

M18 & M15 Reporting Requirements

PAG – 3rd session

Katy Woodhouse
Business Analyst
15th January 2025



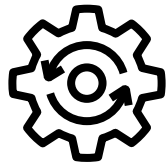
Agenda

	Item	Presenter	Time
1	Welcome & update	Chris Dawson (Chair)	10 mins
2	M18/M15 Transitional SLAs	Katy Woodhouse	50 mins
3	OPS Dashboard & Holistic Reporting Open Discussion	Katy Woodhouse	50 mins
4	Upcoming PAG workshops & AOB	Chris Dawson (Chair)	10 mins
			Total: 2 hours

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



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

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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
- **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)

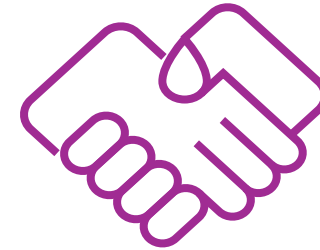
To go live: November 2025

M15 Average lateness of failed SLAs for bilateral requests

M18 Proportion of SLAs for bilateral requests completed on time

Agenda M18 & M15

1. Transitional SLAs live during Go-Live
2. Dashboard Reporting
3. Holistic Reporting



1. Transitional SLAs live during Go-Live

What happens to SLAs that aren't closed during Go-Live period March to April 2025?

Proposing "Clean break" approach

Issue: The pass/fail reporting trigger for OPS is different than M18

- Transitional SLAs = any Request outstanding (i.e. not closed) and SLA ended on 1st April go-live

OPS

Triggered at bilateral
closure

M18

Triggered at SLA
completion

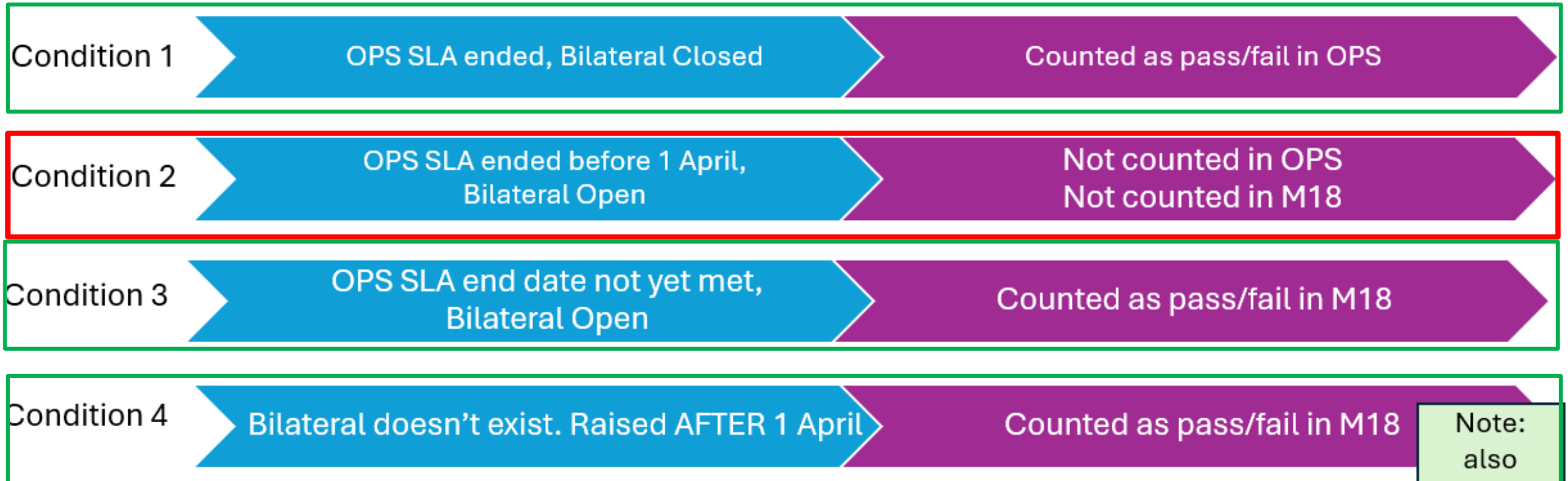
Any bilateral open at
transition, but failed
its SLA, won't
automatically trigger
either framework

Transitional SLAs – Clean Break Approach

Thanks to Noel for submitting scenario

Condition at transition from 31 March to 1 April

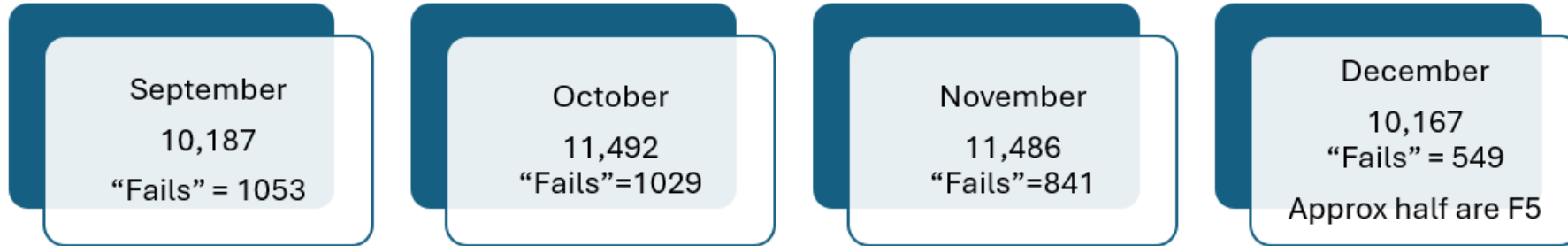
Treatment of SLA pass/failure



Condition 4 isn't raised yet, will be in MPF

Note:
also
subject
to M15

Condition 2: Number of SLAs



- There were 26 Retailers with SLAs ended in December 2024, that would mean an average of 21 “failed” SLAs to be reviewed each
- 2,340 of the 10,167 SLAs were ended before December 2024
- For Wholesalers to be held accountable (pass and fails), Retailers need to review these requests

Transitional SLAs live during Go-Live

1. Any bilateral request open on 1st April, but already completed (failed/passed) its SLA in March or before, won't automatically be part of M18
2. When M18 goes live on 1st April, any SLAs that aren't ended will be part of M18 when the SLA ends (Condition 3)
3. In preparation for 1st April go-live, can TPs close requests to prevent SLAs not being captured in either OPS or MPF (if completed on 31st March, only few hours for retailer to review & close)
4. SLA completed in April but not closed or still outstanding SLAs will be reported on in May reports

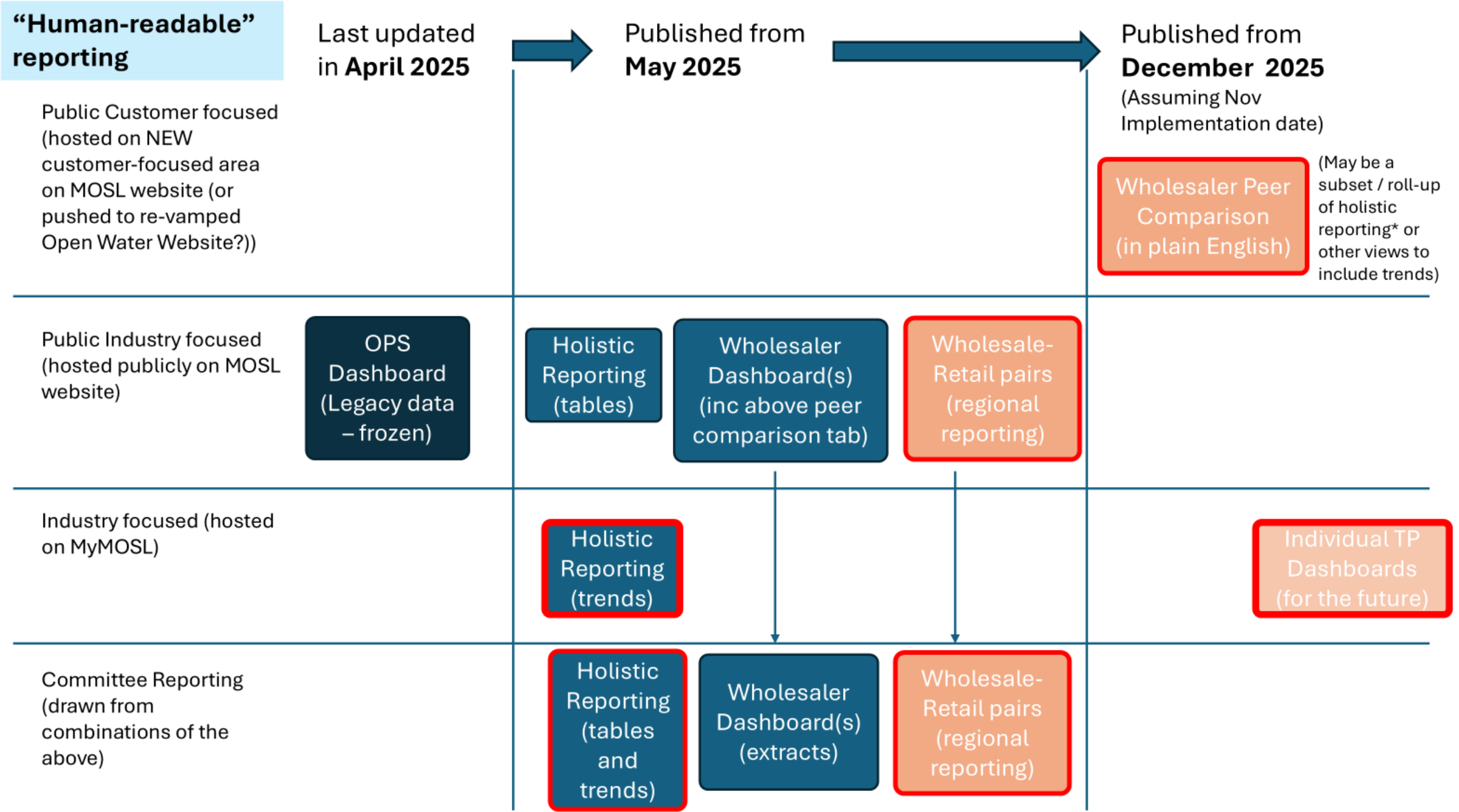
2. Dashboard Reporting

What will replace the OPS dashboard? What does M18 & M15 dashboard reporting look like?

Open discussion – Jon Fuller request

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As-Is OPS Dashboard – Overview Tab

Operational Performance Standards (OPS) dashboard Overview

Overview

Trading Parties

Detail

About



Bilaterals data as of 01/10/2024 Legacy data as of 01/03/2024 Last update 04/11/2024:07:30

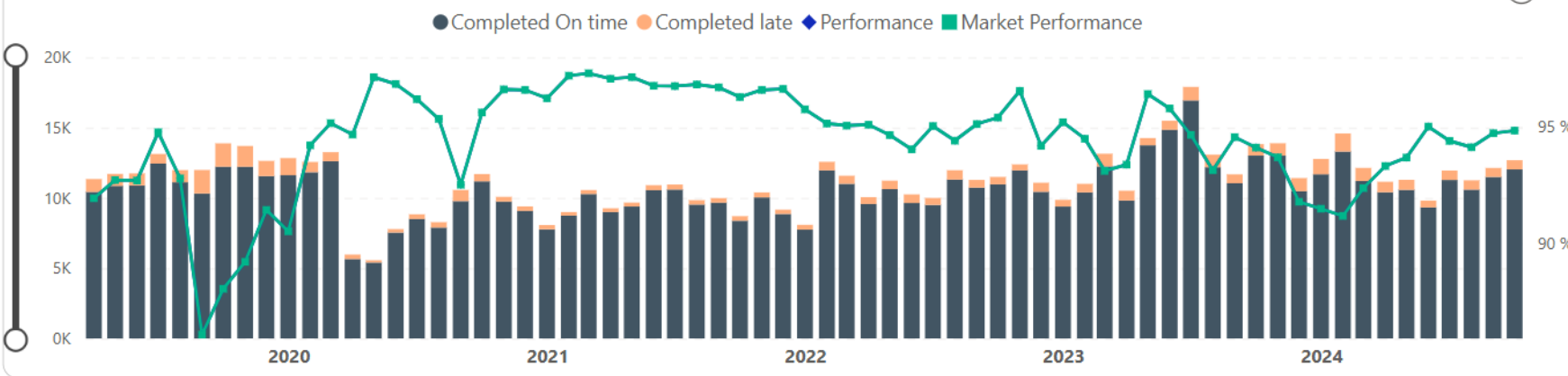
Total tasks
753K

On time tasks
710K

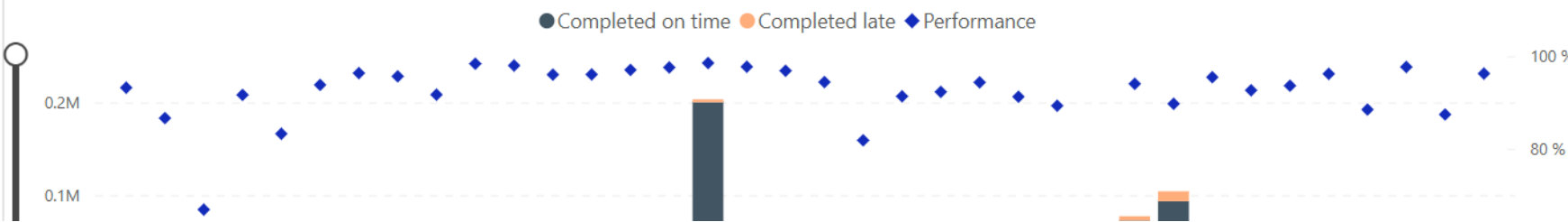
Late tasks
43K

Performance
94.27 %

Trend of task completion and performance



Task completion and performance by standard



Source

- Select all
- Bilaterals
- Legacy

Period

- Grouped by financial year
- Select all
 - 2024/25
 - 01/04/2024
 - 01/05/2024
 - 01/06/2024
 - 01/07/2024
 - 01/08/2024

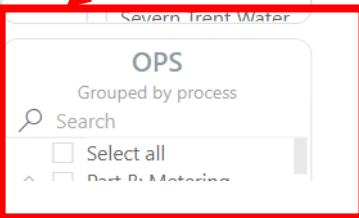
Wholesalers

- Grouped by type
- Search
- Select all
 - NAV
 - Leep Water Netwo...
 - WaSC
 - Anglian Water
 - Northumbrian Water
 - Severn Trent Water

OPS

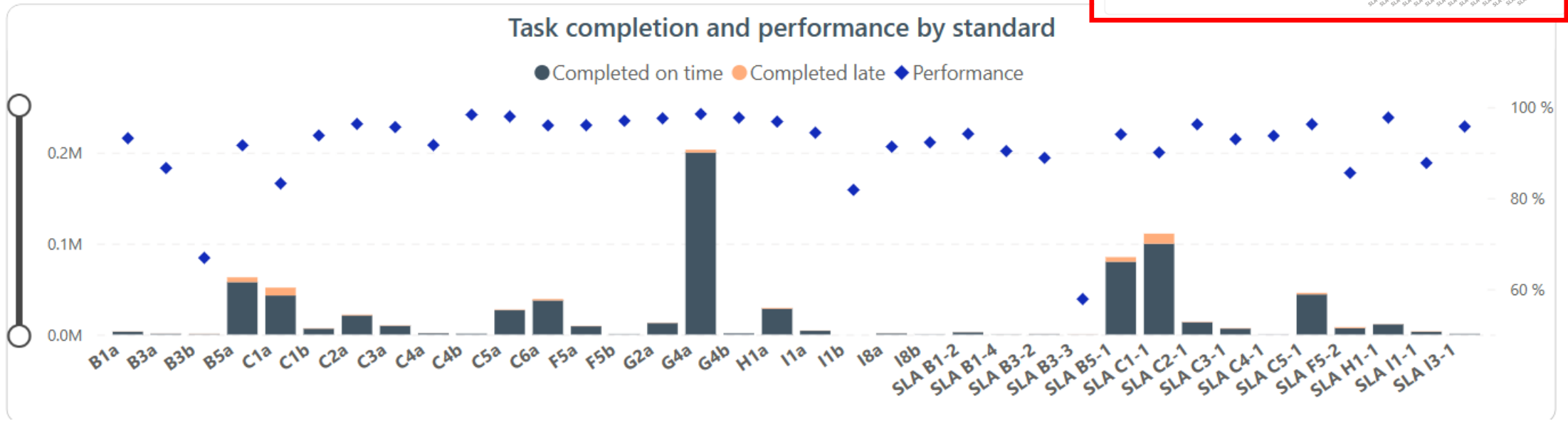
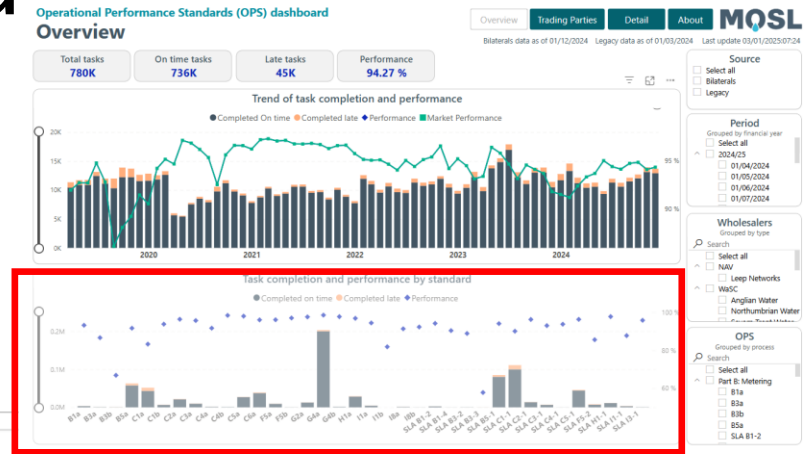
- Grouped by process
- Search
- Select all
 - Part B Metering

M18 & M15 add toggle

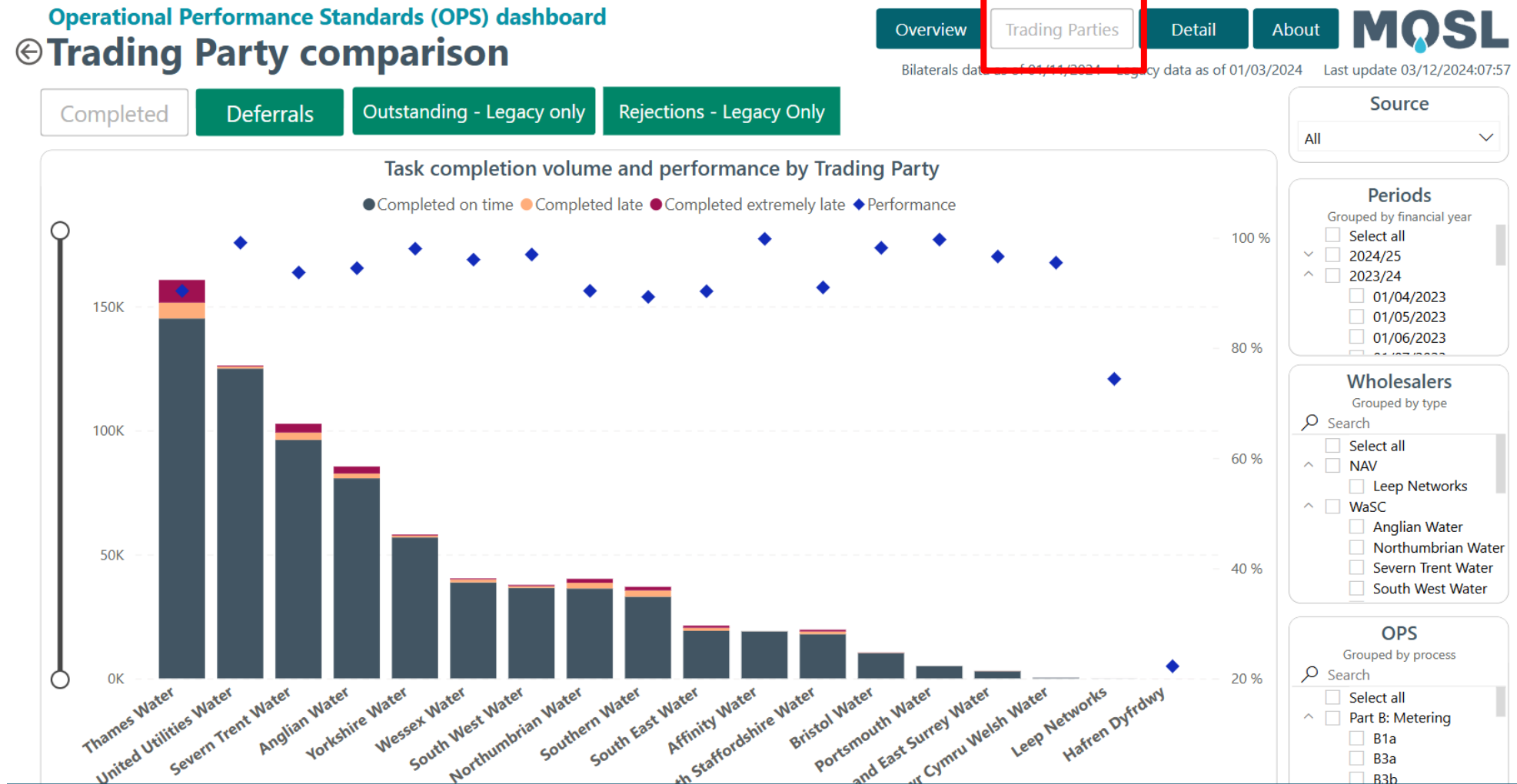


As-Is OPS Dashboard – by Standard

- Remove the Self-Reported/legacy standards (not updated since March '24)
- Show M18/M15 standards combined?



As-Is OPS Dashboard – Trading Parties Tab



Filter by BR-Mex trading parties, and non-BR-Mex trading parties?

As-Is OPS Dashboard – Detail Tab

Duplication of information published on 2 different dates

Operational Performance Standards (OPS) dashboard

Legacy data

Overview

Trading Parties

Detail

About



Bilaterals data as of 01/11/2024 Legacy data as of 01/03/2024 Last update 03/12/2024:07:57

Bilaterals OPS data

Reporting Period	Trading Party	SLA Name	SLAs Completed	SLAs Completed Within Time	SLAs Completed Late	SLAs Completed Extremely Late
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Confirm hosting location of this, is there a need to download this?

To-Be – Detail tab will have Peer Comparison Report. This won't be published separately any longer.

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

Changed formatting of this report since last PAG

As-Is OPS Dashboard – About Tab

Operational Performance Standards

Standard	Standard Title	Standard Charge	Associated Process	Process Description	Process Group
B1a	Meter Installation	40.00	B1	Installation of a meter performed by the Wholesaler	Part B: Metering
B3a	Meter Accuracy Test - Site Visit	40.00	B3	Meter accuracy test performed by the Wholesaler	Part B: Metering
B3b	Meter Accuracy Test - Completion	40.00	B3	Meter accuracy test performed by the Wholesaler	Part B: Metering
B5a	Repair or replacement of a faulty meter performed by the Wholesaler	40.00	B5	Repair or replacement of a faulty meter performed by the Wholesaler	Part B: Metering
C1a	Verification of meter details or meter supply arrangements (Retailer Requested)	40.00	C1	Verification of meter details or meter supply arrangements	Part C: Confirmation and verification of supply arrangements
C1b	Verification of meter details or meter supply arrangements (Wholesaler Initiated)	40.00	C1	Verification of meter details or meter supply arrangements	Part C: Confirmation and verification of supply arrangements
C2a	Gap Sites identified by the Wholesaler - Visit	40.00	C2	Gap Sites identified by the Wholesaler	Part C: Confirmation and verification of supply arrangements
C3a	Gap Sites identified by the Retailer – verification, visit and meter installation	40.00	C3	Application in respect of Gap Sites proposed by the Retailer	Part C: Confirmation and verification of supply arrangements
C4a	Missing Service Components identified by the Wholesaler or the Retailer (Retailer Requested)	40.00	C4	Missing Service Components identified by the Wholesaler or the Retailer	Part C: Confirmation and verification of supply arrangements
C4b	Missing Service Components identified by the Wholesaler or the Retailer (Wholesaler Initiated)	40.00	C4	Missing Service Components identified by the Wholesaler or the Retailer	Part C: Confirmation and verification of supply arrangements
C5a	Deregistration of a Supply Point (including as a result of an Exit Change of Use) or removal of Service Components at the request of the Wholesaler - Notification	40.00	C5	Deregistration of a Supply Point (including as a result of an error in Registration or a change of circumstance) or removal of Service Components at the request of the Wholesaler	Part C: Confirmation and verification of supply arrangements
C6a	Deregistration of a Supply Point (including as a result of an	40.00	C6	Application in respect of Deregistration of a Supply Point	Part C: Confirmation and verification

Contact

For more information on this dashboard please raise a query in MYMOSL if you

Version history

Date	Version	Description
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Wording will be updated and include definitions of new M18 & M15 additions

3. Holistic Reporting

What will holistic reporting look like for M18 & M15?

As-Is Holistic Peer Comparison



Retailers with more than 5,000 SPIDs

Retailer Holistic Peer not impacted by M18 & M15

Retailer Tables split by:

- more than 5000 SPIDs Retailers
- fewer than 5000 SPIDs Retailers
- Self-Supply and NAV Retailers

Opportunity to change the reporting split?

Name	MPS	Data Quality	Vacant with Consumption	Long Unread Meters	Complaints to Retailer	Complaints to CCW	RankSum	Average%	Total Rank
Water2business	95.35 %	100.00 %	99.46 %	94.02 %	5.05	0.06	13	97.21 %	1
Pennon Water Services	91.86 %	99.93 %	99.75 %	94.25 %	7.18	1.37	15	96.45 %	2

Retailers with fewer than 5,000 SPIDs

Name	MPS	Data Quality	Vacant with Consumption	Long Unread Meters	RankSum	Average%	Total Rank
Veolia Water Retail	99.53 %	100.00 %	100.00 %	100.00 %	4	100.00 %	1
Dwr Cymru Welsh Water	98.44 %	100.00 %	100.00 %	100.00 %	6	99.92 %	2
Waterscan	95.98 %	100.00 %	99.80 %	99.80 %	12	99.88 %	3
Hafren Dyfrdwy	57.89 %	100.00 %	100.00 %	100.00 %	15	99.24 %	4
ConservAqua	93.22 %	99.90 %	98.50 %	98.50 %	19	95.83 %	5
YŪ Water	69.81 %	100.00 %	97.80 %	97.80 %	20	93.48 %	6
The Water Retail Company	82.48 %	99.61 %	99.90 %	99.90 %	21	93.75 %	7

Self Supply and NAV Retailers

Name	MPS	Data Quality	Vacant with Consumption	Long Unread Meters	RankSum	Average%	Total Rank
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Wholesalers with more than 1,000 supply points

Wholesaler Tables split by:

- Wholesalers with more than 1,000 supply points
- Wholesalers with fewer than 1,000 supply points and NAV

Name	Metering & verification	Customer Service & Disconnection	MPS	UPRN	VOA	GIS	Long Term Vacant	Legacy Long Unread Meters	Wholesale Long Unread Meters	Bilateral Days Past SLA	RMAX Overall Score	RankSum	Average%	Total Rank
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Wholesalers with fewer than 1,000 supply points and NAV wholesalers

Name	UPRN	VOA	GIS	Long Term Vacant	Legacy Long Unread Meters	Wholesale Long Unread Meters	RankSum	Average%	Total Rank
Hafren Dyfrdwy	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	0.00	6	100.00 %	1
Icosa Water	100.00 %	100.00 %	94.12 %	100.00 %	100.00 %	0.00	9	98.82 %	2
Albion Water	100.00 %	92.86 %	100.00 %	100.00 %	100.00 %	0.00	9	98.57 %	3
Albion Eco	100.00 %	0.00 %	100.00 %	100.00 %	100.00 %	0.00	13	80.00 %	4
Dwr Cymru Welsh Water	100.00 %	99.24 %	81.09 %	100.00 %	100.00 %	0.57	20	96.07 %	5
Independent Water Networks	91.40 %	91.40 %	81.72 %	100.00 %	100.00 %	0.00	20	92.91 %	6
Veolia Water Projects	63.96 %	60.36 %	88.28 %	100.00 %	100.00 %	7.56	29	82.52 %	7
Leep Water Networks	20.39 %	23.46 %	78.23 %	98.88 %	99.32 %	3.65	47	64.06 %	9

See enlarged image

Name	Metering & verification	Customer Service & Disconnection	MPS	UPRN	VOA	GIS	Long Term Vacant	Legacy Long Unread Meters	Wholesale Long Unread Meters	Bilateral Days Past SLA	RMAX Overall Score	RankSum	Average%	Total Rank
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Holistic Peer Comparison

Wholesalers with more than 1,000 supply points

Add M18 & M15 to replace Bilats Days Past SLA

Add B-Mex

Remove

Replaced by M12

Bilateral Days Past SLA

New metrics e.g. M19 to be added later

Name	Metering & verification	Customer Service & Disconnection	MPS	UPRN	VOA	GIS	Long Term Vacant	Legacy Long Unread Meters	Wholesale Long Unread Meters	Bilateral Days Past SLA	RMAX Overall Score	RankSum	Average%	Total Rank
Portsmouth Water	100.00 %	100.00 %	100.00 %	94.96 %	82.95 %	99.66 %	99.07 %	99.99 %	0.18	0.00	80.00 %	32	97.08 %	1
Affinity Water	99.90 %	100.00 %	92.95 %	84.83 %	89.55 %	99.91 %	97.49 %	98.87 %	1.03	0.00	87.50 %	63	95.44 %	2
Yorkshire Water	94.94 %	99.35 %	97.91 %	97.07 %	88.12 %	97.04 %	99.31 %	98.93 %	0.61	7.59	80.91 %	66	96.58 %	3
Bristol Water	96.19 %	99.15 %	95.14 %	98.71 %	88.55 %	93.39 %	98.08 %	99.99 %	0.76	7.18	81.43 %	66	96.15 %	4
United Utilities Water	99.32 %	97.81 %	96.79 %	94.09 %	89.05 %	99.21 %	99.68 %	98.23 %	0.97	24.54	83.85 %	69	96.77 %	5
South West Water	94.63 %	96.02 %	95.48 %	97.16 %	97.99 %	97.03 %	98.24 %	99.68 %	2.42	11.17	79.17 %	73	97.03 %	6
Southern Water	92.62 %	92.66 %	92.36 %	97.38 %	96.07 %	98.97 %	99.02 %	99.37 %	2.43	2.53	79.17 %	73	96.06 %	7
Severn Trent Water	97.39 %	89.00 %	83.66 %	98.60 %	98.34 %	97.97 %	99.58 %	98.29 %	4.17	4.03	74.00 %	73	95.35 %	8
South East Water	95.24 %	89.86 %	82.87 %	99.39 %	89.09 %	95.32 %	98.65 %	99.67 %	1.98	7.46	64.00 %	83	93.76 %	9
Anglian Water	85.12 %	95.60 %	98.82 %	91.43 %	93.74 %	96.65 %	98.59 %	99.41 %	1.68	26.71	80.00 %	87	94.92 %	10
Northumbrian Water	94.61 %	98.27 %	84.19 %	76.06 %	89.40 %	97.08 %	94.79 %	98.97 %	0.80	0.52	83.33 %	88	91.67 %	11
Sutton and East Surrey Water	93.88 %	100.00 %	91.30 %	90.39 %	82.21 %	84.91 %	97.97 %	99.75 %	0.45	26.66	81.25 %	90	92.55 %	12
Wessex Water	96.12 %	94.57 %	89.71 %	72.45 %	62.09 %	93.74 %	97.87 %	99.98 %	0.52	0.65	76.67 %	91	88.32 %	13
Thames Water	92.64 %	70.12 %	80.51 %	96.31 %	92.00 %	96.42 %	98.63 %	98.07 %	3.29	14.15	63.08 %	111	90.59 %	14
South Staffordshire Water	66.63 %	85.71 %	81.08 %	84.37 %	67.48 %	97.39 %	95.52 %	98.89 %	13.71	58.91	76.67 %	131	84.64 %	15

Questions



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Upcoming PAG workshop(s)*

Date	Detail
22 January 2025	Charges and performance standards for M01, M19, M02
30 January 2025	Charges and performance standards for M04, M06, M09 Transfer Reads
5 February 2025	TBC

AOB

**Subject to change*