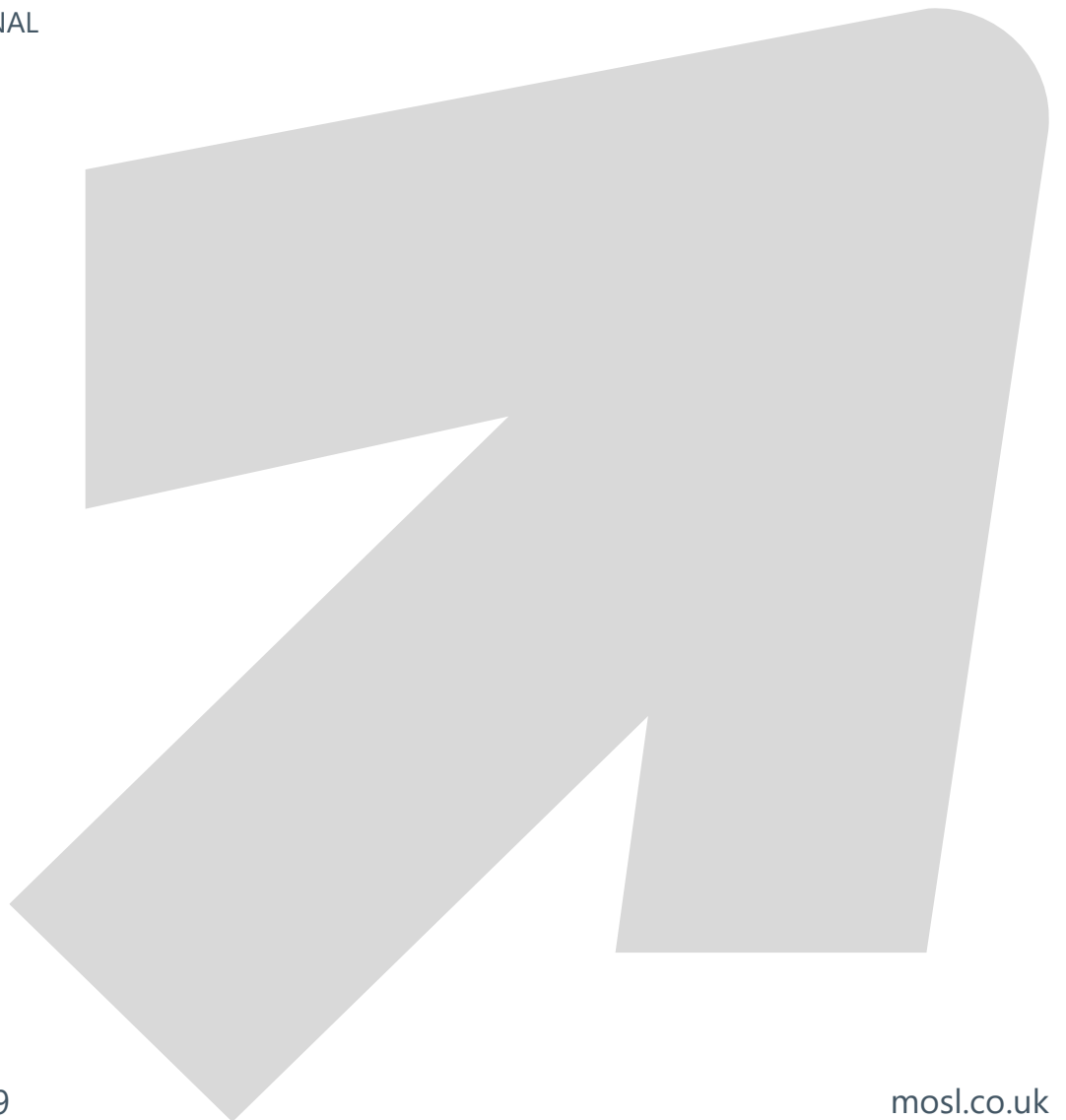


Performance Advisory Group (PAG) 63

Location: MS Teams

Date and time: 28 November 2024, 1000 - 1100

Status of minutes: FINAL



Meeting Minutes

Market attendees

Name	(Initial)	Role/Organisation	Name	(Initial)	Role/Organisation
Adam Boyns	AB	CCW (O)	Karen Winfield	KW	Anglian (W)
Clare Garland	CG	United Utilities (W)	Mark Howell	MH	Water Plus (R)
Daniel Proctor	DP	Waterplus (R)	Noel Bradley	NB	Yorkshire (W)
David Morris	DM	Waterplus (R)	Paul Walmsley	PW	Yorkshire (W)
David Moss	DMo	Castle (R)	Peter Strain	PS	Castle (R)
Emily Jerome	EJ	Water2Business (R)	Sandra McCulloch	SM	United Utilities (W)
Gerard Lyden	GL	Thames (W)	Shaun Kent	SK	Ofwat (O)
Gillian Bladen	GB	Southwest (W)	Shakima Fagan	SF	Everflow (W)
Harriet Chappell	HC	Yorkshire (W)	Sian Forward	SF	Northumbrian (W)
Jamie Davies	JD	Castle (R)	Sindiso Bango-Dube	SBD	Waterscan (R)
Jon Fuller	JF	Wessex (W)	Wendy Monk	WM	Wave (R)

MOSL Attendees

Name	(Initial)	Role	Name	(Initial)	Role
Miles Robinson	MR	Chair	Evan Joannette	EJo	Observer
Katy Woodhouse	KW	Presenter	Huw Comerford	HC	Observer
Adam Richardson	AR	Observer	Nichola Sampford	NS	Observer
Alexandra Piper	AP	Observer	Oli Robins	OR	Observer
Amanda Plumb	AP	Observer	Sam Webb	SW	Observer
Chris Dawson	CD	Observer			

<p>1.</p>	<p>Welcome & update</p>
	<p>MR welcomed all members to the meeting and confirmed the agenda. MR reminded attendees that agenda, minutes and slides are published on the MOSL website for review and questions and comments to be sent via mpreform@mosl.co.uk. MR presented a reminder on the delivery phases for part C and the MPF plan. MR presented the MPF progress overview. MR presented the revised programme plan timeline.</p> <p>MR highlighting that M02 will be delivered in phase one, moved from phase two - noted that M02 would separate smart meters from M01. Also noted that M01 will have monthly and bi-annual performance standards and will be separated by internal and external meters, with M02 having the smart meter aspects.</p> <p>MR presented the MPF delivery plan.</p>
<p>2.</p>	<p>Reporting requirements – M15/M18</p>
	<p>KW presented M18 and M15 Bilaterals Go-Live for April 2025, as on slide 11. KW talked through the Purpose of today’s discussion, as on slide 12. KW presented Reporting Types, as on slide 13. KW presented the three Code Mandated Reports – CSD 0302, as on slide 14. KW presented the As-is Bilaterals Reporting, as on slide 16. KW presented the Data fields to change/remove/add, as on slide 17. KW presented the New M18 and M15 fields, as on slide 18.</p> <p>GL confirmed that the M15 charge refers to the charge associated days late in that month, and the M15 late days refers to the total accumulative late days for the month and/or previous months.</p> <p>JF proposed that the M18 SLA statuses include ‘pass, fail, outstanding and cancelled’, for better clarity.</p> <p>MOSL to review the M18 SLA statuses and advise on additional statuses.</p> <p>GB queried when the OPS Charge when out of SLA will be dropped or whether it would be retained until the end of shadow period.</p> <p>KW noted that there would be a view presented later around how reporting would work for the overlapping month, March going into April.</p>

EJ queried whether it would be more future-proof solution to zero out the OPS charge, noting that it would be something to consider.

NB queried whether it would be a month-end report or whether the details would be added to the detailed report, too.

KW advised that the detailed report is being looked at as part of the OAG and that the is potential for fields to be added to the detailed report, too, but that it has not yet been explored.

MR clarified that some reports are being discussed under the Bilaterals Programme and other under the MPF Programme.

OR noted that points in the meeting chat would be taken away for consideration.

KW presented the **Field layout of Bilats Hub SLA Monthly Report**, as on slide 19.

GB noted that adding the new fields to the end of the existing report would be preferred.

GL advised that a discussion is needed to wrap up all the different reporting parts together to allow trading parties to consider the overall system impacts.

MR suggested that any reporting discussions with the OAG should be shared with the PAG and vice versa to ensure trading parties have a holistic view.

GL advised that consideration is needed around whether OAG or PAG takes the lead on reporting.

KW presented the **non-MPF SLAs**, as on slide 20.

KW presented a **Review of Reports**, as on slide 22.

KW presented **CSD 0302 Charges Report**, as on slide 24.

KW presented the **Wholesaler Charges Report**, as on slide 25.

JF noted that the only enriched data the report provides is on the charge, which will not be applicable after April 1st. It would need to be retained for the cutover phase, but not needed beyond that point.

GB noted that the report is used to check against invoices, noting a preference for retaining the report until implementation of the new MPF, and M18 and M15 should be separated.

EJ advised that if the charging value is useful at the cutover point, then perhaps it could potentially live in a different report.

KW presented the **MPF Peer Comparison Report**, as on slide 27.

JF advised that it would be useful to have 'outstanding and overdue' as a value as that should be closely tracked and is a growing trend.

KW presented **M18 and M15 Go-Live for April 2025**, as on slide 29.

JF advised that since scenarios where SLAs span go-live period are being considered, it would suggest that OPS Reports being published in April 2025, should not be definite and noted that consideration needs to be taken around in-flight requests.

NB queried whether a decision had been made around the OPS Dashboard on the website.

KW advised that there will be another discussion brought to the PAG to update how the OPS Dashboard and holistic reports will look.

GL advised that it would be worth considering scenarios and approaches around requests raised on the 31st of March and those with the longest SLAs in the Code and the timelines.

EJ suggested trading parties send any other scenarios through to MOSL for consideration.

KW presented the **Next Steps**, as on slide 30.

AB advised that it may be worth including a simple explanation on how some of the financial incentives under BRMeX work, for easier customer and customer representative understanding.

EJ agreed that reports need to be made clear and ensure customer-facing reports are easy to understand.

GL agreed that there would be valuable in having the reporting available in a digestible way.

GL noted that the reporting is built on the design rules and advised that it is important to capture the design rules upfront and ensure compliance with the design rules and consider possible edge cases.

KW noted that an 'about' tab will be built into all reports.

	<p>GB queried whether there would be an opportunity to have early sight of what the BRMeX data and the details will look like.</p> <p>SW advised that MOSL will report B-MeX and R-Mex scores, but that the BRMeX score will be done by Ofwat.</p> <p>SK advised that the BRMeX score will be relative, taking the BMeX and RMeX scores and the scores on how trading parties have performed against M18 and M15. Wholesalers who score above the mean would receive an outperformance payment and those who score below will receive a penalty.</p> <p>GB queried whether there would be a summary or 'about' tab explaining how the composite score is reached.</p> <p>SK advised that there is a description on the metrics in the draft determinations and that Ofwat is looking at having engagements and communications around what the composite score would look like and helping people understand it.</p> <p>NB queried whether there was currently a peer comparison view on how trading parties are performing on average late days for M18, and if there is any data that can be provided.</p> <p>MR advised that MOSL needs to understand what the requirements are in order to understand the design timeframe, and that they may be room to share some data in advance, but that MOSL would take the query away and advise.</p> <p>GL advised that would possibly be a need for additional reporting from MOSL and that it would be helpful for MOSL to adopt the Ofwat methodology around how metrics are being averaged and how different metrics are combined, as it would be helpful.</p> <p>MR noted that the ask is for trading parties to have more regular visibility of what the Ofwat BRMeX metric will look like over time and that perhaps MOSL might be able to capture that in the regular reporting, but that MOSL would take the suggestion away and advise.</p>
<p>3.</p>	<p>Upcoming PAG workshop(s) & AOB</p>
	<p>MR presented a view on upcoming workshops.</p> <p>JD queried whether there would be a review of transfer reads as things have changes since the last discussions, and whether that would be in scope for the new year.</p>

EJ agreed that transfer reads might need to be reviewed considering new decisions.

MR advised that MOSL would discuss and possibly revisit the discussion with PAG.

EJ noted that the previous ask was to have a summary document on the decisions and next steps for each metric, and whether that was still being considered.

MR advised that MOSL is considering what the best format for the document would be and will consider the query and advise.

MR closed the meeting.