

Market Performance Framework (MPF) Reform

M02 smart meters and consultation 5 feedback

Performance Advisory Group – meeting 79
19 March 2025

Agenda

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	10 mins
2	M02 – Proportion of smart meters read	Oli Robins	1hr 40 mins
3	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** - 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

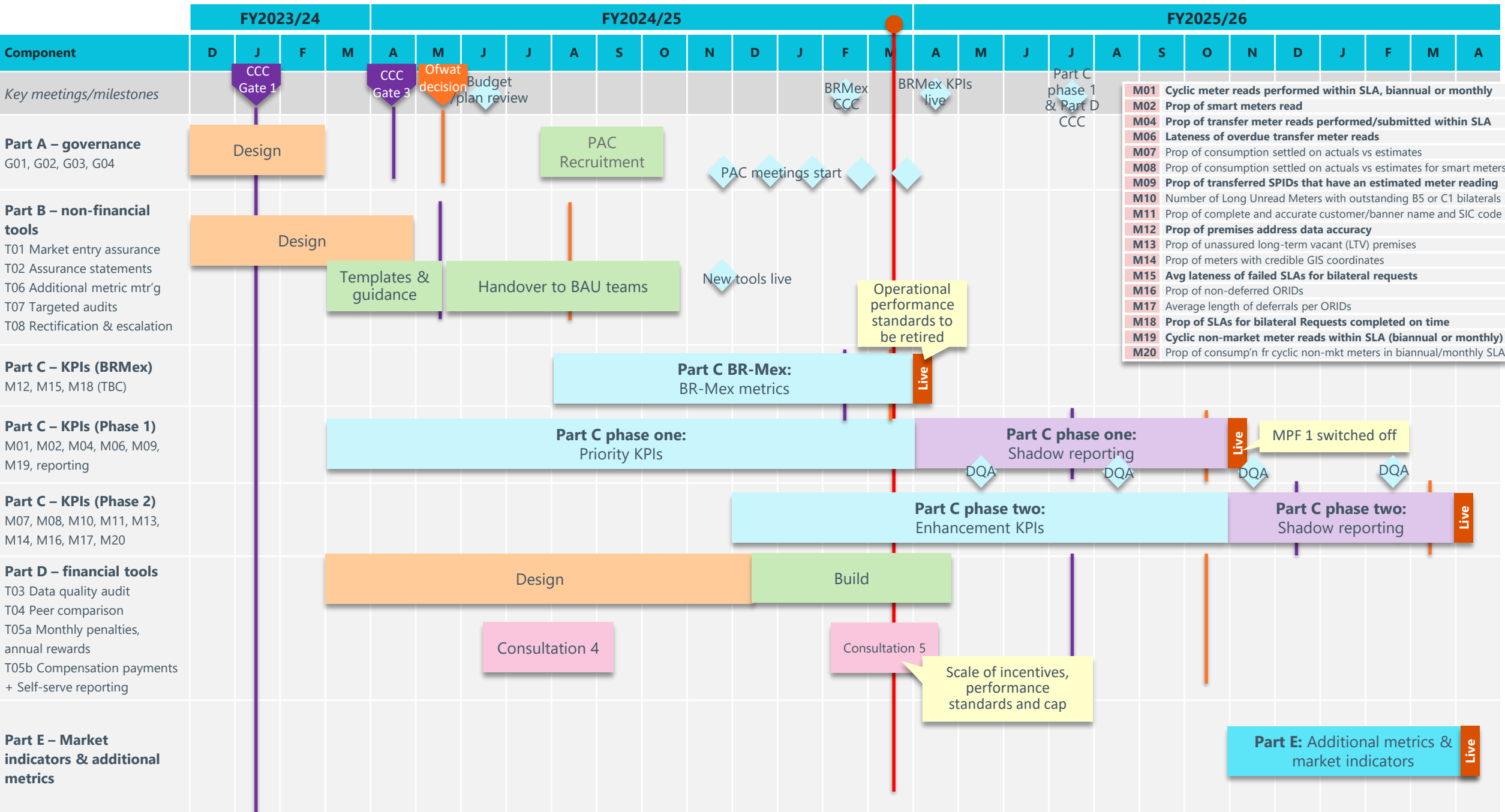
*BR-Mex metrics – go live in April 2025

MPF progress overview

-  Completed
-  In progress
-  At risk

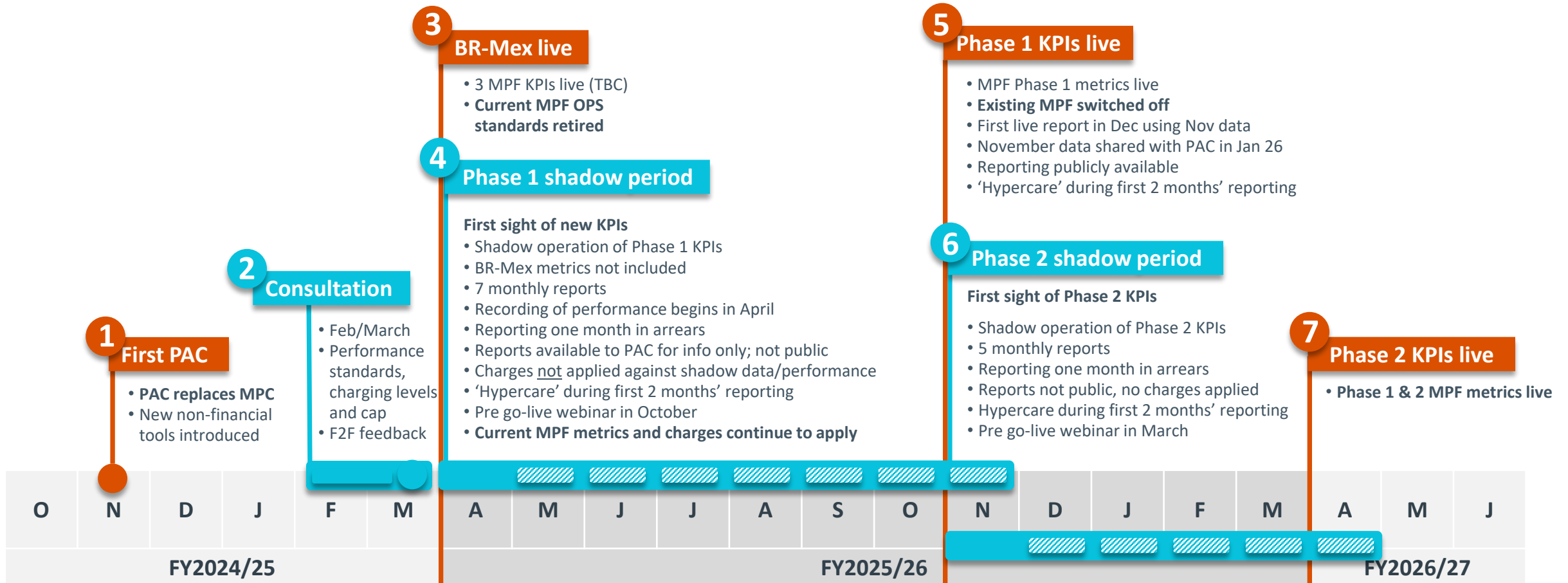
Part	Deliverables	MOSL	PAG	CAG	Doc Issued	Web-inar	Pre-CCC	CCC	Build	Test	Ofwat	Implement
Part A	Governance								N/A	N/A		
Part B	Non-financial tools									N/A		
Part C	BR-MeX					Mar 25						April 25
	Phase one: Priority KPIs							July 25			Oct 25	Nov 25
	Phase two: Enhancement KPIs							Dec 25			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



- 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



Operational performance standards (OPS)

BR-Mex

Market performance standards (MPS)

New MPF

Purpose of today

1. Reminder of M02 design
2. Share consultation feedback on M02 and M01/M02 split
3. Discuss proposals coming out of consultation 5
 - a) No change from proposed split
 - b) Merge M01 and M02 (create a combined KPI with higher standards, the PAC may create additional metrics to present performance by technology)

Both options on the table for further PAG discussion prior to the in-person playback event in April.

Agenda

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1	Welcome & update	Miles Robinson (Chair)	10 mins
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3	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			Total: 2 hours

Reminder of M02 design

M02 is designed to reflect M01 but specifically focusing on Smart AMI meters. Fundamentals of design:

- “Look back” each month to report the proportion of Smart AMI meters that have a meter read taken within the Service Level Agreement (seven months for biannual meters, one month for monthly meters).
- Reads not expected where the supply point identifier (SPID) has not been tradable or installed or assigned to the current Retailer for the whole SLA period.
- Reads not expected where there is an open request in the Bilateral Hub (i.e. status is either ‘SUBMITTED’ or ‘INPROGRESS’) to deal with a meter that is missing (C1), faulty (B5), not required (C5).
- Retailers will nevertheless get a ‘pass’ for reading a meter where it has not been expected.

Biannual meters

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
R	←							✓					
R	←								✗				
R		←								✗			
R			←								✗		
R				←							R	✓	
R					←							R	

Monthly meters

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
R	←	✓										
R	←		✗									
R		←		✗								
R			←		✗							
R				←		✗						
R					←		✗					
R						←	✓					

Quantitative Consultation feedback on M02 – Performance Standards

To what extent do you consider that the **standards** for M02 are set at an appropriate level to incentivise good outcomes for all customers?

Stakeholder	Responses	Rating				
		1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
All	Total: 19	26	5	42	16	11
Wholesalers	11 (58%)	18	-	55	18	9
Retailers	7 (37%)	43	14	29	-	14
Other (CCW)	1 (5%)	-	-	-	100	-

- Quantitative responses provide an overview of general reception to proposals, but the detailed feedback is more useful for determining the final proposals (upcoming slides).

Quantitative Consultation feedback on M02 – Performance Charges



To what extent do you consider that the **charges** for M02 are more appropriate than current MPS in incentivising good outcomes for all customers?

Stakeholder	Responses	Rating				
		1 Strongly oppose %	2 %	3 Neutral %	4 %	5 Strongly support %
All	Total: 18	22	17	22	28	11
Wholesalers	10 (56%)	20	-	30	30	20
Retailers	7 (39%)	29	29	14	29	-
Other (CCW)	1 (6%)	-	100	-	-	-

- Quantitative responses provide an overview of general reception to proposals, but the detailed feedback is more useful for determining the final proposals (upcoming slides).

Qualitative feedback

Support for M02 proposal



Summary	Examples
<p>The proposal:</p> <ul style="list-style-type: none">• acknowledges different approaches and challenges to meter reading• acknowledges different stages of smart meter rollout• prevents non-smart performance being hidden where smart penetration is high• creates a strong incentive for both smart and non-smart performance• may incentivise Retailers to seek installations against hard to read meters• should continue to focus on SmartAMI only	<p>“We agree with the separation between M01 and M02 as this rightfully recognises that it will be more difficult to obtain meter reads for non-Smart meters. As some wholesalers will be at different stages of Smart Meter Rollout Programmes it is fair to split these measures rather than disadvantaging retailers whose incumbent wholesaler have not started to install smart meters.”</p> <p>“We are generally supportive that Smart Meters are handled separately to ensure that the market and the MPF is better able to address the correct accountability once the responsibility for Smart Meter Read submission is resolved in the market. We believe separating out Smart Meters has the positive benefit of ensuring a retailers relative performance is not distorted by either a rapid or slow rollout in their main areas of operation (a factor entirely outside of their control), however this same uncertainty and inconsistency will apply to access and reliability of meter reads.”</p> <p>“We support the proposal for two KPIs measuring these separately. Combining the two into one measure would make it very difficult to set a single performance standard given the current variance in performance. It would also create the risk that retailers with a high proportion of smart meters could rely on these to meet the performance standard, at the expense of those non smart meters that are harder to read. We do not want to see customers with non-smart meters deprioritised, leading to a reduction in their billing accuracy and service delivery.”</p> <p>“We support the proposed charges and standards here; however, it is crucial that “smart” for this metric is limited to SmartAMI meters only. In practice, AMR meters (mis) behave in the same ways as dumb meters, and have the same scale of difficulty in obtaining a read as dumb meters. Market data for readings obtained from these meters, as well as our own data reflects this. AMR meters are also often retrofitted, and therefore often less reliable than SmartAMI meters”</p>

Initial key takeaways, detailed feedback still being reviewed

Qualitative feedback

Mixed

Summary	Examples
<p>The proposal is logical, but it is too early to implement a separate M02 KPI.</p>	<p>“We do not believe that it should be split between smart and traditional at this early stage, however some consideration should be given to review this at the end of this AMP as more Smart meters will be installed across Wholesaler operating regions.”</p> <p>“We consider that it may be too early to introduce this measure. There are different approaches by Wholesalers on their Smart programmes and provision of Smart reads, resulting an inconsistent data feed of Smart data for Retailers to utilise. There is also a range of maturity across the wholesaler programmes which could lead to large variances of Smart meter population between Retailers”</p> <p>“We believe that an understanding of missed meter reads based on technology type is useful and will provide value in the next 5 years to understand how effective granular data sharing is between trading parties as SMART meter penetration increases. We do not believe at present that it is essential for SMART meters to have their own KPI and that an API would be sufficient to start with”</p> <p>“These standards should not be based on a future state that is still being developed, but should instead reflect current roles, responsibilities and capabilities of wholesalers and retailers.”</p>
<p>There is value in having a separate view of smart and non-smart performance but not as a KPI.</p>	<p>“We propose the use of APIs to track performance of what is currently M01 and M02, whilst the MPF2 metric combining smart and non-smart meters.”</p> <p>“There is greater transparency in being able to see the performance of smart meters in providing reads but that should be a market indicator and therefore an API not a KPI against Retailers.”</p>

Qualitative feedback

Against M02 proposal

Summary	Examples
<p>The proposal will unfairly penalise Retailers on M01 where more progress has been made on smart meters, and Retailers are left with hard to read meters. Lowering the M01 standard over time to address this sends the wrong message.</p>	<p>“The concern is that smart meter rollouts will differ in pace by Wholesalers and Retailers with higher volumes of smart meters will face a higher proportion of harder to read dumb meters faster than others”</p> <p>“We believe that there should only be one KPI with a revised target standard to include dumb, AMR and AMI meters, this will provide a uniform approach and not penalise certain Retailers who operate in areas with advanced Smart installations.”</p> <p>“By removing smart meters into a M02 metric, the remaining M01 metric risks discriminating against retailers disproportionately operating in areas where wholesalers have made more progress than others in the rollout of AMI meters.”</p> <p>“If left separated then the market and the PAC will need to continually lower the standards over time for M01. This will be necessary to reflect the growing proportion of unreadable meters left. Is that the right message for the market to be sending, or will continuing to charge retailers for issues outside of their control be the default position in that scenario?”</p>
<p>The proposal may incentivise Retailers to seek installations against hard to read meters.</p>	<p>“In one recent PAG call, one retailer admitted that they would ask their largest wholesaler to target specific customers/areas in the wholesaler region where they know there have been historic issues with meter reading, potentially manipulating the smart meter roll out plan to the detriment of customers. This is an unintended consequence and we would be concerned about the potential competition impact of this standard”</p>

Qualitative feedback

Against M02 proposal (cont)

Summary	Examples
<p>The proposal does not reflect Retailers lack of control for smart meters or the provision of reads. Retailers cannot be held accountable where reads are not available (e.g., due to outages)</p>	<p>"We understand the rationale for the proposed performance standard being higher for smart meters than cyclic reads, however retailers have no control over the data, so feel that retailers could be unfairly penalised for a standard which is out of our control."</p> <p>"There should be no financial penalties against Retailers for a smart meter failing to provide a read."</p> <p>"Retailers have no control over the technology that wholesalers choose to use, be these dumb meters, various types of AMR meters or various types of AMI meters"</p> <p>"This metric penalises Retailers when smart meters fail to provide reads yet smart meters are owned by Wholesalers and have to be fixed by Wholesalers"</p> <p>"smart meters are not immune to failure, and retailers often lack visibility over meter health, meaning issues such as depleted batteries can impact compliance without any realistic mitigation."</p> <p>"Some Wholesalers wait 30 days after a smart meter failure before taking any action and request that Retailers do not raise a bilateral until 30 days has passed either. Waiting 30 days before raising a bilateral and then waiting up to 30 days for the bilateral to be resolved will immediately trigger financial penalties for unread monthly smart meters against Retailers."</p>
<p>The proposal does not reflect that the underlying code obligations apply to all meters regardless of technology.</p>	<p>"The Code obligations on Retailers are neutral to the meter technology type. There are no distinctions made between between any other technology type of meter."</p>

Qualitative feedback

Against M02 proposal (cont)



Summary	Examples
<p>The definition of smart is unclear (at what point should an AMI meter officially start being recorded under M02?). It is also inconsistent to separate SmartAMI but not AMR.</p>	<p>“Another issue not considered, when does an AMI meter officially start being recorded under M02? It can take a considerable period to connect them to the network, but they will be listed as AMI in CMOS as soon as they are installed?”</p> <p>“The market codes do not differentiate between meter types, and the obligation (as it is today) is to try and read all meters. There are a far higher proportions of AMR meters than AMI meters in the market, so based on the approach taken in designing M01 and M02, why not separate AMR as well?”</p>

Discussion point 1

TPs: Value in a separate view of smart and non-smart performance, but not as a KPI.

Want to explore further with PAG.

An additional metric or market indicator might lack the prominence of a KPI (as these will not be peer compared publicly). Is there sufficient performance incentive in the PAC being able to track and investigate smart/non smart performance separately?

A combined M01/M02 is simpler. Is it a problem that a Retailer would be ranked worse and charged more than another due to having less smart meters?

E.g., scenario "I" or "L" vs scenario "B"

Scenarios taking a Retailer with 125,000 meters

Scenario	Meter split		Performance		
	Non-smart	Smart	M01	M02	Customers Served (combined KPI)
A	90%	10%	80%	95%	102K (82%)
B	90%	10%	65%	95%	85K (68%)
C	90%	10%	50%	95%	68K (54%)
D	75%	25%	80%	95%	105K (84%)
E	75%	25%	65%	95%	86K (69%)
F	75%	25%	50%	95%	77K (62%)
G	50%	50%	80%	95%	109K (87%)
H	50%	50%	65%	95%	100K (80%)
I	50%	50%	50%	95%	91K (73%)
J	10%	90%	80%	95%	117K (94%)
K	10%	90%	65%	95%	115K (92%)
L	10%	90%	50%	95%	113K (90%)

Discussion point 1

TPs: Value in a separate view of smart and non-smart performance, but not as a KPI.

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An additional metric or market indicator might lack the prominence of a KPI (as these will not be peer compared publicly). Is there sufficient performance incentive in the PAC being able to track and investigate smart/non smart performance separately?

A combined M01/M02 is simpler. Is it a problem that a Retailer would be ranked worse and charged more than another due to having less smart meters?

E.g., scenario "I" or "L" vs scenario "B"

Scenarios taking a Retailer with 125,000 meters

Scenario	Meter split		Performance		
	Non-smart	Smart	M01	M02	Combined KPI rank
A	90%	10%	80%	95%	6
B	90%	10%	65%	95%	10
C	90%	10%	50%	95%	12
D	75%	25%	80%	95%	5
E	75%	25%	65%	95%	9
F	75%	25%	50%	95%	11
G	50%	50%	80%	95%	4
H	50%	50%	65%	95%	7
I	50%	50%	50%	95%	8
J	10%	90%	80%	95%	1
K	10%	90%	65%	95%	2
L	10%	90%	50%	95%	3

Discussion point 2

TPs: The proposal will unfairly penalise Retailers on M01 where more progress has been made on smart meters, and Retailers are left with hard to read meters. Lowering the M01 standard over time to address this sends the wrong message.

Want to explore further with PAG.

Is this an acceptable consequence of trying to account for regionality and not penalise Retailers in areas where smart meter rollout is less advanced?

Does creating a combined KPI increase the risk of service on traditional meters for customers falling without being observed or understood?

The REC allocates an average cost to read a meter. Are higher costs to read non-smart meters (where most of a portfolio is smart) likely to exceed the cost savings at smart meters? Is this a problem for MPF to solve?

Discussion point 3 (1/2)



TPs: Proposal is logical, but too early to implement a separate M02 KPI.

Initial considerations - The pace of change is significant and it is important to provide visibility now rather than wait for a future code change. We expect smart meter roll out to greatly accelerate in the next few years. This will vary across Wholesalers and there may be inconsistent data feeds initially, but measuring performance will provide visibility on this.

If not now, when? What is the tipping point for creating a separate M02 KPI?

Projected smart meter installation for AMP8

Company / Year	Installed to date	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	Total Water SPIDs
Anglian Water	44,998 (35%)	48,771 (38%)	61,648 (48%)	74,750 (58%)	87,468 (68%)	100,263 (78%)	109,607 (85%)	128,990
Northumbrian Water	0	0	5,000 (5%)	14,000 (14%)	25,331 (26%)	37,163 (38%)	49,495 (51%)	97,280
Severn Trent Water	1,681 (1%)	7,681 (4%)	14,388 (8%)	21,095 (11%)	27,802 (15%)	34,509 (18%)	41,216 (22%)	189,480
South West Water	2,737 (4%)	5,519 (7%)	11,211 (14%)	16,903 (22%)	22,596 (29%)	28,288 (36%)	33,980 (44%)	78,040
Southern Water	0	0	6,375 (12%)	16,444 (31%)	21,760 (42%)	35,303 (68%)	50,766 (97%)	52,240
Thames Water	52,145 (29%)	52,145 (29%)	74,802 (42%)	97,460 (55%)	120,117 (73%)	142,774 (81%)	165,431 (93%)	177,270
United Utilities	0	0	33,956 (20%)	67,907 (41%)	101,855 (61%)	135,803 (81%)	169,751 (100%)	167,000*
Wessex Water	0	0	3,169 (7%)	6,338 (14%)	9,507 (21%)	12,676 (28%)	15,844 (35%)	44,880
Yorkshire Water	5,435 (4%)	8,312 (7%)	20,862 (17%)	52,243 (41%)	83,424 (66%)	114,705 (91%)	121,820 (96%)	126,320
Affinity Water	0	0	2,650 (4%)	5,900 (9%)	9,950 (16%)	14,850 (24%)	19,750 (32%)	62,130
Bristol Water	0	0	0	0	0	1,934 (6%)	3,868 (11%)	34,270
Portsmouth Water	0	0	136 (1%)	1,042 (7%)	2,612 (18%)	4,773 (33%)	7,326 (51%)	14,360
South East Water	0	0	4,025 (8.2%)	8,049 (16%)	12,074 (25%)	16,098 (33%)	20,123 (41%)	49,040
South Staffs Water	0	0	2,328 (6%)	7,568 (20%)	12,807 (33%)	18,046 (47%)	23,285 (61%)	38,380
SES Water	0	0	1,720 (15%)	3,440 (30%)	5,160 (44%)	6,880 (59%)	8,600 (74%)	11,610
Totals cumulative	107,109 (8%)	122,428 (10%)	242,270 (19%)	393,139 (31%)	542,463 (43%)	704,065 (55%)	840,862 (66%)	1.27m

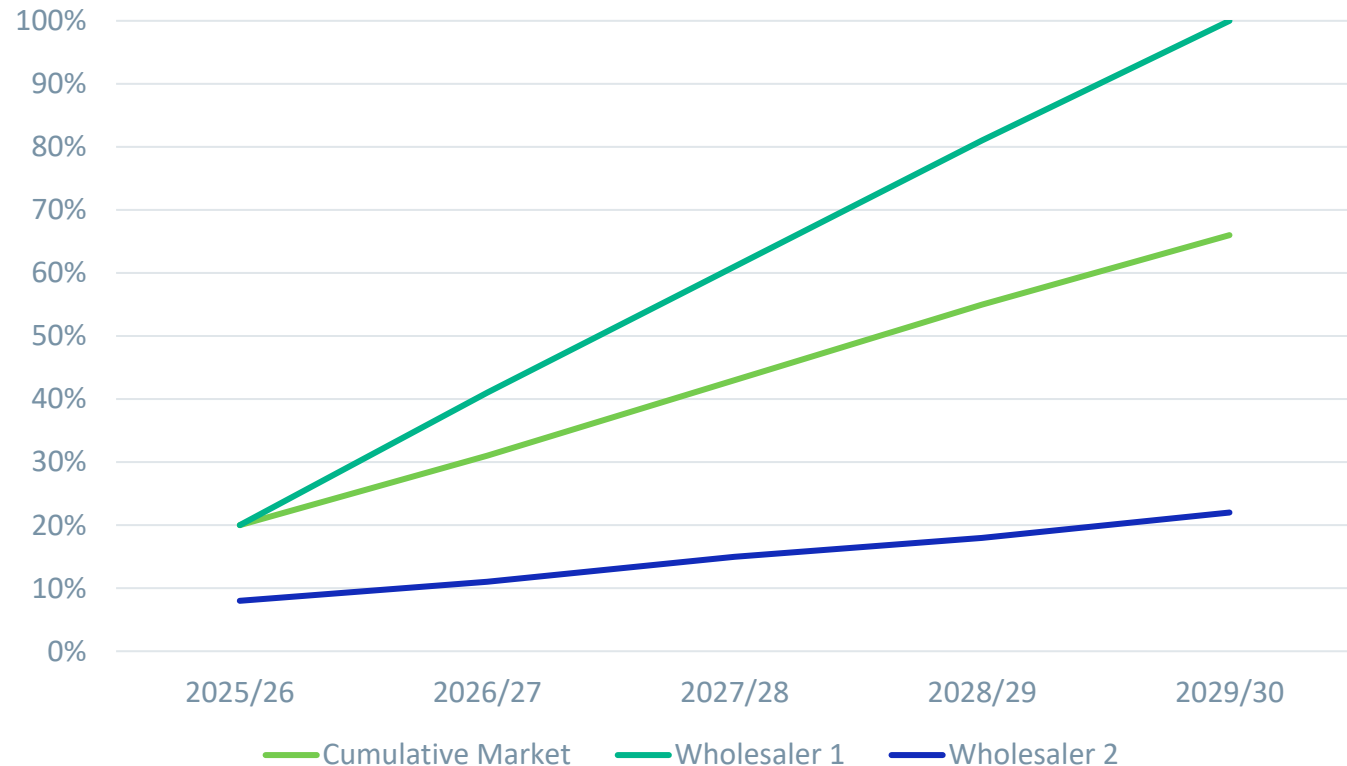
Discussion point 3 [2/2]

TPs: Proposal is logical, but too early to implement a separate M02 KPI.

Initial considerations - The pace of change is significant and it is important to provide visibility now rather than wait for a future code change. We expect smart meter roll out to greatly accelerate in the next few years. This will vary across Wholesalers and there may be inconsistent data feeds initially, but measuring performance will provide visibility on this.

If not now, when? What is the tipping point for creating a separate M02 KPI?

Projected smart meter installation for AMP8



Discussion point 4

TPs: The proposal may incentivise Retailers to seek installations against hard to read meters.

[noting feedback on smart and non-smart split]

Is this a negative outcome for customers with difficult to read meters?

In its response to the final determinations, the Panel has previously encouraged Ofwat to incentivise earlier roll out for hard to read meters.

Discussion point 5

TPs: The proposal does not reflect Retailers lack of control for smart meters or the provision of reads. Retailers cannot be held accountable where reads are not available (e.g., due to outages)

[noting feedback on smart and non-smart split]

How likely are outages to smart meters?

Is there not sufficient opportunity to raise a bilateral request (or read a meter manually) where there is a smart meter outage?

Is there a case for a lower charge or standard on smart meters (if kept separate to M01)?

Discussion point 6 [1/2]

TPs: The definition of smart is unclear (at what point should an AMI meter officially start being recorded under M02?). It is also inconsistent to separate SmartAMI but not AMR.

Minded to add principles from CPW142 into the market codes, pending further PAG and CAG feedback. E.g.,

1. A Meter Read Method of “Smart” denotes that the Meter Read was obtained by means of:
 - a) A Smart AMI (Advanced Meter Infrastructure), where data or a Meter Read is captured from a meter using a fixed network radio infrastructure (smart metering). The radio infrastructure can be either a private or public network such as cellular communications; and
 - b) The Smart AMI Meter must be deemed to be operational, to the reasonable satisfaction of the relevant Wholesaler. To be operational it must meet the following criteria;
 - i. the meter installation and smart metering system must be capable of providing data formatted in accordance with the specifications for granular data as produced and published by the Market Operator;
 - ii. the meter must be commissioned as defined by the relevant Wholesaler’s own commissioning and assurance process for their smart metering programme; and
 - iii. the relevant Wholesaler must be able to provide assurance, if requested by the Market Operator, that the reading on the physical meter register is the same as the reading taken by the smart metering system both at the time of commissioning and during the life of the Smart AMI Meter.

Discussion point 6 [2/2]

TPs: The definition of smart is unclear (at what point should an AMI meter officially start being recorded under M02?).

Minded to add principles from CPW142 into the market codes, pending further PAG and CAG feedback. (continued)

2. Wholesalers must make their commissioning and assurance process publicly available. This will enable the Market Operator to conduct audits if deemed necessary, which shall subsequently be made public by the Wholesaler.
3. Where a Smart AMI Meter ceases to meet the operational criteria, and in the exceptional circumstances where the relevant Wholesaler determines that they are unable to rectify this, they should notify the relevant Retailer by submitting a Request under Process F7 through the Bilateral Hub, following the steps in OSD 0707, and obtain their agreement, before making any change to the Remote Read Type.

Discussion point 7

TPs: It is inconsistent to separate SmartAMI but not AMR.

[noting feedback on smart and non-smart split]

Does the proposal warrant the extra complexity to differentiate AMR meters as a KPI, noting that these are likely to become less significant as smart meter rollout continues?

Could this become another additional metric view?

Is the activity of reading an AMR meter is more akin to reading a non-smart meter than receiving a smart meter read?

Are AMR meters subject to similar accuracy and performance issues as non-smart meters?

Ways forward (wrap up)

We invite further feedback and preferences regarding these options prior to the April playback event. Please note that the specific charges and standards are being reviewed based on other consultation feedback.

Options

- A. No change from proposed split
- B. Merge M01 and M02 (create a combined KPI with higher standards, the PAC may create additional metrics to present performance by technology)

Consideration: how do these options stack up against the programme success criteria?

Facilitate Improved Customer Outcomes
Improve Trading Party Accountability
Support Competition
Consistency and Compatibility with Regulatory Regime
Enduring and Agile
Transparent and proportionate
Value for money
Simplicity

MOSL



Agenda

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	10 mins
2	M02 – Proportion of smart meters read	Oli Robins	1hr 40 mins
3	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			Total: 2 hours

Post-consultation

Adopting a similar approach to Consultation 4:

March 2025						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April 2025						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

- Friday 7 March - Consultation closes
- Friday 14 March - Quantitative results
- Mon 10 – Mon 31 - Analysis

- Thursday 17 April - Publish qualitative results, verbatim responses and key feedback themes
- Thursday 24 April - London event

Upcoming PAG workshop(s) & AOB

Date	For discussion	Detail
27/03/2025	Consultation 5 feedback*	
04/04/2025	Reporting requirements*	
09/04/2025	TBC	
16/04/2025	TBC	
23/04/2025	M12/15 & 18 Dashboard reporting*	

**Subject to change*

AOB: Currently looking for additional Retailer CAG Members

AOB

