

Market Performance Framework (MPF) Reform

PAG Update on Premises address data Key Performance Indicator (M12)

23 October 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 a bold, dark font, with each word on a separate line. Below this text are two lines of smaller, dark text: '#search #business #concept' and '#keywords #design #innovate'. The laptop is resting on a wooden surface, and the person is wearing a white shirt sleeve.

MARKET
VALUE
ADDED

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

Agenda

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	10 mins
2	MPF Steering Group update	Miles Robinson	15 mins
3	M12 – Proportion of Premises Address Data Accuracy	Matt Labrum	30 mins
4	Upcoming PAG workshop(s) & AOB	Miles Robinson	5 mins
			Total: 1 hour

To cover

- Review of amendments to programme plan post-MPF Steering Group
- Treatment of 'valid' exception reason codes
- Reminder of plan to review M01 (Cyclic meter reads)



**Seeking PAG feedback on
the treatment of exception
reason codes**



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](#)

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Part C: delivering in phases

Phase 1: 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 2: lower-priority KPIs

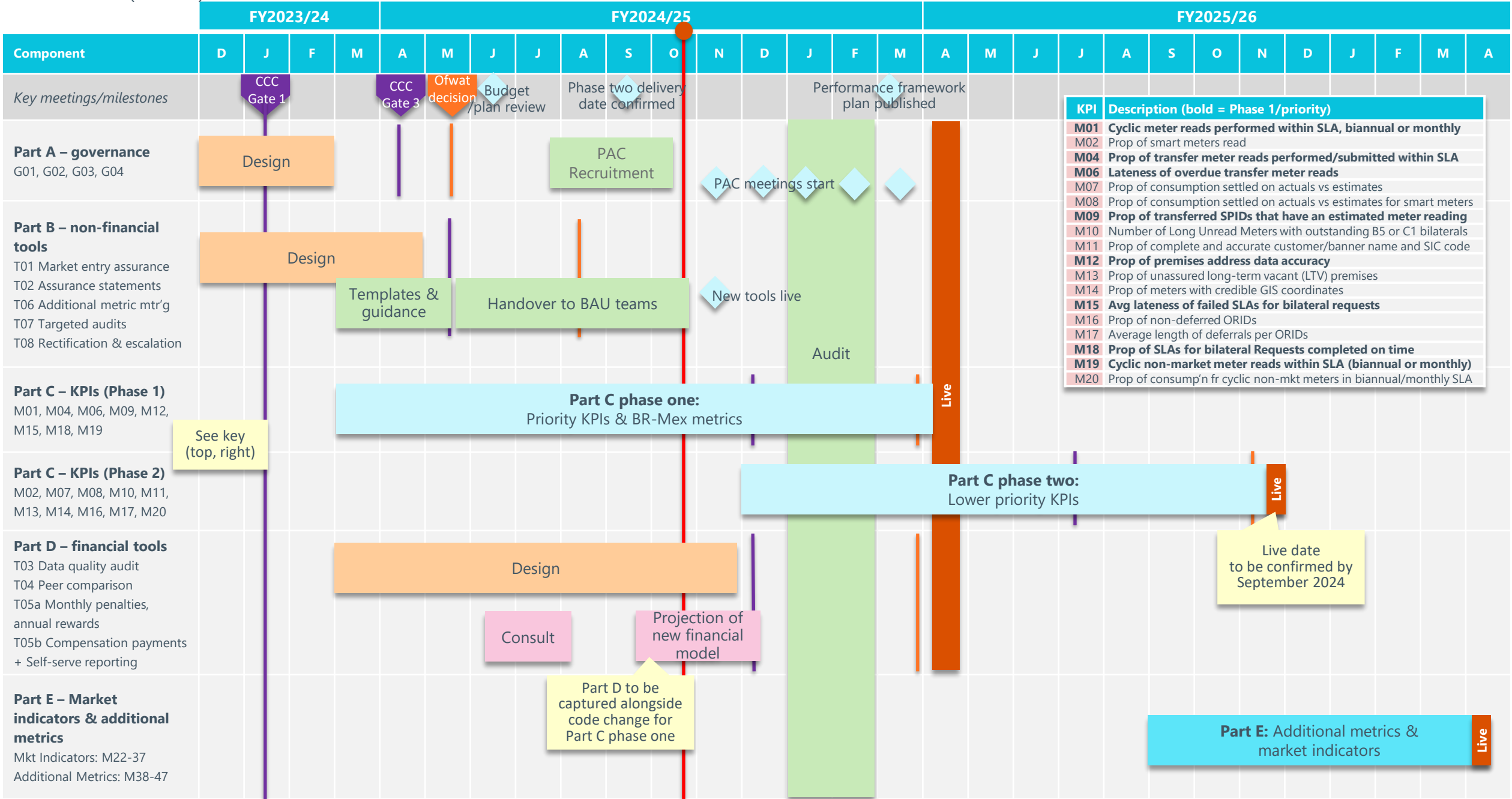
- **M02** - Proportion of smart meters read
- **M07** - Proportion of consumption from cyclic meter reads performed within the biannual or monthly Service Level Agreement
- **M08** - Proportion of consumption settled on actuals vs estimates for smart meters
- **M10** - No of Long Unread Meters with outstanding 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

Revised delivery options

Option 1: April 2025 go live – continue at risk

Continue to deliver against the current delivery plan, phase one to go live in April 2025, phase two to go live in November 2025.

Does not include a consultation on incentives or a shadow period

Option 2a: Two phase plan including shadow reporting

Phase one to begin shadow reporting from April 2025, to go live in November 2025 (at which point the existing MPF will be switched off)

Phase two to start shadow reporting from November 2025 to go live in April 2026.

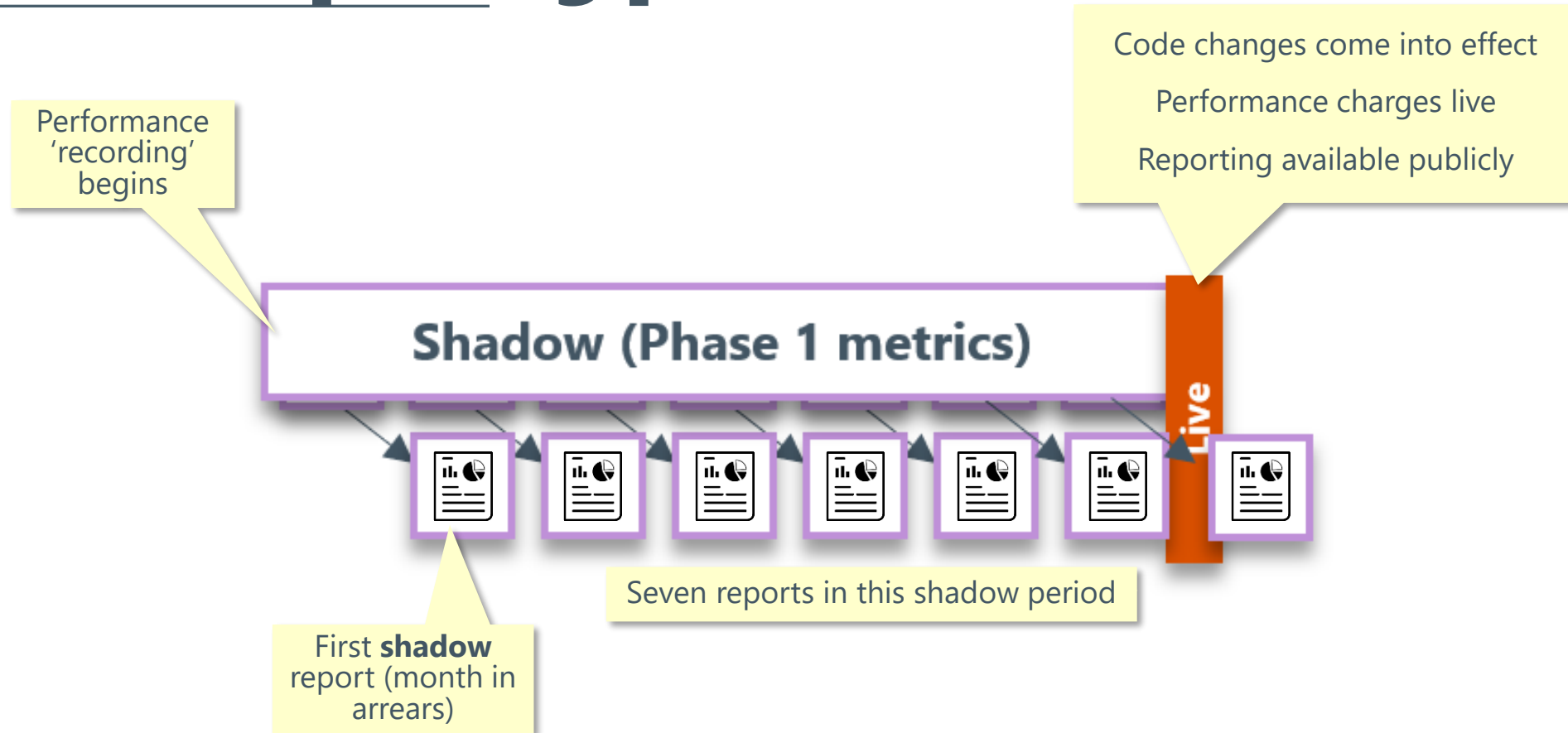
Option 3a: 'Big bang' to go live in April 2026, including shadow reporting

Both phases one and two from the current plan to begin shadow reporting in November 2025, to go live in April 2026 (at which point the existing MPF will be switched off)

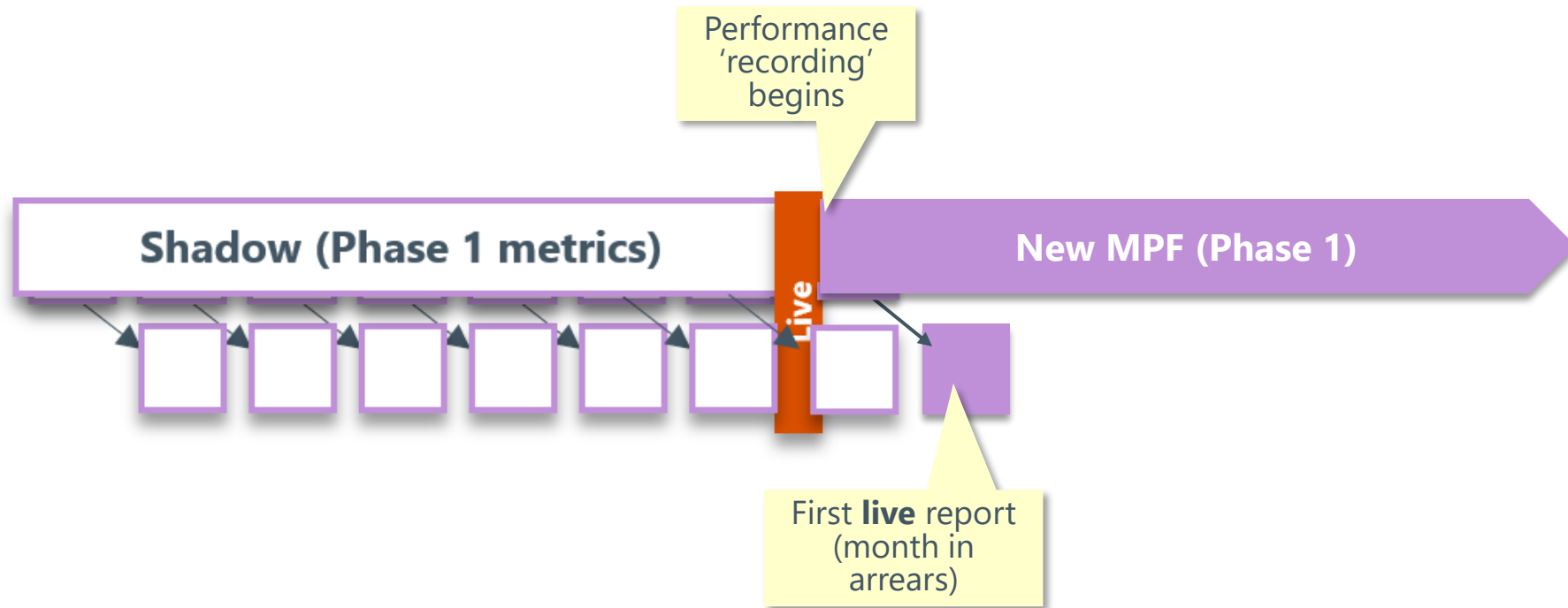
Option 2b: Two phase plan with 12- month shadow reporting (April 2026 go live)

Option 3b: 'big bang' with 12-month shadow reporting (November 2026 go live)

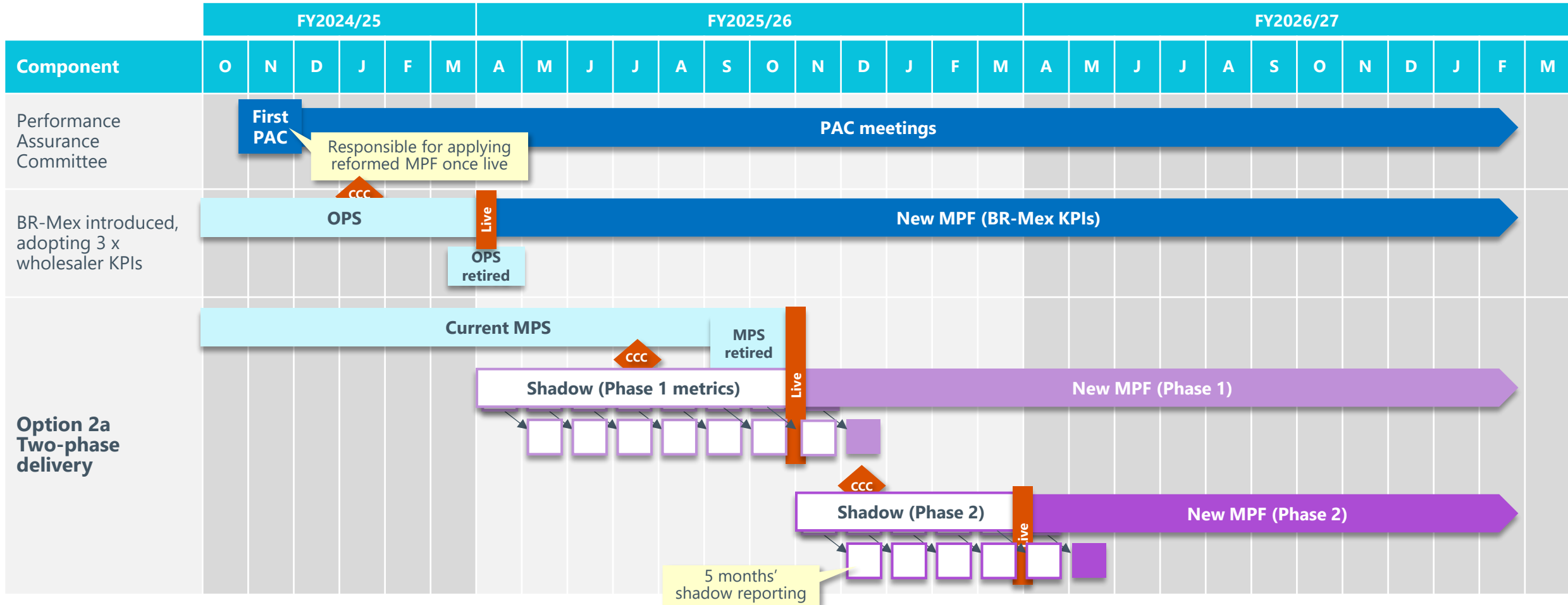
Shadow reporting process



Live reporting process



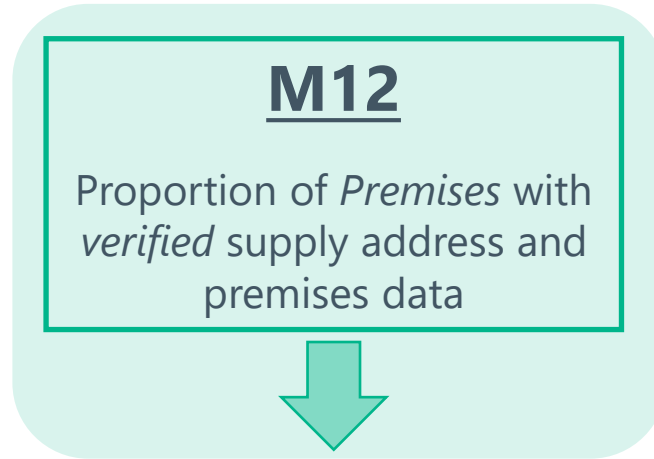
Delivery plan options



Agenda

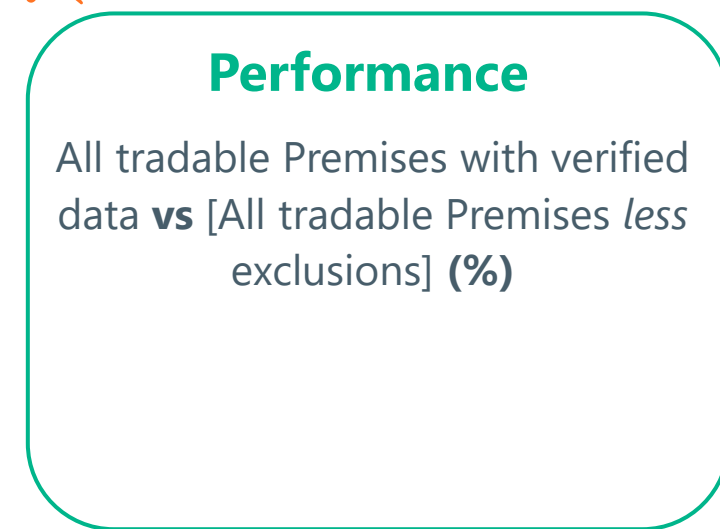
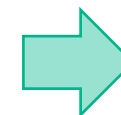
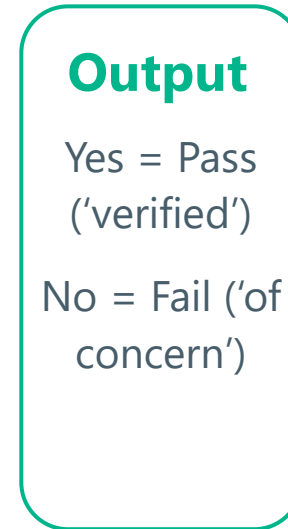
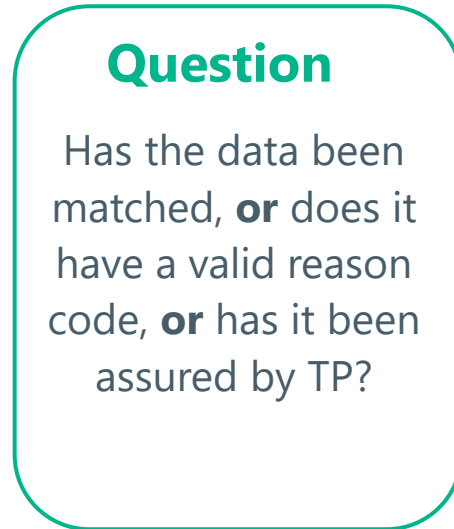
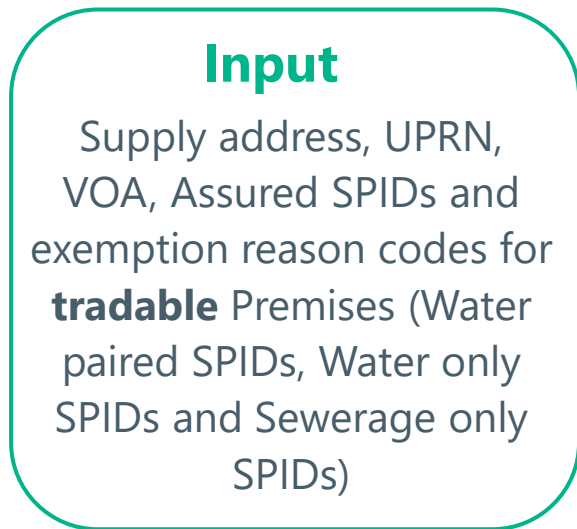
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KPI recap



Calculated and reported quarterly

For cost and efficiency. Allows time in-between for TPs to act e.g. amend or assure data



Incentives to be discussed

M12 – exclusions

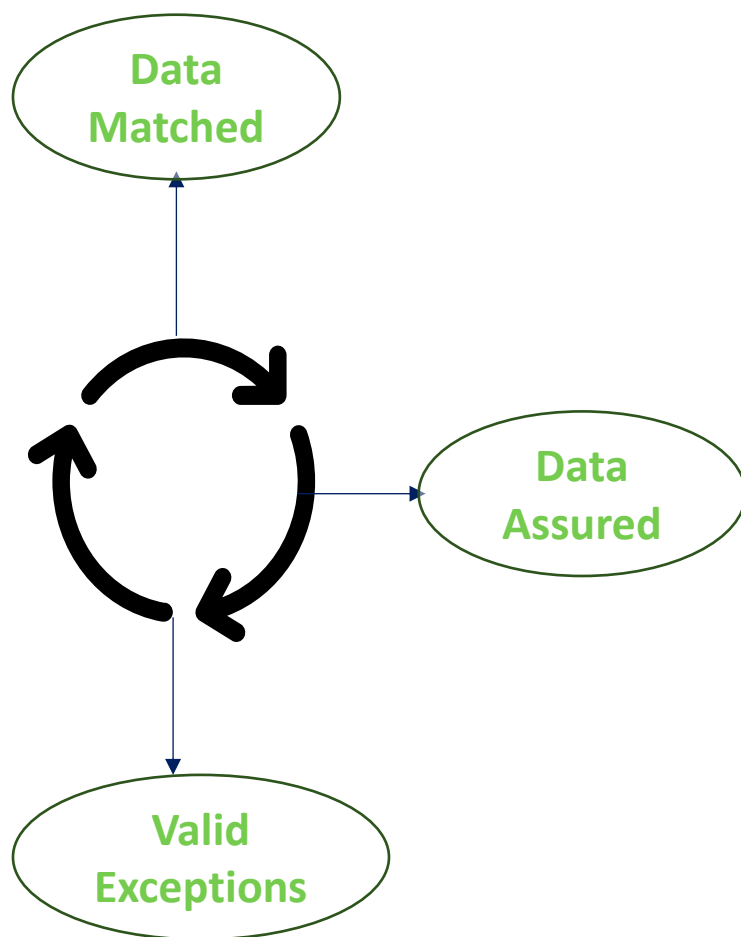
New connections

Include only tradeable SPIDs

Unmatched

Number of Premises where there's no identifiable match to any external data sources (high propensity to be non-addressables)

Verification Reasons



Address Data:

External data provider has matched and verified the supply address to one or more of the 3 databases.

- ABP
- PAF
- VOA

Wholesaler has assured the supply address as:

- Address is correct
- Premises is non-addressable (Trough / Bin Store / Public Convenience etc)

Premises Data (UPRN / VOA):

External data provider has matched and verified the UPRN and / or VOA to the address and validated it against the associated reference databases

Wholesaler has assured the premises

- UPRN or VOA is correct
- UPRN or VOA has an exemption reason code not covered in the codes

Wholesaler has provided a valid UPRN or VOA exemption reason code

Valid Exception Reason Codes*

Previous Suggestion of Timebound Exception Reason Codes
MOSL

Reason Codes	Description	UPRN or VOA or Both	Provisional Exception Period
ME	No number - missing Entry from the NLPG or VOA	Both	12 months unless UPRN / VOA identified
SR	No number - fish farms, fishing, and sporting rights	Both	Enduring unless change of data
MT	Multiple UPRNs / VOAs at the same eligible premises	Both	Enduring unless change of data
IP	No number - infrastructure Project	Both	12 months unless UPRN / VOA identified
SP	No number provided - use number from Other SPID	Both	Enduring unless change of data
AG	No number - agricultural land and buildings	VOA	Enduring unless change of data
NR	No number - property not yet rated	VOA	12 months unless VOA identified
PL	No number - not yet issued by planning	UPRN	12 months unless UPRN identified
BW	No number - construction site	UPRN	12 months unless UPRN identified

Expiry Dates:

Provided against those exception reason codes where expectation is the status to be temporary in lieu of a VOA or UPRN reference being assigned.

Enduring:

Where expectation is that the status is enduring

Change of Data:

Change of data where the data service provider identifies either a missing UPRN or VOA assigned to the SPIDCORE address where an exception reason code is in place, or where a change of use, split, merger or demolition is identified resulting in change to the premises data or status of the premises



Any observations on proposed treatment of valid exception reasons?

* Reason codes are used in the absence or duplication of a UPRN or VOA BA reference. **OT (other) is not classed as a valid exception reason code**

Revised proposal: Valid Exception Reason Codes*

Reason Codes	Description	UPRN or VOA or Both	Treatment
ME	No number - missing Entry from the NLPG or VOA	Both	Requires review where UPRN / VOA or change of data identified by data service provider
SR	No number - fish farms, fishing, and sporting rights	Both	
MT	Multiple UPRNs / VOAs at the same eligible premises	Both	
IP	No number - infrastructure Project	Both	
SP	No number provided - use number from Other SPID	Both	
AG	No number - agricultural land and buildings	VOA	
NR	No number - property not yet rated	VOA	
PL	No number - not yet issued by planning	UPRN	
BW	No number - construction site	UPRN	

Change of Data:

Change of data where the data service provider identifies either a missing UPRN or VOA assigned to the SPIDCORE address where an exception reason code is in place, or where a change of use, split, merger or demolition is identified resulting in change to the premises data or status of the premises

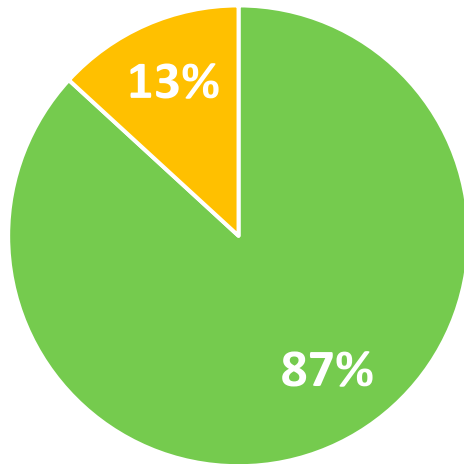
Any questions or thoughts?

* Reason codes are used in the absence or duplication of a UPRN or VOA BA reference. **OT (other) is not classed as a valid exception reason code**

Exceptions Reason Code Stats

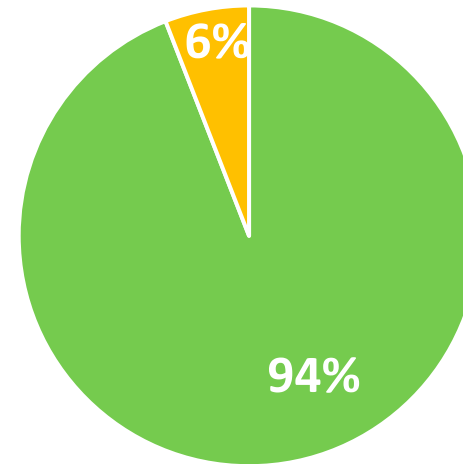
51,828 premises with valid UPRN exception reason codes and 155,944 premises with a valid VOA exception reason code

UPRN Exception Reason Code (ERC)
Assessment



- 45K DQA Validates UPRN ERC
- 7K DQA Confirms UPRN Found

VOA Exception Reason Code (ERC)
Assessment



- 147K DQA Validates VOA ERC
- 9K DQA Confirms VOA Found

Calculation – M12a

- **Percentage** of tradable Premises with verified supply address details vs all SPIDs **less exclusions**, per quarter

Verified = Tradable Premises where supply address details match external data sources OR where supply address details have been assured by TP

$$\text{M12a calculation} = \frac{\text{No. of tradable Premises with verified supply address}}{\text{Total no. tradable Premises less unmatched Premises}}$$

External data sources being used for matching: Address Based Premium (ABP), Postal Address File (PAF, Royal Mail), Valuation Office Agency (VOA) business rates database, Unique Property Reference Number (UPRN) address & VOA address

Calculation – M12b

- **Percentage** of tradable Premises with verified UPRNs vs all SPIDs **less exclusions**, per quarter

Verified = Tradable Premises where UPRN matches external data sources
OR has a valid exemption Reason Code*
OR UPRN has been assured by TP

M12b calculation =
$$\frac{\text{No. of tradable Premises with verified UPRNs}}{\text{Total no. tradable Premises less unmatched Premises}}$$

External data sources being used for matching: ABP, PAF, VOA & UPRN

* Reason codes are used in the absence or duplication of a UPRN reference. OT (other) is not classed as a valid exemption reason code. An exemption reason code will be rejected, and the SPID will be flagged as "Of Concern" if a change of data is identified by the data quality audit..i.e. a UPRN reference number is identified by the DQA where there is an exemption reason code

Calculation – M12c

- **Percentage** of tradable Premises with verified VOA vs all SPIDs **less exclusions**, per quarter

Verified = Tradable Premises where VOA matches external data sources
OR has a valid exemption Reason Code*
OR VOA has been assured by TP

$$\text{M12c calculation} = \frac{\text{No. of tradable Premises with verified VOAs}}{\text{Total no. tradable Premises less unmatched Premises}}$$

External data sources being used for matching: ABP, PAF & VOA

* Reason codes are used in the absence or duplication of a VOA BA reference. OT (other) is not classed as a valid exemption reason code. An exemption reason code will be rejected and the SPID will be flagged as "Of Concern" if a change of data is identified by the data quality audit.....i.e. VOA BA reference number is identified by the DQA where there is an exemption reason code

Calculation – M12d (BR-MeX)

- **Percentage** of tradable Premises with verified supply address, UPRN and VOA vs all SPIDs **less exclusions**, per quarter

Verified = Tradable Premises where supply address, UPRN and VOA matches external data sources
OR has a valid exemption Reason Code
OR has been assured by TP

$$\text{M12d calculation} = \frac{\text{No. of tradable Premises with [verified supply address and verified UPRN and verified VOA]}}{\text{Total no. tradable Premises less **unmatched Premises**}}$$

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Upcoming PAG workshop(s)

Date	For discussion	Detail
23 October	MPF Metrics	M12 (Prop of premises address data accuracy)
31 October	MPF Metrics	M01 (Cyclic meter reads performance within SLA)
6 November	Financial tools	Outperformance payments & Cap
13 November	Reporting*	Initial view of reporting requirements (TBC)

AOB –

**Subject to change*