators and Additional Metrics, e.g., where trends point towards a potential compliance issue?
- 3) How should additional metrics apply to rectification and escalation? See next slide for options.
- 4) Should the code set a minimum notice period of changes to these metrics?
- 5) Should PAC be able to create Additional Metrics on an individual or confidential basis?
- 6) What level of detail needs to be set out in code (e.g., general roles and responsibilities vs detailed process)?



T06 Additional Metric Monitoring (continued)

How could Additional Metrics work alongside T08 Rectification & Escalation?

- Option 1 - All rectification and escalation options can apply to Additional Metrics
- Option 2 - A subset of rectification and escalation options (e.g., a MOSL Letter of Concern only) can apply to Additional Metrics
- Option 3 – No rectification and escalation options can apply to Additional Metrics

Considerations

- Additional Metrics are not defined in code. KPIs are defined in code - this status and the associated change control process confirms these metrics as the most important and robust in the performance framework.
- However, Additional Metrics may provide further insight into other areas which hold significance to customers which are not immediately represented by KPIs.
- Additional Metrics could be formalised into KPIs should there be a case for change, but that process is slower than PAC being able to intervene (through escalation and rectification) where performance in certain areas which are not subject to KPIs becomes a concern.
- Framework needs to be flexible and agile, but also clear and simple.

What are members preferences and rationale?

T07 Trading Party Audits *previously referred to a Targeted Audit

Impact: Assurance, Prevention, Correction and Facilitation

Type: Discretionary Tool, to be applied by PAC as required

T07 name and definition

- Option 1 - T07 is defined as Trading Party Audit (or similar). This term and definition is flexible enough to cover a range of audit types, including those which are strategically planned (e.g., multiparty audits informed by Panel priorities) and those which are triggered by MPF metrics performance or compliance concerns.
- Option 2 - T07 is defined as Planned Audits (or similar). This only covers audits which are strategically planned. Audits which are triggered by MPF metrics performance or compliance concerns will be defined as Targeted Audits (or similar). Targeted Audits will become a rectification activity under T08 Rectification and Escalation.

How will this work in MPF 2.0?

Statements of work will include audit rationale, the selection criteria for recipients, and the proposed form and timing (e.g., letters, interviews, requests for data or process documents etc.), plus whether external resources are required.

Start of year: MOSL develops and presents schedule of audits.

Start of year: PAC endorses schedule of audits, confirms use of tool in its Statement of Approach.

In year: MOSL may present specific statements of work for PAC to endorse prior to initiating an audit.

In year: MOSL updates PAC where previously unplanned audits are required (e.g., to decode poor performance).

In year: PAC agrees next step actions (e.g., publication of findings, confidential sharing of findings with other committees, code changes, development of other metrics, escalation and rectification etc.).

The schedule will list all planned audits for the year, and general timeframes for 1) agreeing statements of work with PAC 2) providing notice to subject trading parties 3) completing and reporting results, and 4) agreeing next step actions. The schedule will be published for trading parties to view.

A specific statement of work may not always be required for audits which are triggered by MPF metrics performance or compliance concerns.

The schedule may be republished throughout the year should priorities change (e.g., resources are needed to focus on MPF performance audits).

Workshop questions:

- 1) How should T07 be named and defined?
- 2) Are there any other possible roles for PAC around this tool? What next step actions could the PAC/MOSL take following an audit?
- 3) What level of detail needs to be set out in code (e.g., general roles and responsibilities vs detailed process and content of audits)?
- 4) What should happen if a trading party does not cooperate with an audit?

T08 Rectification & Escalation

Impact: Reputational , Corrective and Facilitatory

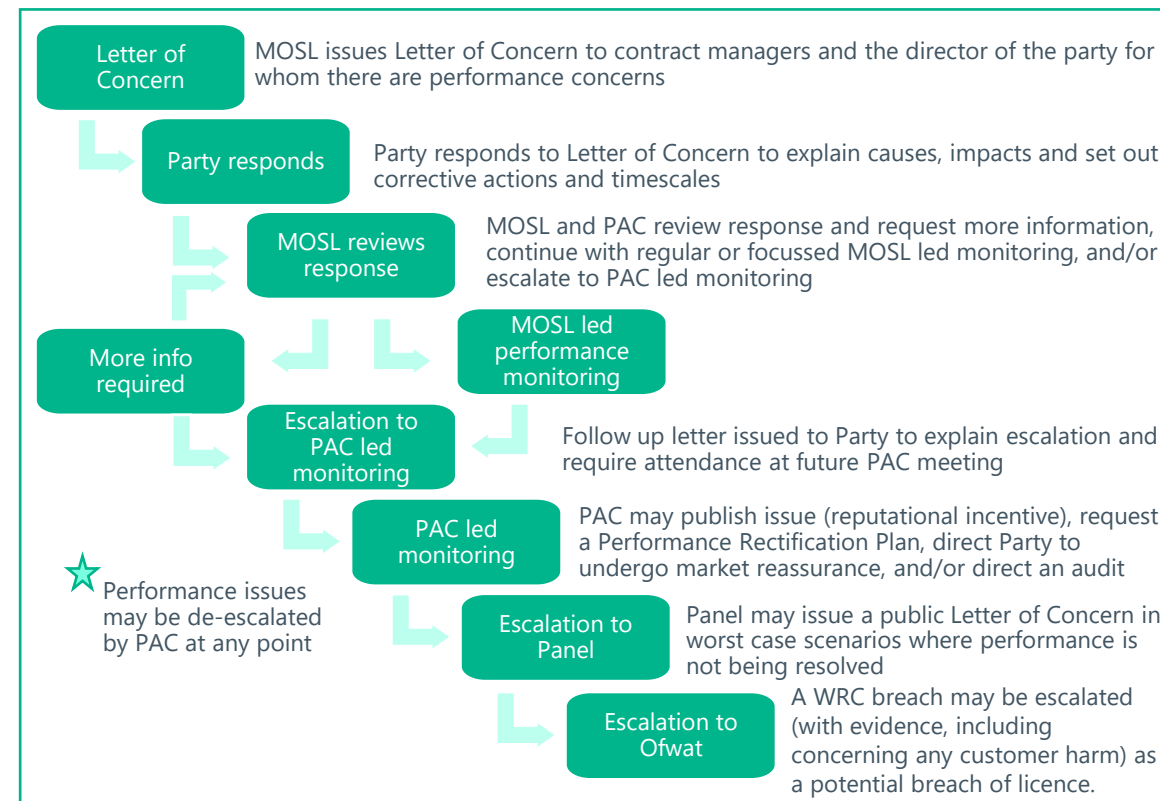
Type: Discretionary Tool, to be applied by PAC as required

How will this work in MPF 2.0?

- Rectification and Escalation in MPF 2.0 is proposed to be largely performed [as per the recently revised process](#), noting that PAC will replace the MPC (meaning route of escalation = MOSL to PAC to Panel). The PAC will meet quarterly as a minimum but will meet more frequently as required.
- The first step where poor performance is being sustained and/or having a significant impact, will see MOSL issuing a Letter of Concern. Parties will be now required by code to respond to these letters.
- The Initial Performance Rectification Plan step will be removed from code for clarity.
- There will be a new provision for the Strategic Panel to issue a public letter of concern in worst case scenarios where issues have been escalated.
- The [current working practice document](#) will be updated along with the code. This working practice document will be owned by Panel and reviewed annually.
- Potential license breaches may be escalated to Ofwat.

Workshop questions:

- 1) Should these activities be limited to KPIs or also extend to Additional Metrics?
- 2) What areas of rectification and escalation can be improved?
- 3) What factors should MOSL consider before escalating an issue to PAC?
- 4) Should the process define triggers/criteria for interventions by MOSL and PAC or should these be discretionary?
- 5) What level of detail needs to be set out in code (e.g., general roles and responsibilities vs detailed process and content of rectification activities)?
- 6) Is there value in establishing a formal and bespoke challenge process for rectification and escalation?
- 7) What should a letter of concern (and response to such) be required to set out?



Summary of proposed process (based on recently revised process [as set out in working practice](#))

T08 Rectification & Escalation (continued)

How could rectification & escalation work alongside other tools?

- T01 - n/a
- T02 - PAC may require a party to undergo MRA as part of rectification.
- T06 - Performance against Additional Metrics could be used to trigger rectification and escalation (depending on slide 18 option), or at least be used to inform rectification activities (see PAC principles below). Over time, rectification and escalation may identify new metrics for consideration as well.
- T07 - Audit findings may be a trigger for rectification and escalation (as PAC will want to see issues/non-compliances being addressed and resolved). An audit activity may be pursued as part of checking rectification or investigating underperformance.

PAC principles for rectification & escalation

- The PAC will constitute a group of effective decision makers who will be independent of MOSL.
- The PAC will not rely on arbitrary triggers to intervene on performance issues. A binary mechanical approach could prove restrictive, inefficient, and offer less value than an approach which would allow the PAC to consider a range of information from different sources prior to intervening (or not intervening).
- Specific interventions (or lack of) by the PAC will reflect the specific performance scenario and any contributing factors. Where performance is poor the minimum time elapsed before rectification action will be at least one month. The maximum time will depend on the scenario. Example factors PAC will consider when determining interventions include:
 - How is the party performing across all other metrics (not just a select KPI)?
 - How is the party performing relative to its peers (particularly those of a similar size, operating model, customer base, geography etc)?
 - What is the impact of performance on customers, other parties, and market as a whole?
 - Can drops or other trends be explained and justified?
 - What is the history of performance (e.g., are there any intermittent but repeating/regular patterns which could indicate unique issues or gaming behaviours)?
 - Is an audit required to assist in identifying and decoding any of the above?
 - What is the expected value of intervention?
 - Is the target performance level for the relevant KPI(s) set at a reasonable level?
- The meetings of the Performance Assurance Committee shall be held in open forum except to the extent that confidential information will be considered (e.g. in relation to the performance of a particular Trading Party) or personal privacy matters arise. This will be a code obligation which mirrors that for Panel and CCC.

Agenda

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1	Welcome & update	Chair	5 mins
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3	Upcoming PAG workshop(s) & AOB	Chair	5 mins
			Total: 2 hours

Upcoming PAG workshop(s)

Date	For discussion	Detail
13.03.24	MPF Tools	Workshopping T01 Market entry assurance, T02 Assurance statements, T06 Additional metric monitoring T07 Targeted audits, T08 Rectification & escalation
From March	MPF Metrics	

MOSL

