

Market Performance Framework (MPF) Reform

Open discussion on cyclic
meter read design

Performance Advisory Group – meeting 74
11 February 2025

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 several horizontal lines and a list of hashtags: '#search #business #concept #keywords #design #innovate'. The background of the slide is a light beige color with a white border around the text area. The laptop is on a wooden desk, and the person is wearing a white shirt sleeve.

MARKET
VALUE
ADDED

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

To cover

- Review of M01/M02 design
- Review of logic around vacant meters in consultation 5 modelling
- Review of design for legacy long-unread meters
- Replay of M09 (proportion of estimated transfer reads) following PAG feedback



Seeking PAG input to understand current problems and potential solutions



Agenda

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	10 mins
2	Review of M01/M02 design	PAG open discussion	40 mins
3	Review of logic around vacant meters in consultation 5 modelling	PAG open discussion	20 mins
4	Review of design for legacy long-unread/long-unread meters	PAG open discussion	20 mins
5	Update on M09 following PAG feedback	Steve Formoy	20 mins
6	Upcoming PAG workshops & AOB	Miles Robinson (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](#)

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: enhancement 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 metrics – to go live in April 2025

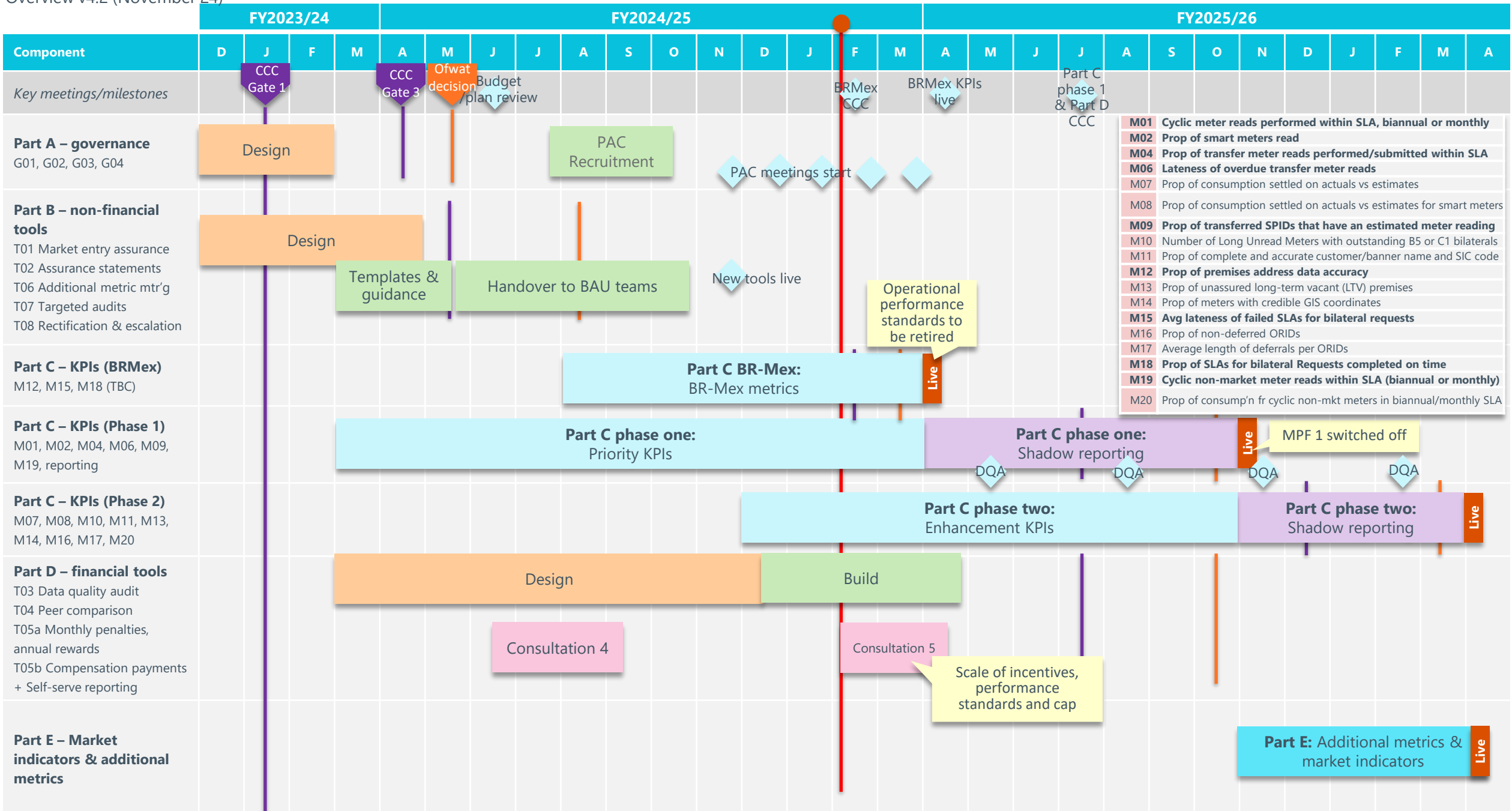
MPF progress overview

-  Completed
-  In progress
-  At risk

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	BRMex							Feb 25			Mar 25	April 25
	Phase one: Priority KPIs							July 25			Oct 25	Nov 25
	Phase two: 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

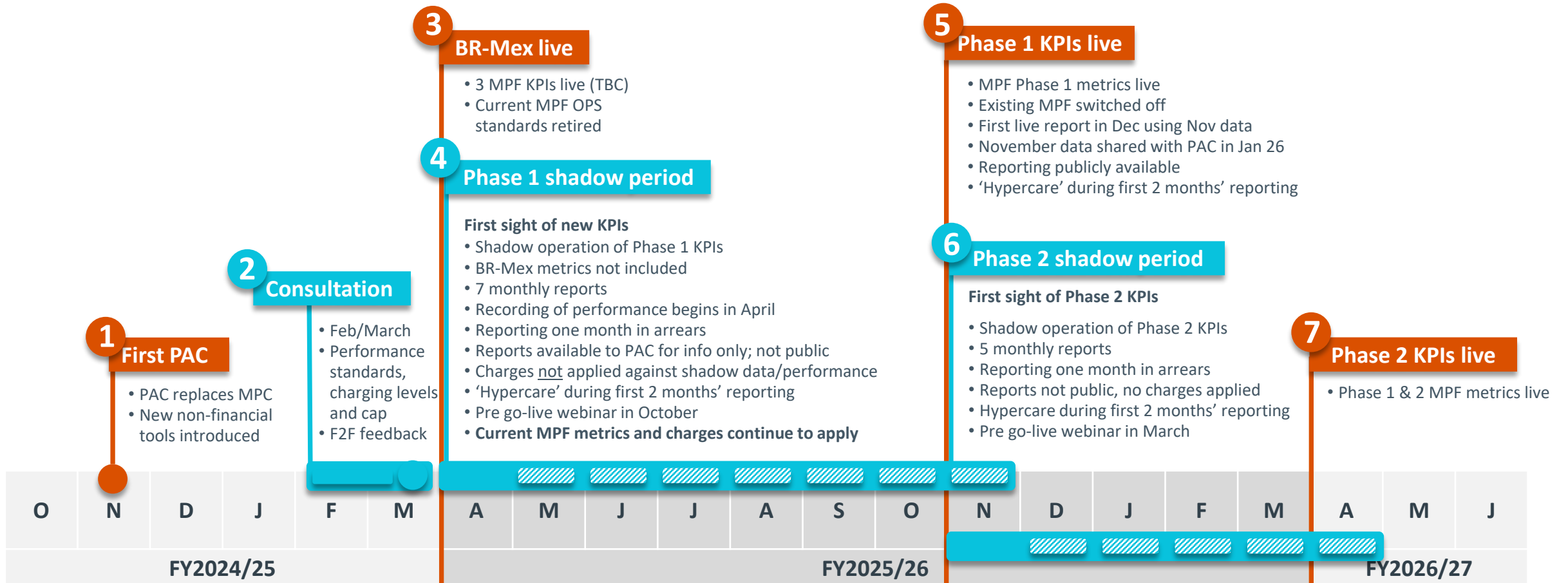
Programme plan

Overview v4.2 (November 24)



- M01 Cyclic meter reads performed within SLA, biannual or monthly
- M02 Prop of smart meters read
- M04 Prop of transfer meter reads performed/submitted within SLA
- M06 Lateness of overdue transfer meter reads
- M07 Prop of consumption settled on actuals vs estimates
- M08 Prop of consumption settled on actuals vs estimates for smart meters
- M09 Prop of transferred SPIDs that have an estimated meter reading
- M10 Number of Long Unread Meters with outstanding B5 or C1 bilaterals
- M11 Prop of complete and accurate customer/banner name and SIC code
- M12 Prop of premises address data accuracy
- M13 Prop of unassured long-term vacant (LTV) premises
- M14 Prop of meters with credible GIS coordinates
- M15 Avg lateness of failed SLAs for bilateral requests
- M16 Prop of non-deferred ORIDs
- M17 Average length of deferrals per ORIDs
- M18 Prop of SLAs for bilateral Requests completed on time
- M19 Cyclic non-market meter reads within SLA (biannual or monthly)
- M20 Prop of consump'n fr cyclic non-mkt meters in biannual/monthly SLA

MPF Delivery Plan Overview



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M01/M02 merged or as separate KPIs

Current proposal for M01/M02

The current proposal recognises cyclic meters reads for Smart and Non-smart meter as separate KPIs, key rationale below:

- Provides a more transparent view of cyclic meter read performance
- The difference in performance between the two metrics is significant
- Accounts for different speeds of Smart Meter rollout nationwide
- Framework can develop with meter reading as more meters become Smart

Current proposal for M02

The current proposal recognises cyclic meters reads for Smart as a KPI, not an API, key rationale below:

- Continued focus on customer outcomes – cyclic meter read performance remain a high priority metric
- Meter reading remains a core obligation within the Market Codes
- Key performance indicators can be subject to intervention tools, additional performance indicators cannot

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Current proposal for vacancy

The current proposal looks to include an incentive to read meters regardless of occupancy status:

- Retailers are obligated to read all meters within the Market Codes, but the current framework does not incentivise meter reading during periods of vacancy
- In the data modelling for Consultation 5, current data was used to review meter reads being taken on vacant sites
- If more meter reads are taken on vacant sites in the future, it is likely to mean the performance standard is more lenient.

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Current proposal for LLUMs and LUMs

Both LLUMs and LUMs are included within cyclic meter read performance in the current proposal, this is consistent with the current framework and Market Codes. rationale below:

- A key success criteria for the programme is to ensure a simple and transparent framework – performance should reflect the number of meters being read across the Market
- It is important that the framework includes an incentive to read meters regardless of the length of time since the last read was taken
- The exclusion from performance remains where a bilateral request is outstanding

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M09 – % performance standard update

M09

Proportion of 'Actual' transfer meter reads

Original proposal: 0%

PAG feedback:

- Why not use historical performance to set a non-zero standard that can be monitored and changed later?
- Feels more like an additional performance indicator.

M09

Proportion of 'Actual' transfer meter reads

Revised proposal: 60% to be consulted on

Rationale:

- Based on bottom of top quartile
- Non-charging KPI
- Important to monitor alongside M04 and to drive up performance

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Upcoming PAG workshop(s)

Date	For discussion	Detail
12 February	MPF Metrics	PAG open discussion on cyclic meter read design & replay of M09 proposal
19 February	Break	-
25 February	Holistic reporting*	Initial view of holistic reporting proposal
5 March	Consultation 5 update*	Review of feedback themes with PAG

**Subject to change*

AOB

