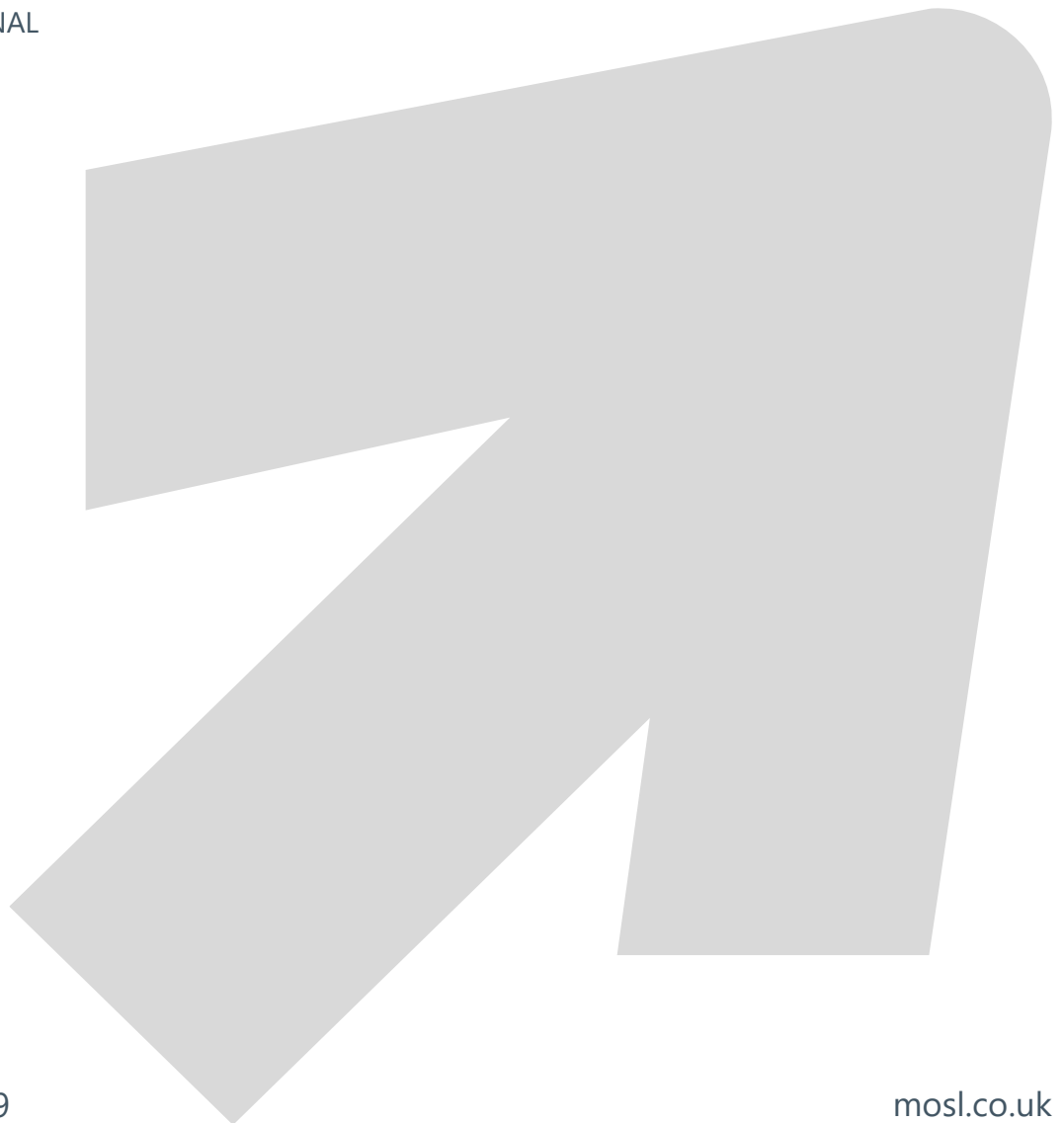


# Performance Advisory Group (PAG) 58

**Location:** MS Teams

**Date and time:** 23 October 2024, 1000 - 1100

**Status of minutes:** FINAL



# Meeting Minutes

## Market attendees

Name	(Initial)	Role/Organisation	Name	(Initial)	Role/Organisation
Adam Boyns	AB	CCW (O)	Lewis Campbell	LC	Castle (R)
Daniel Proctor	DP	Waterplus (R)	Mark Howell	MH	Water Plus (R)
David Moss	DM	Castle (R)	Mike Rathbone	MR	Severn Trent (W)
David Morris	DMo	Castle (R)	Paul Baker	PB	Business Stream (R)
Emily Jerome	EJe	Water2Business (R)	Paul Walmsley	PW	Yorkshire (W)
David Seymour	DS	Thames (W)	Peter Strain	PS	Castle (R)
Gillian Bladen	GB	South West (W)	Robert Hetherington	RH	Ofwat (O)
Harriet Eames	HE	Yorkshire (W)	Sam Dawson	SD	Portsmouth (W)
Ian Bolton	IB	Yorkshire (W)	Shakima Fagan	SF	Everflow (W)
Jamie Davies	JD	Castle (R)	Shaun Kent	SK	Ofwat (O)
Jordanna Lo	JL	Business Stream (R)	Sian Forward	SF	Northumbrian (W)
Jamie-Ann Anderson	JAA	Ses (W)	Sindiso Bango-Dube	SBD	Waterscan (R)
Karen Winfield	KW	Anglian (W)	Yasmine Ali	YA	Thames (W)
Letoia Mann	LM	Clear Business (R)			

## MOSL Attendees

Name	(Initial)	Role	Name	(Initial)	Role
Miles Robinson	MR	Chair	Nichola Sampford	NS	Observer
Matt Labrum	ML	Presenter	Oli Robins	OR	Observer
Adam Richardson	AR	Observer	Sam Webb	SW	Observer
Evan Joannette	EJ	Observer	Sauda Dickinson	SD	Notes
Huw Comerford	HC	Observer	Subhash Marti	SM	Observer

Katy Woodhouse	KW	Observer
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1.	<b>Welcome &amp; update</b>
	<p>MR welcomed all members to the meeting and confirmed the agenda.</p> <p>MR reminded attendees that agenda, minutes and slides are published on the MOSL website for review.</p>
2.	<b>MPF Steering Group Update</b>
	<p>MR presented the <b>delivery phases for part C</b> and the updated MPF plan, as on slides 6 and 7.</p> <p>MR presented the <b>Revised Delivery Options</b>, as on slide 8.</p> <p>MR presented the <b>Shadow Reporting Process</b>, as on slide 9.</p> <p>MR presented the <b>Live Reporting Process</b>, as on slide 10.</p> <p>MR presented a timeline of <b>Delivery Plan Options</b>, as on slide 11.</p> <p>Key points:</p> <ul style="list-style-type: none"> <li>• Three revised delivery plan options were presented to the MPF Steering Group.</li> <li>• Option 2a was supported by the Steering Group.</li> <li>• Ofwat BR-MeX will go live April 2025.</li> <li>• Phase one metrics will have a 7-month shadow reporting period, starting in April 2025 and go-live in November 2025.</li> <li>• Phase two metrics will have a 5-month shadow reporting period, starting in November 2025 and go-live in April 2026.</li> </ul> <p>JD queried whether the proposed delivery option was open to input from the PAG or whether it was just for information as a set decision from the Steering Group.</p> <p>JD advised that it would be challenging having no time break between retiring the old MPF and implementing the new MPF and queried whether the Performance Assurance Committee would consider any performance issues in the months building up to the KPIs going live.</p> <p>MR advised that what is being measured by the metrics is not much different to see a drop in performance in MPF1.0 and it would be better for trading parties to prioritise the existing framework over the new one.</p>

JD advised that Castle might run some of the he data and predictions looking at MPF2.0 and see what the impacts are on MPF1.0.

GB queried whether holistic reporting would run alongside the current MPF and be retired at the end of the shadow period.

MR advised that holistic reporting would run for the existing MPF up until the introduction of phase one, but that holistic reporting would be adjusted based on the BR-MeX implementation.

EJ advised that having the PAC formed early on provides the benefit of having the PAC help with considerations around nuances on factors that affect trading parties and around performances on the current MPF versus the new MPF.

ML advised plans are to get the points around UPRN and VOA holistic reporting in front of the PAC.

MR noted questions in the chat around the shadow period lengths and advised that the plan is based on when things are available, especially around Code Change Committee and ensuring enough time to have a Consultation early in the year, potentially having the same processes as for Consultation 4 with a face-to-face feedback session.

DM queried whether there would be time after April 2025 for considerations around whether metrics are performing as expected and if they would be reviewed, circulated and potentially amended.

MR advised there is some technical risk and that that would possibly be a mock run of going live in March and potentially working with some trading parties to understand the technical challenges with the metrics, so that when the shadow period starts, we should not have to make too many technical adjustments.

DM queried whether there would be assurance work prior to live periods.

MR advise that it is expected that there would be assurance, but that it would be confirmed at a later stage.

EJe requested having a one-page summary document of all the metrics in both phases and the details behind them, decisions around each metric for the plan forward and the reporting periods.

**MOSL to considered providing PAG members with a KPI summary document and MR to provide an update at a future PAG meeting.**

3.	<b>M12 - Proportion of Premises Address Data Accuracy</b>
	<p>ML presented <b>KPI Recap</b>, as on slide 13.</p> <p>ML presented <b>Verification Reasons</b>, as on slide 15.</p> <p>ML presented <b>Valid Exception Reason Codes</b>, as on slide 16.</p> <p>ML presented <b>Revised Proposal: Valid Exception Reason Codes</b>, as on slide 17.</p> <p>ML presented <b>Exception Reason Code Stats</b>, as on slide 18.</p> <p>GB noted concerns around the data on verified premises, as there are some incorrect matches.</p> <p>ML noted that an offline discussion would be needed as this concern relates specifically to audits rather than the metric itself.</p> <p>DM queried why and when a UPRN would not be assigned to a development site as the UPRNs are generally allocated at the point of planning application.</p> <p>ML advised that the issue would be mitigated by the 'NR' and 'PL' exception reason codes and that if the address is in a state to allow us to find a UPRN and VOA, then it would be raised to the wholesaler that that exception code can no longer be applied. missing UPRNs and VOAs.</p> <p>DM confirmed that the audit runs would take place quarterly and queried whether there would be a need to put something into Code to outline trading parties getting around to updating the reason codes or address information.</p> <p>ML advised that it is already put it code outlining that it is up to the wholesaler to maintain these data items and wholesalers will receive incentivization to improve the data alongside the code obligations.</p> <p>DM advised that there is not something outlined in the Code stating how quickly UPRNs should be updated when these exception codes are seen.</p> <p>ML advised that MOSL is looking to do strategic work around the new connections process and what to consider in terms of making some changes around process obligations or code.</p> <p>YA advised that it would be beneficial to have a monthly refresh throughout to shadow period.</p> <p>YA queried how assurance would work without a UPRN or a VOA when the UPRN presented is incorrect but the address we have we want to keep in the market.</p> <p>ML advised that the assurance could be provided through the assurance mechanism downstream from that exception reason code.</p>

	<p>ML noted a question from SF in the chat – ‘for clarification, can I confirm will the SPIDS be flagged first, then you get a quarter to work them, before they are flagged as failures, or are they flagged as failures immediately?’</p> <p>ML advised that when the data quality audit flag shows that there is a UPRN or VOA associated with a SPID that has an exception reason code, it would immediately be flagged as of concern or a failure to be reviewed.</p> <p>ML presented a reminder on the <b>Calculations for M12a-c and M12d (BR-MeX)</b>, as on slides 19 - 22.</p>
<p><b>4.</b></p>	<p><b>Upcoming PAG workshop(s) &amp; AOB</b></p>
	<p>MR presented an overview of upcoming PAG workshops.</p> <p>MR advised that he would now be chairing PAG on a full-time basis moving forward.</p> <p><b>MR advised that M15/M18 summary documents will be shared after the meeting.</b></p> <p>JD advised that one of the take-aways from conversations around metering obligations was that for a long-term solution getting skip data into CMOS would be beneficial, noting that getting skip data into CMOS within 12 months would be a big ask and advised that part of the conversation on M01 would possibly around an interim solution if the conclusion is having skip data in the long run.</p> <p>JD queried whether MOSL could provide an estimation of how long it would take to adopt skip data into CMOS.</p> <p>MR advised that the upcoming discussion on M01 would be workshop based to discuss what MOSL think the design and alternative solutions might look like and then take in as many other views and potential solutions from trading parties as possible.</p> <p>EJ advised that MOSL is looking to support having an investigation around the possibility for a code change on skip data.</p> <p>JD advised that the drivers of the current M01 proposal for some of the unintended consequences is of concern and that trading parties want to avoid a proposal that forces retailers to raise bilaterals without any consideration for skip data.</p> <p>JD advised that raising a bilateral would be further down on the list of priorities or checks after a considering skip data, noting that the current M01 proposal removes the ability to do the prior checks, forcing trading parties to raise a bilateral request.</p>

JD further advised that the concern is not with penalty payments but rather about ensuring that bad performance is recorded because of bad performance and not because of a lack of access to things such as skip data. Skip data would allow trading parties to manage regional variation. Discussion needs to be had around the reputational damage and the fact that an attempt to read is not recognised.

MR closed the meeting.