

**MOSL**

# **M18 & M15 Reporting Requirements**

***PAG – 2<sup>nd</sup> session***

**Katy Woodhouse**  
**Business Analyst**  
20<sup>th</sup> December 2024



# Agenda

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	Item	Presenter	Time
1	<b>Welcome &amp; update</b>	<b>Chris Dawson (Chair)</b>	<b>10 mins</b>
2	Reporting under the new MPF (M18 & M15)	Katy Woodhouse	40 mins
3	Upcoming PAG workshops & AOB	Chris Dawson	10 mins
			<b>Total: 1 hour</b>

# To cover

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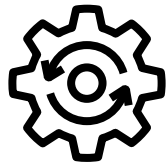
- To revisit the proposed approach for reporting requirements under the new MPF for M18 & M15.
- To note the differences between the existing reporting approach and the proposed approach under the new MPF



# 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 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
- **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



# Agenda

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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)
- **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
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To go live: November 2025



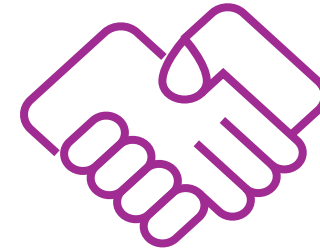
M15 Average lateness of failed SLAs for bilateral requests

M18 Proportion of SLAs for bilateral requests completed on time

# Agenda – SME Session

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1. Recap
  1. Bilateral Hub Detailed SLA Monthly Report
  2. Peer Comparison
2. PAG Clarifications
  1. M18 Statuses
  2. OPS Charge Field
  3. OAG Trend Report
  4. OPS Charges Report
3. Go-live planning
  1. Reporting publication dates
  2. SLAs



# **1. Recap M18 & M15 Reporting**

- 1. Bilateral Hub Detailed SLA Monthly Report**
- 2. Peer Comparison Report**

# 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 \text{SLA}</math>);</li> <li>Late (where <math>(N &gt; \text{SLA}) \ \&amp; \ (N \leq 2x \ \text{SLA})</math>); or</li> <li>Extremely Late (where <math>N &gt; 2x \ \text{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.

# 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

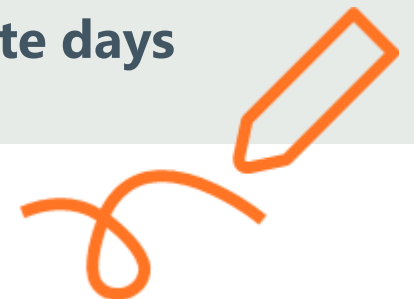
# Data Fields to Change/Remove/Add

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*
OPS Charge	£ Charge when out of SLA		Remove when OPS reporting ends
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>	For "MPF KPIs" only, <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>	The charge associated with completion of the SLA <b>outside of the allotted timeframe.</b>
<b>M15 charge</b>	The charge associated with <b>each day the SLA</b> is overdue and outstanding and/or completed late in month.
<b>M15 late days</b>	For "MPF KPIs" only, <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

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

**Agreed at last PAG  
- new fields at end  
of report**

Fields changing

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

New fields



# 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

**Noel suggestion: Average Lateness (BDs) added**

	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

## **2. PAG Clarifications**

- 1. M18 Statuses**
- 2. OPS Charge Field**
- 3. OAG Trend Report**
- 4. OPS Charges Report**

# **M18 Statuses, OPS Charge, OAG Trend Report**

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- Expand the **M18 SLA statuses** to include 'pass, fail, outstanding and cancelled' – Jon Fuller request. Currently have Pass or Fail or N/A.

Decision: Use Pass or Fail or N/A, don't need any other statuses. You can identify the outstanding and cancelled statuses from other reports.

- **OPS charge** field previously agreed to remove it. However, be better to future-proof solution by zeroing out the OPS charge, rather than remove.

Decision: Keep as zero and remove when OPS reporting ends. Change field name MPF Charge.

- **OAG Trend Report** – checking that no issues when M18 & M15 go-live

Decision: Play back to OAG/PAG how Bilats/MPF reporting will compliment each other (Gerard recommendation)

# OPS Charges Report – Currently Code Mandated

## 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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- Jon Fuller noted that the only enriched data the report provides is on the charge, which will not be applicable after April 1<sup>st</sup>. It would need to be retained for the cutover phase, but not needed beyond that point.
- Gillian B 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.

### Decision:

- Remove from codes
- Stop running this report when OPS reporting stops, not necessary with zero charges
- Reconsider if charges introduced

# **3. Go-Live Planning**

- 1. Ending of OPS reporting**
- 2. Managing SLAs**

# **Go-Live Planning - Ending of OPS reporting**

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Jon Fuller and Gerard Lyden asked when OPS Reports will need to be published until and noted that consideration needs to be taken around in-flight requests over the go-live period and how those requests are managed.

## **Decision:**

- Everything in-flight becomes an MPF SLA.
- Turn off OPS reporting when March reporting period up to 31<sup>st</sup> March are published.
  - 1st Business day Bilaterals Hub SLA Detailed Month End Report
  - 2<sup>nd</sup> Business day OPS Dashboard
  - 16<sup>th</sup> Business day OPS Charges Report and OPS Peer Comparison published.

# Go-live Planning – Managing SLAs

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SLAs that span go-live time period – “Transitional SLAs”

**Decision:** As of 31<sup>st</sup> March 18:00 pm, any SLAs still in-flight will migrate from OPS to MPF, and will be subject to M18 & M15. This means, SLAs count starts and/or adds to existing BDs late, and therefore **charges apply from 1st April onwards**

## Examples.....

- C1 12 days SLA, 25th March start, end trigger 4th April = not late, no charge, pass M18 (out of scope of M15)
- C1 12 days SLA, 25th March start, end trigger 15th April = BDs late, M15 charge, M18 fail when SLA ended
- C1 12 days SLA, 100 days late on 31st March, 1st April starts incurring M15 charges until end trigger, these charges will **not** be back dated to prior to 1st April, M18 fail when SLA ended

Peer comparison reporting will include total and average BDs late **throughout the life of the SLA**, even if that SLA started before 1st April.

# Upcoming PAG workshop(s)\*

Date	For discussion	Detail
25 December		Cancelled
8 January 2025	Financial tools*	Charges and performance standards for M01
15 January 2025	Financial tools*	Charges and performance standards / Consultation 5
22 January 2025	TBC	
30 January 2025	TBC	

AOB

*\*Subject to change*