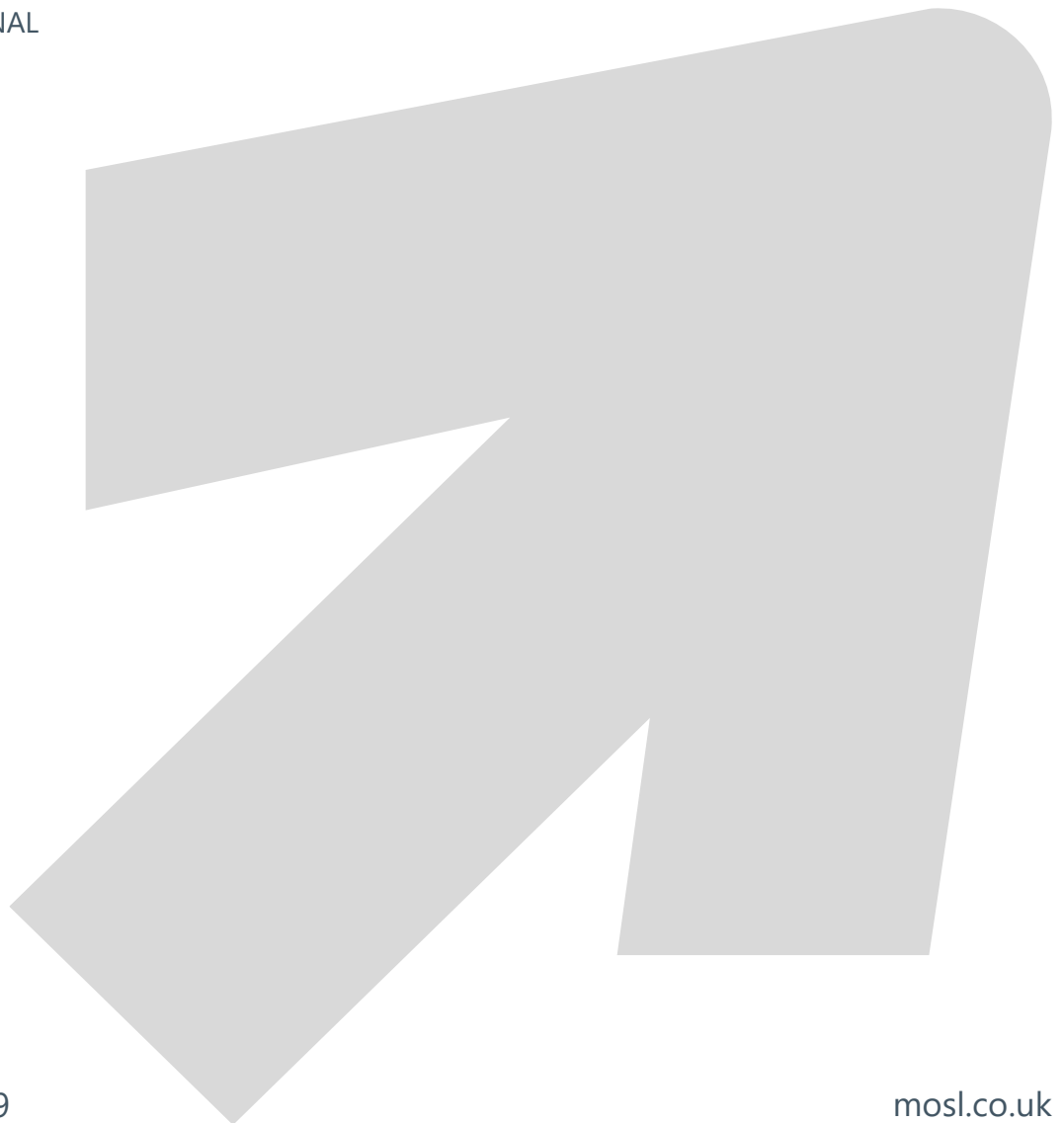


# Performance Advisory Group (PAG) 52

**Location:** MS Teams

**Date and time:** 11 September 2024, 1000 - 1100

**Status of minutes:** FINAL



# Meeting Minutes

## Market attendees

Name	(Initial)	Role/Organisation	Name	(Initial)	Role/Organisation
Adam Boyns	AB	CCW (O)	Mark Howell	MH	Water Plus (R)
Daniel Proctor	DP	Water Plus (R)	Noel Bradley	NB	Yorkshire (W)
David Morris	DM	Water Plus (R)	Pam Nash	PN	C&C (O)
Emily Jerome	EJ	Water2Business (R)	Paul Baker	PB	Business Stream (R)
Gerard Lyden	GL	Thames (W)	Peter Strain	PS	Castle (R)
Jamie Davies	JD	Castle (R)	Robert Hetherington	RH	Ofwat (O)
Jon Fuller	JF	Wessex (W)	Shaun Kent	SK	Ofwat (O)
Jordanna Lo	JL	Business Stream (R)	Sian Forward	SF	Northumbrian (W)
Julie-Ann Anderson	JAA	Ses (W)	Sindiso Bango-Dube	SBD	Waterscan (R)
Letoia Mann	LM	Clear Business (R)	Wendy Monk	WM	Wave Utilities (R)
Lewis Campbell	LC	Castle (R)			

## MOSL Attendees

Name	(Initial)	Role	Name	(Initial)	Role
Chris Dawson	CD	Chair	Miles Robinson	MR	Observer
Oli Robins	OR	Presenter	Monica Falasca	MF	Observer
Adam Richardson	AR	Observer	Nichola Sampford	NS	Observer
Amanda Plumb	AP	Observer	Sam Webb	SW	Observer
Amy English	AE	Observer	Steve Formoy	SFo	Observer
Huw Comerford	HC	Observer	Sauda Dickinson	SD	Notes
Luke Coyle	LCo	Observer			

1.	<b>Welcome &amp; update</b>
	<p>CD welcomed all members to the meeting and confirmed the agenda.</p> <p>CD reminded attendees that agenda, minutes and slides are published on the MOSL website for review.</p> <p>CD noted that questions, comments and queries can now be raised through My MOSL.</p> <p>CD presented a reminder on the delivery phases for part C and the MPF plan.</p>
2.	<b>Bilaterals Metrics</b>
	<ul style="list-style-type: none"> <li>• M15 Average lateness of failed SLAs for bilateral Requests.</li> <li>• M18 Proportion of SLAs for bilateral requests completed on time.</li> </ul> <p>OR noted that this session was a continuation of discussions had at PAG51 and all feedback received offline.</p> <p>OR presented the <b>KPI Design Summary</b>, as on slide 11.</p> <p>OR presented <b>Questions for PAG on reporting</b>, as on slide 12.</p> <p>OR presented the <b>feedback received so far</b>, as on slide 13.</p> <p>OR noted a suggestion received offline from JF to contextualise M18 and M15 by average days taken for completed requested as this would be a way of making the framework more relatable to customers as time would be one of the principal expectations that a customer would have, so the reasons for late delivering need to be transparent and identifiable to customers, so it would be helpful to demonstrate all time periods and identify areas for improvement.</p> <p><b>OR advised that MOSL and noted and will be taking away the concept of total time to potentially create an additional metric.</b></p> <p>GL advised that it is worth exploring, but that it might not give customers great insight on what's happening in terms of an end-to-end view.</p> <p>JF advised that the customer is not always aware of the work happening once the request goes into the Hub as having daily updates to the customer would be overkill, but that we need to try and expose the time elements that the customer is not always aware of and where time is lost.</p>

JF further advised that the market should be targeting those time elements and looking for improvement.

AB agreed that it is worth exploring and advised that the customer should see the breakdown to better understand the legitimate reasons for lateness, and that we should be looking at whether something can be done to improve delays.

OR noted a comment in the chat from SF - it's a shame we can't also include, when was the query received from the customer to also the date the customer gets the retailer the update, however I don't believe the hub can capture these dates to capture end to end.

JF advised that a deferral should be for legitimate reasons, but that there are some deferrals that can be avoided and that is where there needs to be focus for improvements.

OR questioned whether we see deferrals as offering scope for improvement in some areas and whether it would be picked up by a KPI as something we could be presenting through a peer comparison report on the deferrals.

JF noted that deferrals should not be a KPI as it is an assumption of inappropriate use and that deferrals should be subject to audit and advised that it would be useful for PAC to monitor days incurred as the time element can sometimes be improved.

OR advised that the important thing to consider is breaking it down by the appropriate reason code.

NB agreed that it would provide support to customers and PAC and noted that it would also support trading parties with contract maintenance and provide a view of retailer performance and encourage conversations around improvements.

GL noted that it would be a useful build but that there is still a lot of work do to on deferrals first as we have not yet had any data on deferrals from the Hub.

GL further advised that M18 is there to focus on wholesaler performance, but that it should be also about how we make it about the end-to-end customer experience, and that there is still a lot to explore and looking at the data, as a start, would help the discussion in terms of deferral days.

CD noted previous discussions around the report being different from the SLA, creating confusion and noted the question whether the report should stay separate from M18 and have M18 stay wholly with the wholesaler reporting.

JF advised that is just another layer to add context and accounts for discrepancies of performance and reporting.

OR advised that we would need to confirm whether there are particular processes that customers would be more engaged in and seek more details from in these reports.

JF advised to target the more customer-led processes such as B1 as customers would have more of an interest in the progress on those.

OR noted that GL suggested H1 and F4 as some of the customer-led processes to be included.

OR questioned whether customers would be interested in a high-level view of performance, with a qualitative view of trading parties who are performing above or below the standard and interested customers could do a dive to explore the numbers behind the qualitative assumption.

GB suggested that the F5 process should be included as a customer-led process and advised that there are processes in place to state customer awareness, so whilst the proactive B5 and C1 could impact that customer, a C1 that comes back with no changes required, a customer may be completely oblivious of, and their journey is irrelevant. However, if it does impact them for billing purposes then we do need to exclude those where the form has stated that the customer is unaware.

GB further advised that each customer would be interested in their own journey and not the average of their retailer or the wholesaler and that there is capacity for retailers to provide that information on an individual basis and that MOSL could support the reporting side, but that we do not want to lose customer interest by going to far down with averages.

AB agreed with ORs suggestion on the high-level view of performance, as a start, and advised that the customer would not be interested in all the steps between the wholesaler and retailer that happens in the background and that customer experience needs to be reflected accurately.

**OR advised that a high-level and detailed view would need to be explored and MOSL would possibly provide a mock-up with data to share with PAG members.**

GL advised it would be worth MOSL and CCW reaching out to customers asking what they would want to see and how they would want it presented to be able to digest the information.

JL agreed with GL and advised there are different levels of customers and majority of customers would not want all the details and would just want straight 'yes' or 'no' answers to their retailer performance or outcomes.

	<p>OR agreed with points made and that there has to a wider discussion in terms of reporting to explore the suggestions provided.</p> <p>CD noted a question from SF in the chat – can we split out customer initiated where the customer is aware, versus the retailer initiated - eg dials changes, some meter exchanges. For example, disconnections (non-payment requested by the retailer), does a customer need to know as they don't even want their water turning off.</p> <p>CD noted that comments in the chat would be taken into consideration and discussed by MOSL.</p> <p><b>OR advised that we could possibly explore splitting the customer initiative request.</b></p> <p>OR presented <b>Questions for PAG on financial tools</b>, as on slide 14.  OR presented <b>Feedback on financial tools so far</b>, as on slide 15.  OR presented <b>Next Steps</b> for M15 and M18, as on slide 16.</p> <p>OR urged PAG members to continue sending through their feedback on the key questions posed and reminded members that we now have a new location for queries on My MOSL.</p>
<p><b>4.</b></p>	<p><b>Upcoming PAG workshop(s) &amp; AOB</b></p>
	<p>CD presented a view on upcoming workshops for September.</p> <p>CD closed the meeting.</p>