

# Market Performance Framework (MPF) Reform

Reporting on Bilateral Hub metrics (M15/M18)

28 November 2024

A photograph of a person's hands typing on a laptop keyboard. The laptop screen displays a presentation slide with the text 'MARKET VALUE ADDED' in large, bold, black letters. Below this text are two lines of smaller text: '#search #business #concept' and '#keywords #design #innovate'. The slide has a light beige background with a white border. The laptop is on a wooden desk, and the person is wearing a white shirt. The background of the slide is a teal-colored triangle that points towards the top right corner of the slide.

MARKET  
VALUE  
ADDED

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

# Agenda

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	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	10 mins
2	Reporting under the new MPF (M15/M18)	Katy Woodhouse	90 mins
3	Upcoming PAG workshops & AOB	Miles Robinson	10 mins
			<b>Total: 1 hour 50 mins</b>

# To cover

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- To review the proposed approach for performance reporting under the new MPF for Bilateral Hub metrics for M18 & M15
- To note the differences between the existing reporting approach and the proposed approach under the new MPF



**Seeking PAG feedback on updates and proposals**

# Housekeeping



Welcome all – please introduce yourself in the chat



Workshop format – input and feedback needed



We will allow time for discussion and questions  
Questions via [mpfreform@mosl.co.uk](mailto:mpfreform@mosl.co.uk)



MOSL Website for [Agenda, Minutes & Slides](#)

# Part C: delivering in phases

## Phase 1: priority KPIs & BR-Mex

- **M01** - Cyclic meter reads performed within SLA (biannual/monthly)
- **M02** - Proportion of smart meters read
- **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: November 2025**

## Phase 2: lower-priority KPIs

- **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: April 2026**

\*BR-Mex candidate metrics to go live in April 2025

# Part C: delivering in phases

## Phase 1: priority KPIs & BR-Mex

- **M01** - Cyclic meter reads performed within SLA (biannual/monthly)
- **M02** – Proportion of smart meters read M02 delivered in phase one
- **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
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**To go live: November 2025**

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**To go live: April 2026**

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# MPF progress overview

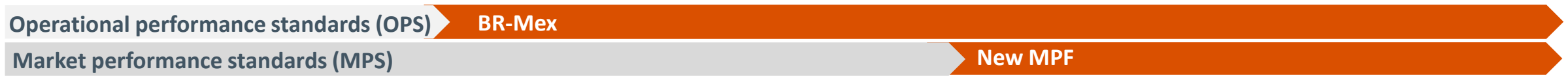
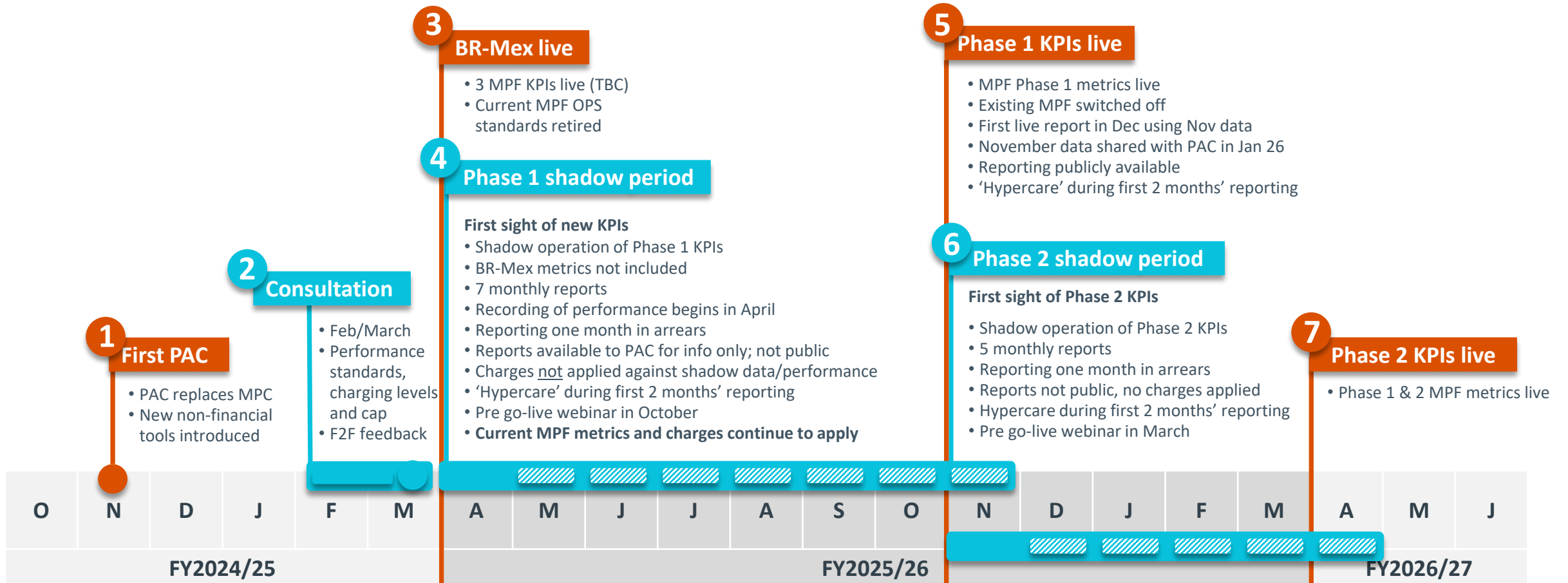
 Completed

 In progress

Part	Deliverables	MOSL	PAG	CAG	Doc Issued	Web-inar	Pre-CCC	CCC	Build	Test	Ofwat	Implement
Part A	Governance								N/A	N/A		
Part B	Non-financial tools									N/A		
Part C	<b>BRMex</b>							Jan 25			Mar 25	April 25
	<b>Phase one:</b> Priority KPIs							July 25			Oct 25	Nov 25
	<b>Phase two:</b> Enhancement KPIs							Dec 25			Mar 25	April 26
Part D	Financial tools							July 25			Oct 25	Nov 25
Part E	Market indicators & additional metrics							N/A			N/A	April 26



# MPF Delivery Plan Overview



# Agenda

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1	Welcome & update	Miles Robinson (Chair)	10 mins
2	<b>Reporting under the new MPF (M15/M18)</b>	<b>Katy Woodhouse</b>	<b>90 mins</b>
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# MPF – M18 & M15 Bilaterals – Go-Live April 2025

## Phase 1: priority KPIs & BR-Mex

- **M01** - Cyclic meter reads performed within SLA (biannual/ monthly)
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To go live: November 2025



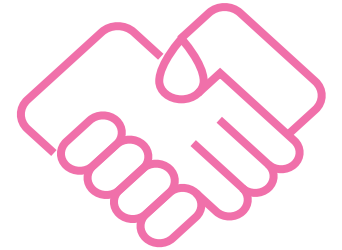
M15 Average lateness of failed SLAs for bilateral requests

M18 Proportion of SLAs for bilateral requests completed on time

# Purpose

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- **Reporting**
  - Presenting the proposed approach to reporting for M18 and M15
- **Not design**
  - Not intending to go through the M18 & M15 agreed design
- **Collaborate**
  - Welcome your input into these suggestions, please ask questions



# Reporting Types

- **Code mandated – building block for all other reports**
- **Peer comparison**
- Holistic & Dashboards

# Audience

- TPs
- PAC
- MOSL Internal
- Regulators
- Public

# Focus on 3 x Code Mandated Reports - CSD 0302



## 1. Bilateral Hub SLA Detailed Monthly Report

## 2. OPS Charges Report

## 3. OPS Peer Comparison

### 17.5 Detailed Record Content

#### 17.5.1 Bilateral Hub SLA Detailed Report

Field Name	Data Item (D Number)
ORID	D8221
SPID	D2001
Manufacturer Meter Serial Number	D3014
Wholesaler ID	D4025
Retailer ID	D4011
Request Status	D8223
Activity Status	D8224
Process	The relevant process in the Bilateral Hub (e.g. C1.R, C1.W).
End Reason	D8232
Rejection Reason	D8230
Cancellation Reason	D8036
Start Date and Time of Request	The date and time when the Request was submitted.
End Date and Time of Request	The date and time when the Request was closed or cancelled. Blank where the Request is still ongoing.
SLA Name	The specific SLA measured in accordance with CSD 0002 (Market Performance Framework) (e.g.C1 SLA 1).

Field Name	Data Item (D Number)
SLA Type	Indicates whether the specific SLA is included as part of OPS. Boolean (OPS, Non-OPS).
OPS Status	OPS specific status, as defined in CSD 0002 (Market Performance Framework). Any OPS SLA may be: <ul style="list-style-type: none"> <li>Completed (where the End Trigger of that SLA has been reached);</li> <li>Rejected (where the Activity Status (D8223) is REJECTED before the End Trigger is reached); or</li> <li>Open (where the Start Trigger of that SLA has been reached but the End Trigger has not).</li> <li>Cancelled (where the Activity Status (D8223) is CANCELLED before the End Trigger is reached)</li> </ul>
SLA Status	Relates the number of valid Business Days (excluding Deferrals) elapsed during a Request compared to the SLA. Assuming the number of valid Business Days elapsed since "Start Date of SLA" = "N", the SLA Status may be: <ul style="list-style-type: none"> <li>On Time (where <math>N \leq SLA</math>);</li> <li>Late (where <math>N &gt; SLA</math> &amp; <math>N \leq 2x SLA</math>); or</li> <li>Extremely Late (where <math>N &gt; 2x SLA</math>).</li> </ul>
OPS Charge	The charge associated with completion of the SLA outside of the allotted timeframe.
Start date of SLA	The date and time when the activity which is the Start Condition of the SLA was reached.
End date of SLA	The date and time when the activity which is the End Trigger of the SLA was reached. Blank where the SLA is still ongoing.
SLA close time (Business Days)	The number of Business Days taken to complete the SLA. "N/A" where the SLA is still ongoing.
SLA Business Days to fail	The number of Business Days remaining until the SLA is "Late". This number can be negative if the SLA has already passed its deadline. "N/A" if the SLA is complete.
Deferral Status	Flag values: <ul style="list-style-type: none"> <li>Never Deferred (Request has never been assigned a Deferral);</li> <li>Previously Deferred (Request has previously been assigned a Deferral but is not currently deferred); or</li> <li>Currently Deferred - a service request which currently has an active deferral event.</li> </ul>
Deferral event count	The number of Deferrals assigned to a Request.
Deferral Days	The combined number of Business Days elapsed during all active Deferrals assigned to the Request.

# 1. **Bilateral Hub Detailed SLA Monthly Report**

Focus on Monthly Report as Building Block for all other reports and dashboards

# As-Is Bilaterals Reporting

There are 5 key Bilaterals reports



**Bilaterals Hub SLA Detailed Month End Report** matches the Code Mandated report in CSD 0302 plus these 5 fields:

Field	Description
Snapshot period	Reporting period date e.g. 01/11/2024
OPS Performance Flag	Will be 1 if part of performance, 0 if not. Will be 0 until the ORID is CLOSED / CANCELLED
OPS Charging Flag	Will be 1 if a candidate for charging, 0 if not. Will be 0 until the ORID is CLOSED
SLA Due Date	The last day the SLA can be completed before it is late. This takes into account any deferrals
Carried Forward	Will be 1 if the ORID was raised in a prior reporting month, 0 if not

Field names, descriptions and logic will be changing under MPF

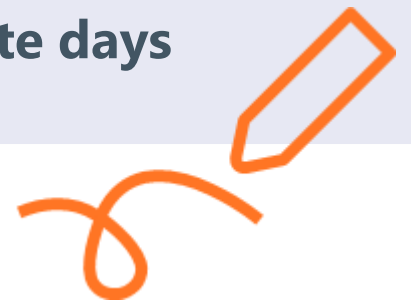
# Data Fields to Change/Remove/Add

Field Name	As-is	To-be	Change/Remove/New
SLA Type	OPS or Non-OPS	MPF or Non-MPF	Change field drop down
OPS Status	OPS Status <ul style="list-style-type: none"> <li>Completed</li> <li>Rejected</li> <li>Open</li> <li>Cancelled</li> </ul>	MPF Status <ul style="list-style-type: none"> <li>Completed</li> <li>Rejected</li> <li>Open</li> <li>Cancelled</li> </ul>	Change field name
OPS Performance Flag	OPS Performance Flag	MPF Performance Flag	Change field name and logic*
OPS Charges Flag	OPS Charges Flag	MPF Charges Flag	Change field name and logic*
<b>OPS Charge</b>	<b>£ Charge when out of SLA</b>		<b>Remove</b>
M18 Status		Pass or Fail or N/A	New – only pass or fail if SLA Type = MPF
M18 Charge		£	New – only pass or fail if SLA Type = MPF
M15 Charge		£	New – only pass or fail if SLA Type = MPF
M15 Late Days		Days late or N/A	New – only pass or fail if SLA Type = MPF

\*SLA passes and fails are not included in OPS reporting or charging until the **ORID itself has been closed or cancelled**.  
 MPF will change this so that the trigger for including an **SLA in reporting and charging is the SLA completion/expiry**

# New M18 & M15 Fields

<b>M18 status</b>	<p>For "MPF KPIs" only,</p> <ul style="list-style-type: none"> <li>• <b>Pass</b> if completed on time,</li> <li>• <b>Fail</b> if completed late,</li> <li>• <b>N/A</b> if not yet completed.</li> </ul>
<b>M18 charge</b>	<p>The charge associated with completion of the SLA <b>outside of the allotted timeframe.</b></p>
<b>M15 charge</b>	<p>The charge associated with <b>each day the SLA</b> is overdue and outstanding and/or completed late in month.</p>
<b>M15 late days</b>	<p>For "MPF KPIs" only,</p> <ul style="list-style-type: none"> <li>• the <b>number of outstanding and overdue or completed late days</b></li> <li>• <b>N/A</b> if not yet overdue and outstanding or completed late.</li> </ul>



# Field Layout of Bilats Hub SLA Monthly Report



New fields to be placed at the **end** of the existing report after Carried Forward

Snapshot Period	SLA Name
ORID	<b>SLA Type</b>
SPID	<b>MPF Performance Flag</b>
Manufacturer Meter Serial Number	<b>MPF Charging Flag</b>
Wholesaler ID	<b>MPF Status</b>
Retailer ID	Start date of SLA
Request Status	End date of SLA
Activity Status	SLA close time (Business Days)
Process	SLA Due Date
End Reason	SLA Business Days to fail
Rejection Reason	Deferral Status
Cancellation Reason	Deferral event count
Start Date and Time of Request	Deferral Days
End Date and Time of Request	Carried Forward

Fields changing

**Questions**  
 Clear on field changes?  
 Agreement with the layout?

<b>M18 Status</b>
<b>M18 Charge</b>
<b>M15 Charge</b>
<b>M15 Late Days</b>

New fields

# Non-MPF SLAs

## Assumptions

- Stay as-is, no changes to how they are reported.
- MPF reports will include both OPS and non-OPS SLAs, with the field SLA Type to distinguish between the 2 categories:

- 

**SLA Type = Non-MPF or MPF.**

- No changes to which SLAs are MPF and which are not.



# **Review of Reports**

Review of existing reports and how they are used

# Review of Reports

Which forum is leading on the discussion

## Reports



### OAG

- SPID Report
- SLA Detailed Report
- Deregistered SPID Report

### PAG

- SLA Detailed Month End Report
- OPS Charges Report

(both reports are code mandated, so codes will need to be updated if changed/removed)

## **2. OPS Charges Reports**

Wholesaler's charges report

# CSD 0302 Charges Reports

11.1.1 The Market Operator provides Performance Standard Charges Reports to the Trading Parties to provide detailed information about the Market Performance Standard Charges and Bilateral Hub Operational Performance Standard Charges that they have incurred each Month, in accordance with CSD 0002 (Market Performance Framework). Each release of the Performance Standard Charges Reports comprises a maximum of two individual Reports, covering:

(a) Market Performance Standard Charges Report; and

(b) Bilateral Hub Operational Performance Standard Charges Report  
(provided to Wholesalers only).

# Wholesalers Charges Report

As-is Bilaterals Hub OPS Charges Report Monthly

Trading Party ID	Period	Sum total of Bilateral Hub Operational Performance Standards Charges payable in Month
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To-be Bilaterals Hub MPF Charges Report Monthly

Trading Party ID	Period	Sum total of Bilateral Hub Market Performance Framework Charges payable by Month
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## Questions

- Is it worth retaining these reports, noting that will be set to zero due to charging through BR-Mex
- Sum total of M18 & M15 (or should they be separated out)



# **3. OPS Peer Comparison Report**

Agree content of peer comparison



# MPF Peer Comparison

- As-is OPS Peer Comparison currently Excel download from MOSL Website

	A	B	C	D	E	F	G
1	Reporting Period	Organisation ID	SLA	SLAs Completed	SLAs Completed Within Time	SLAs Completed Late	SLAs Completed Extremely Late

- To-be suggested

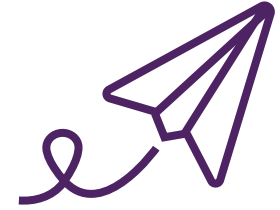
**Extremely late** NOT part of M15 design, so not part of MPF reporting

	Reporting period	Org ID	SLAs Completed	SLAs Completed on Time	SLAs Failed	Proportion of SLAs completed on time	Average Lateness (BDs)	Total Lateness (BDs)
M18	e.g. April	e.g. MOSL Water	e.g. 100	e.g. 50	e.g. 50	e.g. 50%	N/A	N/A
M15	e.g. April	e.g. MOSL Water	N/A	N/A	e.g. 50	N/A	e.g. 25	e.g. 1000

# **M18 & M15 Go-Live April 2025**

Assumptions

# M18 & M15 Go-Live – April 2025



## Assumptions:

- New MPF reports will **replace** existing OPS reports – no shadow period for M18 & M15
- For reporting period March 2025, **OPS Reports** will be published in April 2025 as usual. These will be the last OPS reports to be published.
- **Legacy** OPS reports will be archived, and available for 12 months.
- Working through scenarios where **SLAs span Go-Live** period



# Next steps

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Agree detail of Bilats Hub SLA Monthly Report, Peer Comparison



Start design of Dashboards, Holistic reports



Next PAG for M18 & M15 Reporting – 18th December



FYI – MOSL working on Ofwat BR-Mex data handover



Are we missing anything?

# Agenda

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1	Welcome & update	Miles Robinson (Chair)	10 mins
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			<b>Total: 1 hour 50 mins</b>

# Upcoming PAG workshop(s)

Date	For discussion	Detail
28 November	Reporting	Initial view of reporting requirements for Bilateral Hub metrics (M15/M18)
4 December	Financial tools*	<del>Charges and performance standards for M01*</del>
11 December	Reporting	Initial view of reporting requirements for cyclic meter reading (M01)
18 December	Reporting	Reporting requirements for Bilateral Hub metrics (M15/M18)
25 December	-	-

AOB

*\*Subject to change*