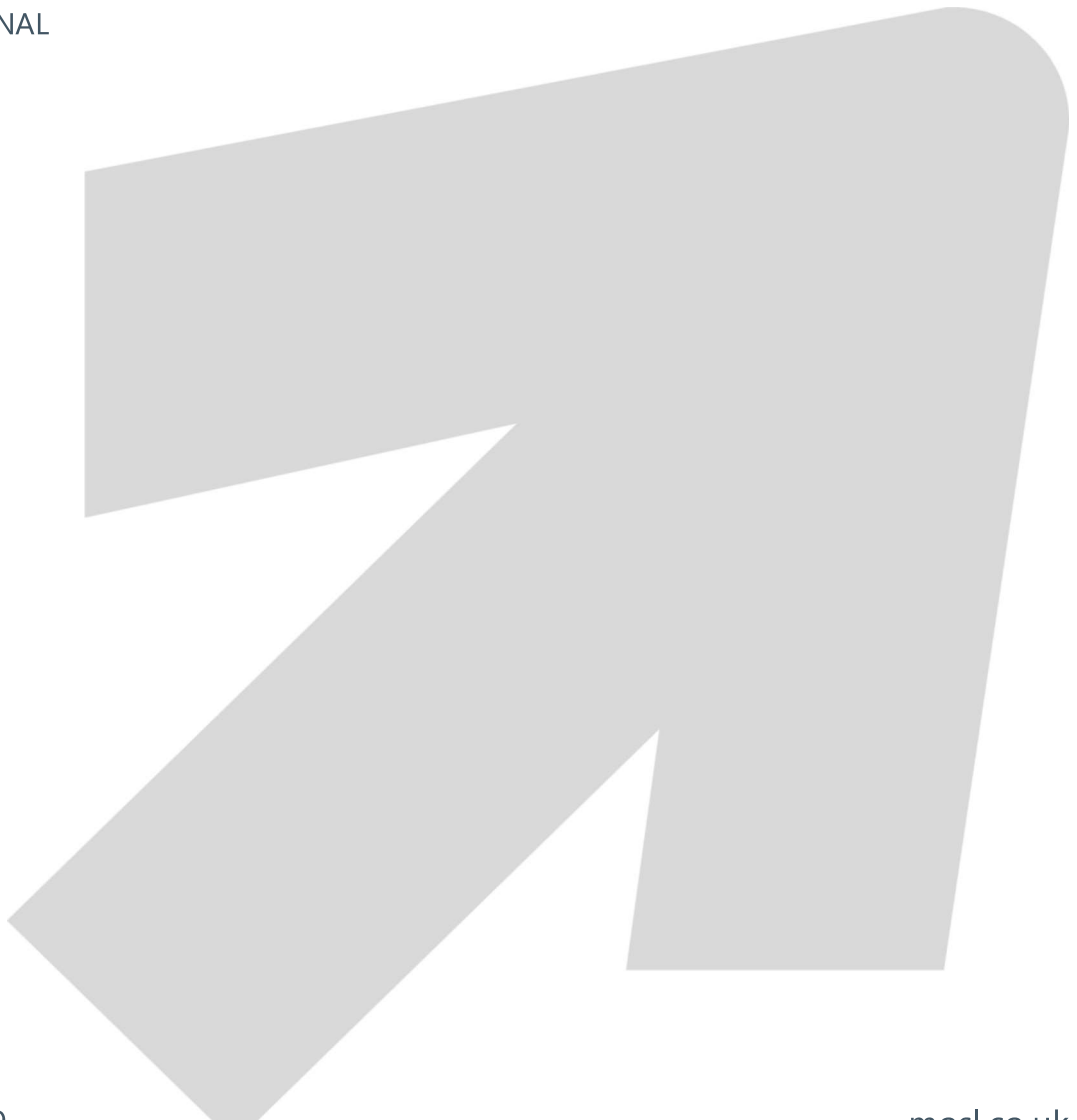


Performance Advisory Group (PAG) 44

Location: MS Teams

Date and time: 17 July 2024, 1000 - 1200

Status of minutes: FINAL



Meeting Minutes

Market attendees

Name	(Initial)	Role/Organisation	Name	(Initial)	Role/Organisation
Adam Boyns	AB	CCW	Julie-Ann Anderson	JAA	Ses
Andrew Smith	AS	Castle (R)	Mark Howell	MH	WaterPlus (R)
Clare Garland	CG	United Utilities	Mike Rathbone	MRa	Severn Trent
Daniel Proctor	DP	Waterplus (R)	Paul Baker	PB	Business Stream (R)
David Morris	DM	Waterplus (R)	Paul Heron	PH	Castle (R)
Emily Jerrome	EJ	Water2Business (R)	Peter Strain	PS	Castle (R)
Gerard Lyden	GL	Thames (W)	Shakima Fagan	SF	Everflow (R)
Gillian Bladen	GB	South West (W)	Sian Forward	SFo	Northumbrian (W)
Ian Bolton	IB	Yorkshire	Syndiso Bango-Dube	SBD	Waterscan (R)
Jamie Davies	JD	Castle (R)	Trevor Nelson	TN	Business Stream (R)
Jon Fuller	JF	Wessex (W)	Wendy Monk	WM	Wave (R)

MOSL Attendees

Name	(Initial)	Role	Name	(Initial)	Role
Miles Robinson	MR	Chair	John Gilbert	JG	Observer
Abby Jackson	AJ	Presenter	Lisa Connell	LC	Observer
Amy English	AE	Observer	Luke Coyle	LCo	Observer
Evan Joannette	EJ	Observer	Oliver Robins	OR	Observer
Huw Comerford	HC	Observer	Sam Webb	SW	Observer
Janet Judge	JJ	Observer	Sauda Dickinson	SD	Notes

<p>1.</p>	<p>Welcome & update</p>
	<p>MR welcomed all members to the meeting and introduced himself advising that he will interchangeably be chairing PAG meetings with CD moving forward.</p> <p>TN raised concerns around the PAG summary document and action responses from MOSL.</p> <p>JG confirmed that MOSL will always try to get to a point of consensus, MOSL will advise on the best decisions for all involved, following outcomes from the steering group.</p> <p>JD advised that summary documents need to better reflect PAG discussions.</p> <p>TN advised MOSL should provide justifications as to why they go against views from PAG.</p> <p>JD advised MOSL often takes silence in PAG as agreement.</p> <p>MR advised that these concerns will be taken away and discussed by MOSL to provide a better summary and include justifications.</p> <p>GB suggested votes need to be taken on agreements.</p> <p>MR confirmed the agenda.</p> <p>MR reminded attendees that agenda, minutes and slides are all published on the MOSL website for review and comment via mpreform@mosl.co.uk</p> <p>MR advised we'll be moving away from mpreform@mosl.co.uk soon, to the MyMOSL ticketing system for contact. More information around the ticketing system to follow.</p>
<p>2.</p>	<p>Non-Market Meter Read Metrics</p>
	<ul style="list-style-type: none"> • M19 - Cyclic meter reads performed within SLA • M21 - Lateness of overdue cyclic non-market meter reads <p>AJ confirmed the agenda for non-market meter read metrics, as on slide 6.</p> <p>AJ presented a reminder of the high-level metric journey, as on slide 7.</p> <p>AJ advised on the PAG input needed, as on slide 8.</p> <p>AJ presented the metric design journey as a reminder, as on slide 9.</p>

AJ confirmed the KPIs under discussion for today's session, and associated KPIs, as on slide 10.

AJ presented M19 & M21 influence and benefits on non-market reads, as on slide 11.

AJ presented Code obligations, time parameters and penalties for non-market meter reads, as on slide 12.

AJ presented the current MPS Performance, as on slide 13.

AJ presented consultation feedback for non-market meter reads, as on slide 14.

AJ presented problem statements and observations related to non-market meters, and the differences between market and non-market meter metrics, as on slide 15.

AJ presented M19 Metric design, and whether M19 should replicate the M01 Metric design, as on slide 16.

AJ presented a reminder of the points landed on with M01.

AJ posed the question; ***should the SLAs be replicated from M01?***

GL advised cyclic market meter reads should be mirrored for non-market meter reads.

MR confirmed that there was a consensus among PAG members who support the approach of replicating the M01 design to M19.

TN agreed to replicate the M01 metric design for M19.

AJ advised that MOSL would investigate the design replication and what should be excluded or changed.

AJ posed the question; ***should the financial tool and penalty be replicated from M01***, as on slide 16.

JF advised reads for both market and non-market meters will impact customer bills, therefore the penalty from M01 should be replicated for M19.

TN advised that the incentivisation should be similar.

EJ enquired if the difference in consumption between non-market meters and market meters would need to be taken into consideration.

JN advised that it shouldn't work that way and the consumption difference shouldn't matter.

AB agreed with JN's point and advised it is a billing accuracy issue and confirmed that M01 incentives should be replicated for M19.

GB confirmed that the volumes of use should be irrelevant.

MR confirmed that there was a consensus among PAG members who support the approach of replicating the M01 financial tool and penalty to M19.

MR enquired if there were any opposing views to the replication suggestion.

No opposing views were raised.

AJ posed the questions; **should the 'minimum performance standard' differ from M01, and should there be any exclusions/caveats**, as on slide 16.

GL advised that vacant meters should not be excluded.

GL further advised that the standards shouldn't differ, but that there should be exclusions in the same way as the cyclical market meters to mirror the exclusions for vacant meters for vacant sites.

GB agreed with GL and advised we have system limitations because we don't have vacancy information specifically for sub-meters for non-market.

TN confirmed that vacant meters should not be excluded.

TN further enquired whether faulty non-market meters or faulty non-market sub-meters were being referred to regarding exclusions.

AJ clarified the C1 and B5 were excluded for market meters for M01, because we can hold that data.

AJ further clarified that the question was whether we should exclude 'C1 and B5' for non-market meters if the linked meter is excluded.

AJ confirmed that the point had been made by PAG members that they should not be excluded.

AS enquired, what the prevalence was in terms of access issues and skips related to non-market meters and how they would be accounted for as something that is out of the trading party's control.

	<p>GB advised looking at this month's non-market meters' skip codes, majority of them were access issues, and advised that it is the prevalent reason that a programme is carried out to try and exchange those meters.</p> <p>AJ confirmed advised skip codes aren't currently published in CMOS and agreed it was a good point to consider.</p> <p>AJ posed the question; should the NMM frequency be aligned to the MM frequency reads, as on slide 16.</p> <p>GL advised they should not be aligned.</p> <p>TN confirmed the frequency should not be aligned.</p> <p>TN further advised that it should be kept under review moving forward where it comes to smart metering as smart metering will have reads put into CMOS monthly, regardless of the size of the meter.</p> <p>JF advised we could have a continuous improvement log of good ideas to be discussed in other working groups.</p> <p>AJ and EJ confirmed that all good ideas are captured by MOSL members and discussed and could potentially all be formally pulled together.</p> <p>AJ presented M21 Metric Design, as on slide 17.</p> <p>AJ posed the question; should we remove M21 as a KPI deliverable, replicating the decision on M03.</p> <p>AJ presented a reminder of the points landed on with M03.</p> <p>ML confirmed that PAG members collectively agreed to the removable of M21 as a KPI deliverable.</p> <p>AJ enquired if there were any opposing views.</p> <p>No opposing views were raised.</p>
3.	Updates to plan & budget
	MR presented the headlines on the plan and budget, as on slide 19.

MR presented Part C: delivering in phases, priority KPIs, as on slide 20.

MR presented the MPF plan, as on slide 21.

TN enquired what happens with the gap in terms of the metrics that won't be ready for April.

MR advised that the metrics were divided into two phases and everything in phase one has an equivalent in the current framework, and as of April we will be replacing the current framework with a more effective framework.

MR further advised that MOSL is working on a transition plan to explain how we'll move from the current framework to the new framework.

JF enquired whether we're retiring the full MPF APS MPS standards in April.

MR confirmed that we're retiring the full MPF APS MPS standards in April.

GB enquired if clear communication could be sent out before the next webinar to confirm what will happen in April.

MR advised that by the end of August., there will be confirmation of what the transition plan looks like.

JD enquired whether there will be more information around the shadow periods and the current 6-week delay and advised that if the delays continue there should be consideration to push back the go-live period.

MR advised that the multi-phase delivery should remove that delay and we're confident with the new multi-phase plan we won't experience delays.

MR further advised that, so far, with the multi-phase delivery, we are on track.

JD raised concerns about delays with approvals and signoffs and advised that there should be clear communications on what's happening when it's happening and KPI thresholds.

MR advised MOSL will create a view of the timelines and thresholds.

AS enquired about what the timeline would look like for the seven months preceding April.

MR reiterated that by the end of August., there will be confirmation of what the transition plan looks like.

	<p>AS agreed with JD’s concerns of timelines and advised that there doesn’t seem to be enough time to get everything done</p> <p>AJ advised we are having internal conversations on how we transition to the new metric.</p> <p>GL advised M14 should be on the priority list.</p> <p>MR advised that all slides were shared with the steering group and Ofwat raised the point that M14 may be a candidate for BR-MeX and if we hear something different regarding M14, we will readjust the priority.</p> <p>GL enquired on the governance route to get M14 escalated as a priority metric.</p> <p>MR advised it could be picked up offline should GL want to have a separate discussion, but that it has been discussed in BR-MeX workshops and if M14 ends up a candidate, it will become a priority metric.</p> <p>TN enquired whether the statutory consultation that Ofwat’s going to run is still scheduled in for early 2025 and whether it looks at everything from M01 through to M20 or just at what’s going live in April.</p> <p>TN further enquired about MOSL’s business plan and funding</p> <p>MR advised that all phase one part of the code change will go through the statutory consultation with Ofwat.</p> <p>EJ advised that MOSL will present their decision letter to Ofwat and wait for their response.</p> <p>MR presented revised budget, as on slides 22 and 23.</p> <p>MR presented the FY view of the revised budget, as on slide 24.</p> <p>MR presented a reminder on the Consultation 4 timelines, as on slide 25.</p> <p>MR reminded all members that consultation 4 will run until 2nd of August.</p> <p>MR advised that high-level feedback will be presented early August and then more detailed feedback view at the end of August, with possibly a face-to-face meeting early September.</p>
<p>4.</p>	<p>Upcoming PAG workshop(s) & AOB</p>
	<p>MR provided an overview of the upcoming PAG meetings for July and early August.</p>

AS enquired whether M01 will be brought back to PAG.

MR advised that the plan is not to take M01 back to Pag, however, MOSL is looking to share a summary of M01 with PAG to ensure alignment with discussion already had at PAG.

JF recommended a sub-working group to be able to get into more detail from PAG discussions and help with time scales.

MR advised we can consider whether we need to or whether we can factor in some time for an additional working group.

MR advised and reminded members that MOSL is aiming to provide better feedback and summaries to PAG members and to include rationales for decisions made.

TN advised that summary papers should be clearer and PAG members should have an opportunity to talk through the summary papers again.

EJ advised that MOSL will be taking TN's point away to discuss and perhaps do different summary versions before finalizing.

JD agreed with TN's point and advised that summaries should provide a true holistic view and PAG members should have an opportunity to discuss after summaries have been presented.