

Market Performance Framework (MPF) Reform

Part C – key performance indicators

31 July 2024

A photograph of a person's hands typing on a laptop keyboard. The laptop screen displays a presentation slide with a light green background. The slide features the text 'MARKET VALUE ADDED' in large, bold, black letters, with each word on a separate line. Below this text are several hashtags: '#search #business #concept #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	Miles Robinson (Chair)	10 mins
2	Bilateral KPIs (PAG 45 continued) <ul style="list-style-type: none">• M15 Average lateness of failed SLAs for bilateral Requests• M18 Proportion of SLAs for bilateral requests completed on time	Oli Robins	40 mins
3	Upcoming PAG workshop(s) & AOB	Miles Robinson	10 mins
			Total: 1 hour

Housekeeping



Welcome all - Please introduce yourself in the chat



Workshop format – Input and feedback needed



We will allow time for questions
Chat and Questions mpreform@mosl.co.uk



MOSL Website for [Agenda, Minutes & Slides](#) -
Minutes format to change due to cadence.

Part C: delivering in phases

Phase one: priority KPIs & BR-Mex

- **M01** - Cyclic meter reads performed within SLA (biannual/ monthly)
- **M04/05** - 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: April 2025

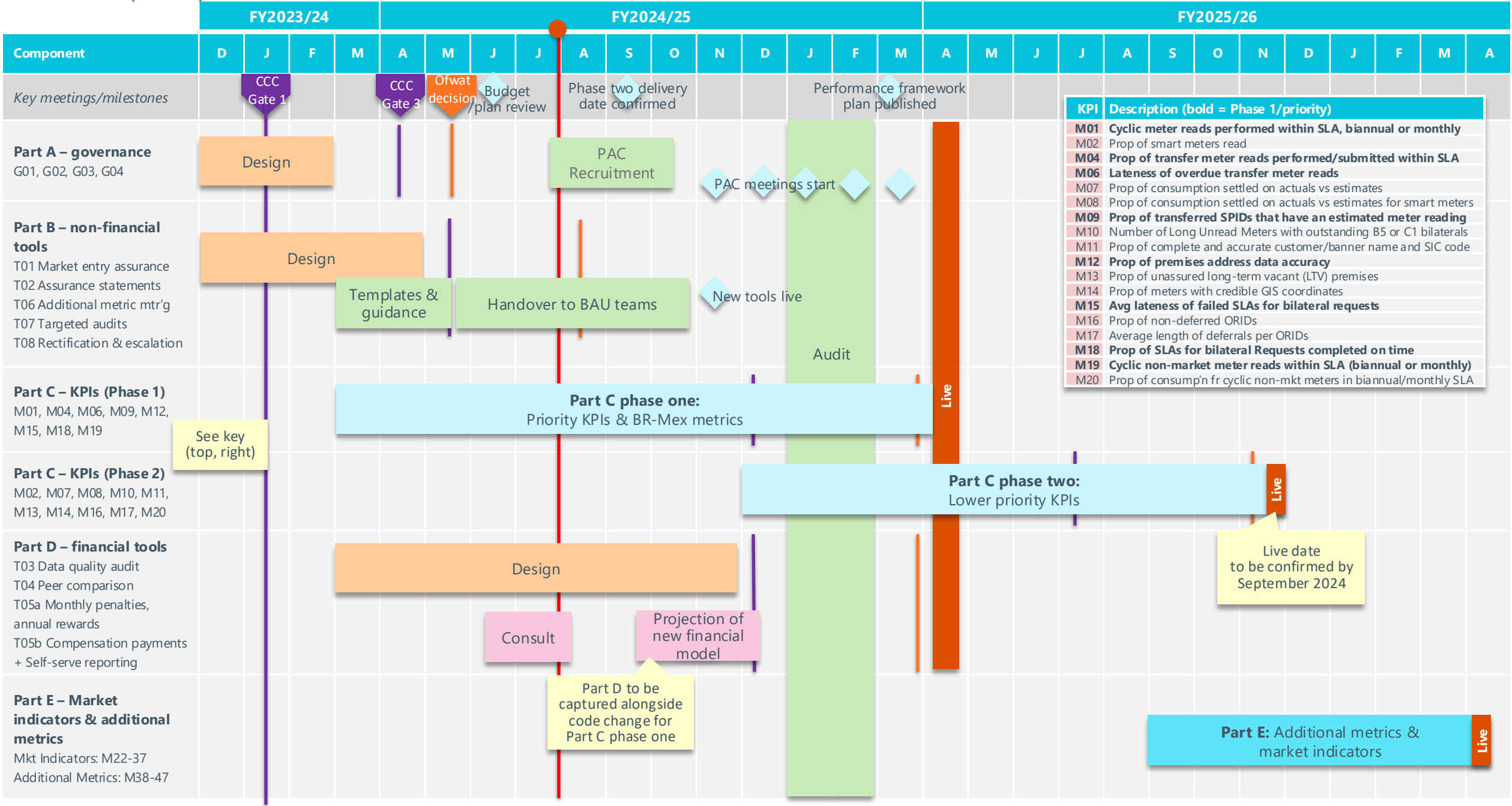
Phase two: lower-priority KPIs

- **M02** - Proportion of smart meters read
- **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: post April 2025
November 2025 (TBC)

MPF Plan-on-a-page

Overview v4.0 (June 24)



KPI	Description (bold = Phase 1/priority)
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

See key (top, right)

Live date to be confirmed by September 2024

Part D to be captured alongside code change for Part C phase one

Part E: Additional metrics & market indicators

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Market Performance Framework (MPF) Reform

***PAG workshop on Bilateral Requests
Key Performance Indicators (M18 &
M15)***

PAG45 continued

31 July 2024

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Previous and upcoming workshops

High level PAG45 (25/07/24) takeaways

- M18 and M15 should report the completion and lateness of SLAs as close to events as possible (e.g., when SLAs are complete/become outstanding rather than waiting for requests to be closed by Retailers/time-out).
- Bilateral Hub functionalities and working practices to explore (e.g., F5 time-outs, resubmission reason codes, clarity and standardization for practices such as resubmissions, escalations).
- Additional metrics for MPF Reform to explore.



Previous and upcoming workshops

PAG46 (today)

- Conclude PAG45 – views on cancellations and lateness (M15) required.

PAG47 (14/08/24) plan

- Share updated proposals for M18 and M15 for discussion.
- Confirm plan for progressing other feedback (i.e., other PAG45 takeaways).



Bilaterals 101

Term	Explanation
Request	A service request submitted in the Bilateral Hub which is related to the processes set out in the Operational Terms.
ORID	Operational Request Identifier for service requests submitted in the Bilateral Hub.
Requestor	The Trading Party that initiates a Request.
Responder	The Trading Party that is required to carry out the action(s) arising from a Request (may be the same Trading Party as the Requestor where a Request has been initiated by a Wholesaler).
SLA	Service Level Agreement, the timescales to complete processes and steps set out in the Operational Terms.
OPS SLA	Priority SLAs associated with Operational Performance Standard reporting and charging.

Bilaterals 101

Term	Explanation
In progress Request	A Request being worked on in the Bilateral Hub, i.e., not cancelled or closed.
Completed Request	A Request that has reached substantial completion (i.e., OPS SLA complete) and is awaiting final checks before being closed. Currently, only the first instance of an OPS SLA for a Completed Request shall be counted in OPS Performance.
Closed Request	A Request that has been closed by the Retailer after final checks or closed due to time-out (applies for all requests except F5 if Retailers have not reviewed the completion and closed the request within 15 BD of the request being marked complete). SLAs are not included in OPS performance until Requests are closed.

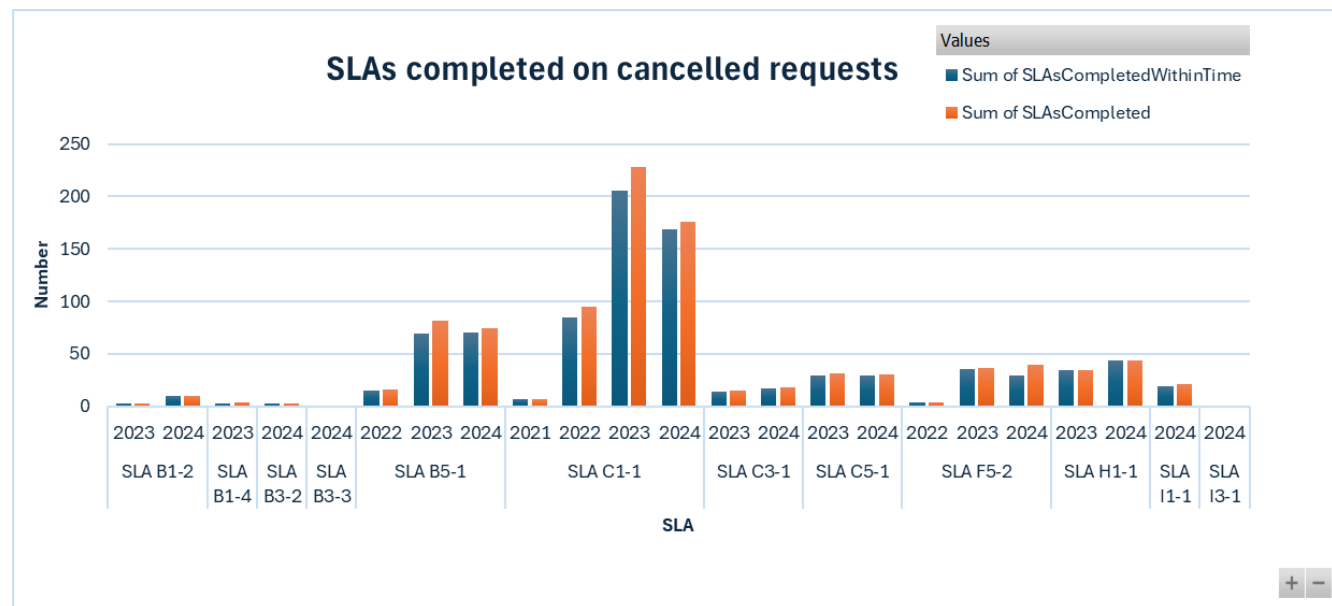
Bilaterals 101

Term	Explanation
Rejections	Wholesalers may reject requests from Retailers if the Request is materially inaccurate, a duplicate, refers to the wrong process, is not in the Wholesaler's policy or responsibility, or relates to a household customer. Retailers can agree to a rejection or resubmit the request. Currently, SLAs on rejected Requests are not counted in OPS performance.
Cancellations	A Requestor can cancel a Request at any time. A Wholesaler cannot cancel a Request raised by the Retailer (and vice versa). Currently, SLAs on cancelled Requests are not counted in OPS performance.
Resubmissions	Retailers may resubmit rejected Requests where it disputes the rejection or is rectifying the request as advised by the Wholesaler. Retailers may also resubmit completed Requests where it disputes the outcome, CMOS updates, corrections, or a quotation. This will trigger a new SLA for the same ORID, but only the first instance of an OPS SLA for a completed Request shall be counted in OPS performance.
Deferrals	Wholesalers can defer (pause) the SLA for a Request for certain permitted reasons throughout its lifecycle, for example when the Wholesaler is waiting for information either from the Retailer or third party which is inhibiting the Wholesaler from completing the Request.

What to do with cancellations?

Context

- 976 SLAs have been completed on requests which ended up being cancelled since May 2021 (0.48% of all SLAs completed in this time)
- Performance on cancelled and closed requests is the same in this period (**92%** on time)
- PAG43 asked whether M18 and M15 should include SLAs on cancelled requests. Further discussion required, but there is some preference **NOT** to include these SLAs - the request should not have been raised in the first place and including these SLAs could distort/skew performance and incentivize incorrect behavior.
- Not including would be consistent with approach for meter reads where meter reads are not included in performance reporting or charging if the SPID is deregistered at time of report.
- PAG has noted however that Wholesalers might commit time and resource on a request before it is cancelled



Should SLAs in cancelled requests be included in performance and charging for M18 and M15?
Other metrics/tools required to focus in on cancellations?

Should M15 focus on M18 failures or failures and successes?

Context

- M18 will report the proportion of SLAs completed on time, M15 will capture lateness of SLA completion.

Option 1 – M15 tracks lateness of late SLAs

Explanation: M15 takes M18 failures (i.e., late SLAs) each month and calculates the total and average days late from these late SLAs. This aligns with the proposed approach for transfer reads (i.e., M06 tracks the lateness of missing transfer reads, not the lateness of all transfer reads).

Complication:

The total and average days late may be significantly impacted by outlier lateness events (if not captured by deferrals). ❌

Option 2 – M15 tracks lateness of all SLAs

Explanation: M15 takes all M18 successes and failures (i.e., all on time and late SLAs) each month and calculates the total and average days late from these late SLAs. This will mitigate the impact of outlier lateness events on the average lateness which is reported.

Complications:

Duplicates what is already reported (and possibly charged) under M18. ❌
Does not align to the proposed approach for transfer reads (M06 does not average lateness by factoring in transfer reads which are on time). ❌



Can concerns be managed by providing greater context around reports (e.g., M18 and M15 reported together alongside statistics such as task volumes)?

Example

Scenario	Total OPS SLAs	Complete on time (M18)	Complete late	Total Days late	Average days late (M15) (in both options, a higher score = worse relative performance)	
					<i>Option 1 average across late SLAs</i>	<i>Option 2 average across all SLAs</i>
A	1000	999 (99.9%)	1	40	40 (40/1)	0.04 (40/1000)
B	1000	995 (99.5%)	5	44 (40+1+1+1+1)	8.8 (44/5)	0.044 (44/1000)
C	50	45 (90%)	5	44 (40+1+1+1+1)	8.8 (44/5)	0.88 (44/50)

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Can concerns be managed by providing greater context around reports (e.g., M18 and M15 reported together alongside statistics such as task volumes)?

Next workshop

- Share updated proposals for M18 and M15 for discussion.
- Confirm plan for progressing other feedback (i.e., other PAG45 takeaways).
- Explore exclusions and scenarios - what do M18 and M15 need to account for?
 - E.g., Switches and volume transfers, internal and external vacancy...



Anything to add?

Responses to:

mpreform@mosl.co.uk

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Upcoming PAG workshop(s)

Date	For discussion	Detail
31st July	MPF Metrics*	Sweep up meeting – M15 – Average lateness of failed SLAs for bilateral Requests & M18 Proportion of SLAs for bilateral requests completed on time
7th August	MPF Metrics*	Canceled
14th August	MPF Metrics*	M15 – Average lateness of failed SLAs for bilateral Requests & M18 Proportion of SLAs for bilateral requests completed on time
21st August	MPF Metrics*	M12 – Proportion of premises address data accuracy
28th August	MPF Metrics*	M15 – Average lateness of failed SLAs for bilateral Requests & M18 Proportion of SLAs for bilateral requests completed on time

AOB

**Subject to change*

MOSL

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List of Metrics - Key Performance Indicators (KPIs)

Ref	Group	Description
M01	Market meter KPIs	Cyclic meter reads performed within SLA (biannual or monthly)
M02		Proportion of smart meters read
M03		Lateness of overdue cyclic meter reads
M04		Proportion of transfer meter reads performed within SLA
M05		Proportion of transfer meter reads submitted within SLA
M06		Lateness of overdue transfer meter reads
M07		Proportion of consumption from cyclic meter reads performed within the biannual or monthly Service Level Agreement (SLA)
M08		Proportion of consumption settled on actuals vs estimates for smart meters
M09		Proportion of transferred SPIDs that have an estimated meter reading
M10		Number of Long Unread Meters (LUMs) with an outstanding B5 or C1 bilateral transaction request
M11	Data KPIs	Proportion of complete and accurate customer name/banner name and Standard Industry Classification (SIC) code
M12		Proportion of premises address data accuracy
M13		Proportion of unassured long-term vacant (LTV) premises
M14	Service request KPIs	Proportion of meters with credible GIS coordinates
M15		Average lateness of failed SLAs for bilateral Requests
M16		Proportion of deferred ORIDs
M17		Average length of deferrals per ORID
M18	Non market meter KPIs	Proportion of SLAs for bilateral Requests completed on time
M19		Cyclic non-market meter reads performed within SLA (biannual or monthly)
M20		Proportion of consumption from cyclic non-market meter reads performed within the biannual or monthly Service Level Agreement (SLA)
M21		Lateness of overdue cyclic non-market meter reads