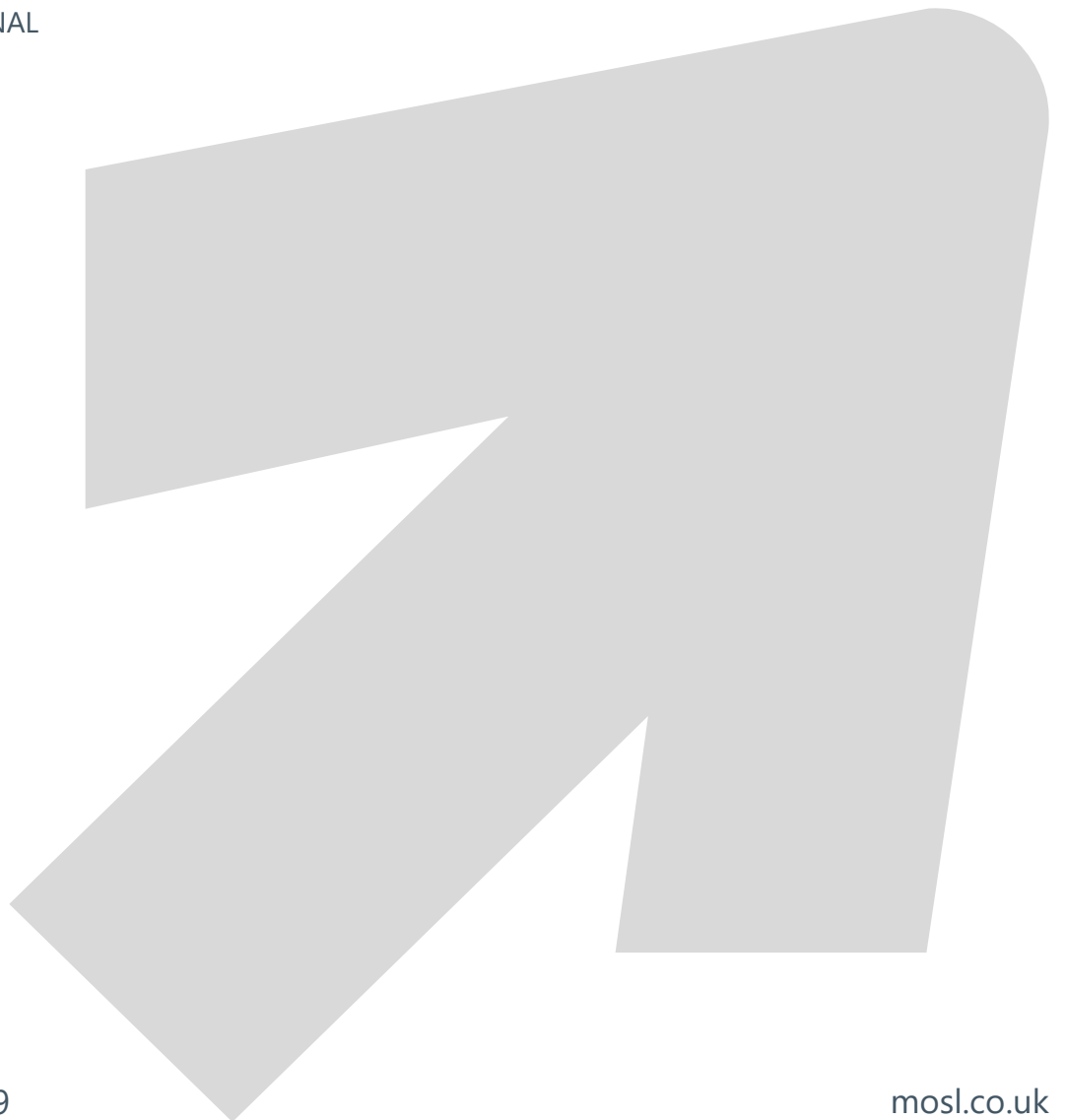


Performance Advisory Group (PAG) 85

Location: MS Teams

Date and time: 30 April 2025, 1000 - 1100

Status of minutes: FINAL



Meeting Minutes

Market attendees

Name	(Initial)	Role/Organisation	Name	(Initial)	Role/Organisation
Adam Boyns	AB	CCW (O)	Julie-Ann Anderson	JAA	SES (R)
Angela Brown	ABr	Northumbrian (W)	Karen Winfield	KW	Anglian (W)
Anthony Webb	AW	Anglian (W)	Martin Pope	MP	Southern (W)
Clare Garland	CG	United Utilities (W)	Mary Porter-Chorley	MPC	South Staffs (W)
Daniel Proctor	DP	Water Plus (R)	Noel Bradley	NB	Yorkshire (W)
David Moss	DM	Castle (R)	Pam Nash	PN	C&C (O)
Gerard Lyden	GL	Thames (W)	Paul Baker	PB	Business Stream (R)
Gillian Bladen	GB	Southwest (W)	Paul Walmsley	PW	Yorkshire (W)
Greig Jardine	GJ	Business Stream (R)	Sindiso Bango-Dube	SBD	Waterscan (R)
Harriet Chappell	HC	Yorkshire (W)	Stephanie Tucker	ST	Severn Trent (W)
Jacob Head	JH	Water2Business (R)	Tim Brewer	TB	Wessex (W)
Jon Fuller	JF	Wessex (W)	Tom Wells	TW	Southern (W)
Jordanna Lo	JL	Business Stream (R)	Victoria Milton	VM	Southwest (W)

MOSL Attendees

Name	(Initial)	Role	Name	(Initial)	Role
Miles Robinson	MR	Chair	Oli Robins	OR	Observer
Subhash Marti	SM	Presenter	Sauda Dickinson	SD	Notes
Amanda Plumb	AP	Observer	Yaswanth Poranki	YP	Observer
Katy Woodhouse	KW	Observer			

<p>1.</p>	<p>Welcome & update</p>
	<p>MR welcomed all members to the meeting and confirmed the agenda, highlighting that today's meeting is intended to be a demonstration and not a workshop.</p> <p>MR reminded attendees that agenda, minutes and slides are published on the MOSL website for review and questions and comments to be sent via mpfreform@mosl.co.uk.</p> <p>MR presented the next steps for Consultation 5, as on slides 4-5.</p> <p>MR presented the revised timeline for Phase 1 of the MPF Programme delivery, as on slide 6, highlighting that the next steps are to discuss the delivery plan and timeline with the MPF Steering Group.</p> <p>JF confirmed that from the go-live date, the current MPF will be switched off.</p> <p>MR presented the MPF progress overview, as on slide 7.</p> <p>MR presented the list of KPIs in each Phase and the potential additional metrics.</p> <p>MR presented the purpose of today's meeting, as on slide 11.</p>
<p>2.</p>	<p>M12, M15 & M18 Dashboard Reporting</p>
	<p>Disclaimer – The data presented is only made up for the purpose of demonstration and not actual trading party data.</p> <p>SM demonstrated a live dashboard for M15/M18 – Trading party, as per the snapshot on slide 13.</p> <p>Chat comment from TW – "I think it'd be good to have a brief summary line about what M18 and M15 actually are on the dashboard, since they're new"</p> <p>MR advised that a summary line will be added to the 'about' tab.</p> <p>DM queried whether each metric could have their own tabs and whether the CSV file would be capped at 150000 lines of data.</p> <p>SM advised that the data will not be capped and can be found in multiple files on MyMOSL.</p> <p>DM queried whether peer comparison will only be a retailer and wholesaler view or a full market overview.</p> <p>SM advised that there will be a wholesaler view but that retailers would be able to access it via dashboards but not have access to the background files.</p>

DM advised that retailers and customers are impacted and should be informed of the low-level data.

SM noted that MOSL would consider retailer access to low-level data and advise.

Chat question from PB – “Does the trading party page work the same way for retailers, i.e. only performance relevant to that retailer? Or is this just designed for wholesaler view?”

SB advised that the dashboard is built to align with the existing bilateral reports, noting that wholesalers would be able to see their own data and retailers would be able to see the market view.

Chat question from TB – “Could we have a raw data page included so that we can extract the data into our own systems?”

MR advised that raw data files can be extracted from the MyMOSL files.

Chat question from ABr – “Could we also see what methodology has been used to calculate the results so we can track ourselves throughout the month? Also, could you also say what bilateral reports are used to calculate?”

SB advised that the details are covered in CSD0302 and could be added to the ‘about’ tab.

Chat comment from JF – “I like the Retailer view but perhaps we can change each Retailer to a % performance so the scaling is easier (EG not just the Retailer who raised the most requests.) with a tool tip to look at the applicable volumes”.

SM noted that MOSL would consider the suggestion and advise.

SM demonstrated a live dashboard for **M15/M18 – Wholesaler Experience**, as per the snapshot on slide 14.

JF suggested having a view of wholesaler performance stacked by performance, as well as, or instead of alphabetically.

SM presented the live dashboard for **M15/M18 – Retailer Experience**, as per the snapshot on slide 15.

Chat comment from JF – “In the wholesaler filter, can we add a WOC/WASC filter please.”

Chat comment from AW – “Will the combined M15M18 scores be presented too?”

SB advised that the combined score will be published and managed by Ofwat.

Chat comment from GL – “Rather than relying on going back to the full CSV file to get the underlying data can we have 'export data to excel' as we have on other dashboards?”

SB advised that the ability to export to excel is only available on the summary-level data but not for ORID-level data due to the high volume of the data.

GL advised that a mathematical formula can be applied to show a combined calculation for M15/M18, as it would be helpful for trading parties.

SM demonstrated a live dashboard for **M12 – Wholesaler Summary**, as per the snapshot on slide 16.

SM demonstrated a live dashboard for **M12 – Market Summary**, as per the snapshot on slide 17.

Chat comment from DM – “Will the about section contain a glossary for these terminologies?”

DM advised that it would be useful to have a glossary to understand the methodology applied to the ‘of concern’ data.

SB advised that the methodology is published under MPF and data assurance and could be added to the ‘about’ tab. MOSL to review and advise.

Chat comment from NB – “Idea for future improvement - it would be helpful to have an additional csv with the same data for non MPF SLAs that are recorded in the bilateral Hub. TPs should still have visibility of these to improve performance and PAC will need it for consideration when looking at changing/adding bilateral measures in future.”

SB advised that there will be a CSV file in MyFiles which will contain all the SLAs.

Chat comment from GL – “As the total premises verified percentage is the formal M12 measure it may be worth having this as a % as one of the key summary boxes or ability to toggle volume to %?”

GL advised that it would be useful to toggle between percentage and volume on the ‘totals’ boxes on the dashboard.

Chat comment from JF – “Just to keep the view clean, I would suggest meter size and read status isn’t needed here when we are focusing on address DQ. Read status is a potential impact not a DQ attribute.”

	<p>Chat comment from TB – “Could we have a view of M12 over time in order to monitor progress.”</p> <p>Chat comment from PB – “Will the month end SLA report via CSV be available immediately (as it is now in the bilateral hub), or will we need to wait for the 11th business day of the next month?”</p> <p>SB advised that it will be available on the 11th business day and that communications will be sent out to trading parties this week.</p> <p>GB noted that there currently is premises and vacancy data in SharePoint which should overlap with the M12 data, querying at what point they will be aligned.</p> <p>SB advised that MOSL will discuss with the data team and advise.</p> <p>NB queried whether there was a possibility of, in future, moving the availability of the reports to the first of the month instead of the 11th business day.</p> <p>SB advised to MOSL will discuss with the data team and advise.</p> <p>SM demonstrated a live dashboard for M12 – Verified Breakdown, as per the snapshot on slide 18.</p> <p>SM demonstrated a live dashboard for M12 – Of Concern Breakdown, as per the snapshot on slide 19.</p> <p>DM suggested having a metric benchmarking how long something as been of concern, tracking the age of the data item.</p> <p>SB advised to MOSL would review the possibility and advise.</p> <p>SM demonstrated a live dashboard for M12 – Dashboard Assurance, as per the snapshot on slide 20.</p> <p>JF suggested having a split view percentage of ‘matched’, ‘verified’ and ‘non-addressables’ across the industry.</p>
<p>3.</p>	<p>Upcoming PAG workshop(s) & AOB</p>
	<p>MR presented an overview of the upcoming workshops and closed the meeting.</p>