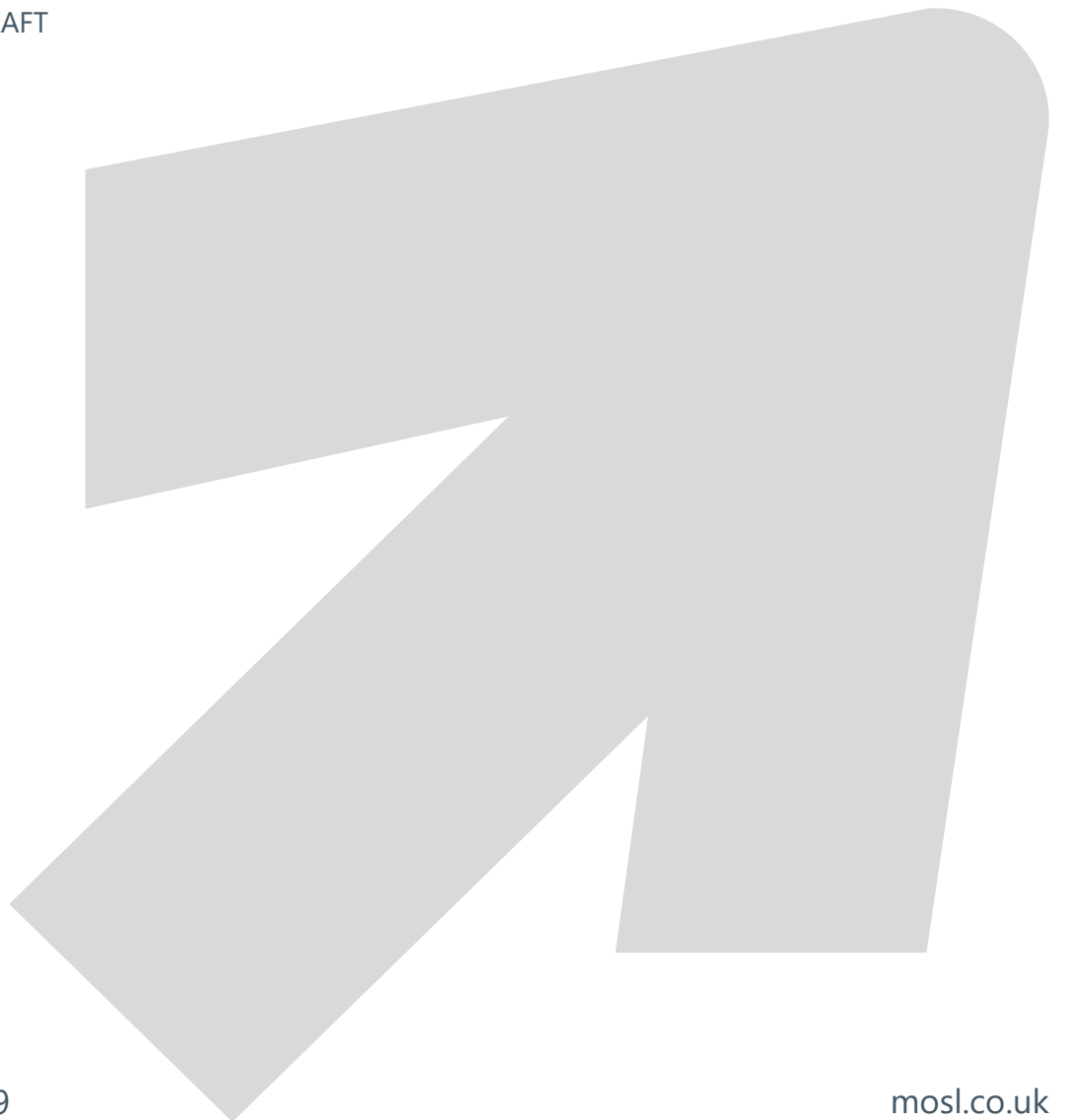


Performance Advisory Group (PAG) 87

Location: MS Teams

Date and time: 14 May 2025, 1000 - 1100

Status of minutes: DRAFT



Meeting Minutes

Market attendees

Name	(Initial)	Role/Organisation	Name	(Initial)	Role/Organisation
Adam Boyns	AB	CCW (O)	Julie-Ann Anderson	JAA	SES (R)
Andrea Burnett	ABu	Northumbrian (W)	Karen Winfield	KW	Anglian (W)
Camilla Fortuna	CF	Water2Business (R)	Lewis Campbell	LC	Castle (R)
Clare Garland	CG	United Utilities (W)	Mark Whittall	MW	Clear Business (R)
Daniel Proctor	DP	Water Plus (R)	Martin Pope	MP	Southern (W)
David Moss	DM	Castle (R)	Noel Bradley	NB	Yorkshire (W)
Edward Fiederle	EF	Wave (R)	Pam Nash	PN	C&C (O)
Emily Jerome	EJe	Water2Business (R)	Paul Baker	PB	Business Stream (R)
Gillian Bladen	GB	Southwest (W)	Paul Walmsley	PW	Yorkshire (W)
Greig Jardine	GJ	Business Stream (R)	Peter Strain	PS	Castle (R)
Harriet Chappell	HC	Yorkshire (W)	Robert Hetherington	RH	Ofwat (O)
Jacob Head	JH	Water2Business (R)	Sian Forward	SF	Northumbrian (W)
Jamie Davis	JD	Castle (R)	Tom Bell	TB	Northumbrian (W)
Jon Fuller	JF	Wessex (W)	Tom Wells	TW	Southern (W)
Jordanna Lo	JL	Business Stream (R)	Vitoria Milton	VM	Southwest (W)

MOSL Attendees

Name	(Initial)	Role	Name	(Initial)	Role
Miles Robinson	MR	Chair	Katy Woodhouse	KWo	Observer
Amanda Plumb	AP	Presenter	Nichola Sampford	NS	Observer
Elliot Smith	ES	Observer	Oli Robins	OR	Observer
Evan Joannette	EJ	Observer	Sam Webb	SW	Observer

Huw Comerford	HCo	Observer	Sauda Dickinson	SD	Notes
Janet Judge	JJ	Observer	Toby Hunt	TH	Observer

1.	Welcome & update
	<p>MR welcomed all members to the meeting and confirmed the agenda. 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>
2.	Consultation 5 update
	<p>MR provided an update of Consultation 5 outcomes, as on slide 5. MR presented Consultation 5 next steps, as on slide 6. MR presented the revised Phase 1 timeline, as on slide 7, highlighting that the plan had been approved by the CCC yesterday, May 13th. MR presented an overview of the MPF progress, as on slide 8, highlighting that BR-Mex reporting goes live tomorrow, May 15th. EJ advised members to check Ofwat’s documents to confirm when metrics will start counting. MR presented a reminder of the MPF delivery phases, as on slide 9, noting previous PAG discussions around Phase 2 metrics and highlighting that the Phase 2 metrics presented have not yet been confirmed as KPIs or additional metrics.</p> <p>JD noted concern around metric M11, as the initial pilot done prior to the switch to Identeq indicated disastrous results, noting that it is complicated trying to measure what a customer name is. JD suggested delaying having M11 as a metric to allow sufficient time for the data assurance project to go through those pilots.</p> <p>MR advised that the data metrics will be run by the data assurance programme and M11 will be piloted again.</p> <p>JF advised that the data assurance working group is effective, but that it is a slow grind getting to the benchmark of what good quality for each of the attributes is, agreeing that sufficient time should be allowed for the data assurance project to run before reviewing M11. JF queried whether MOSL’s stance was around M16/M17 being KPIs or additional metrics.</p> <p>MR advised that MOSL does not currently have a view on whether M16/M17 should be a KPIs or additional metrics and are still seeking PAG feedback.</p>

	<p>DM queried whether M11 will include the expectation of developer services address data being entered into the secondary address fields, as it is not currently used by the industry, creating gaps and issues in the market.</p> <p>MOSL to further review M11 inclusions and advise.</p> <p>MR presented a list of the additional metrics and market indicators, as on slide 10.</p>
<p>3.</p>	<p>M16- Proportion of deferred ORIDs M17- Average length of deferrals per ORID</p>
	<p>AP presented previous feedback heard on M16 and M17, as on slide 12.</p> <p>JF advised that one of the main purposes of deferrals is to inform the retailer and customer that there is a delayed. There are currently no restrictions in the Hub on how far back a deferral can be backdated. Perhaps there is merit in how far back some deferrals are backdated, as backdating should not be a routine practice.</p> <p>GB advised that it may be too soon to introduce a KPI as there is missing information from the current data set, querying if an additional data set with deferral reasons could be provided. Noting a preference for deferrals being part of audits instead of a performance indicator, as it is qualitative data and there are many reasons for the use of deferrals, but that we need to know the underlying reasons.</p> <p>JL advised that there is a lack of criteria for deferrals, the timelines, expectations, use of and behaviour around deferrals is not explicit, therefore, trying to audit or create a measure around deferrals is challenging as there is no foundation laying the criteria and timeline.</p> <p>NB advised that there is an active audit looking at deferrals split by deferral reason code and backdating, suggesting that we await recommendations to avoid duplication of efforts.</p> <p>DM advised that M16/M17 should be an audited additional metric and allow MOSL to measure median time frames reasonably against groupings of wholesaler types and geographical differences across the market.</p> <p>JF suggested that a change request could be added to backdating tab to restrict backdating. JF advised that exclusions need to be considered as certain bilateral requests have to go to a plan proposed for the retailer to agree before moving forward, this does not stop the wholesalers' KPI, therefore deferrals are raised.</p>

AP advised that M16 and M17 were originally defined, references to exclusions on certain bilaterals were mentioned.

SF advised that any bilateral with a quote or proposal should be part of the deferred process to allow retailers time to understand the proposal before it is accepted. With end-to-end SLAs, the wholesaler should not be accountable for the time where the request is back with the retailer.

Comment from PW in the chat – “deferrals are a symptom representing a problem elsewhere rather than a cause; giving the PAC data to see where they're excessive and having customer impacts is, for me, the ideal.”

MR stated that it is not about policing something that is allowed in the code but rather attempting to understand what the impact on customers is.

DM advised that noting the impact on customers is important but that sometimes customers get in the way of wholesalers getting the job done, which results in deferrals. It should be an additional metric because the context is what matters, as there needs to be a focus on the outliers and understanding the root cause of problematic deferrals.

AP presented a **description on M16**, as on slide 13.

AP presented a **description on M17**, as on slide 15.

JF advised that deferrals are in some respect a joint responsibility, not just a wholesaler responsibility. Suggesting there be consideration around deferral rates between trading party pairings.

EJ advised that a line-level report may be built which may include deferral reasons. EJ queried feedback from members around whether it would be useful to have a snapshot from the last day of the month to investigate what is in a deferral state at that point rather than investigating deferrals earlier in the month.

JF advised that it would be useful to have a view of both trends during the month and at the end of the month to help determine points of intervention. JF suggested that maybe **the focus should only be on requests where the deferred time plus the actual time breaches the original SLA.**

	<p>AB supported the suggestion around the primary focus being around deferral times where the SLA is breached as the expected time is communicated with the customer and dissatisfaction and complaints are raised when it goes beyond the original SLA.</p> <p>DM advised that focusing on the deferral time and number of days breached may reach the same conclusion as focusing on outlier deferrals, would help identify problem areas. DM suggested that it may just need to be a spot check additional metric and audit and avoid overcomplication.</p> <p>NB advised that the metric needs to be split down by all processes and all deferral reasons to find outliers.</p> <p>GB noted agreement with the points around customer impact but noted concerns with how that is measured through the hub and reporting, as there are many reasons, such as the customer requesting a delay or the council delaying a request for road works, that do not impact the customer negatively, apart from taking longer than expected, as the reasons are explained to the customer.</p> <p>TW suggested looking at deferrals based both on case type and case status.</p> <p>MR summarised that feedback heard today is around trying to understand the impact to the customer and how long deferrals are taking to complete, noting that the takeaway would be to understanding how granular the metric needs to be and how customer impact can be measured.</p> <p>PB advised that the metric, whether a KPI or additional metric, should measure the customer impact, the quality, encompassing deferrals, resubmissions, repeat requests, escalations and the overall length of time and things that go wrong. Suggesting a compound metric, instead of looking at deferrals in isolation.</p>
<p>5.</p>	<p>Upcoming PAG workshop(s) & AOB</p>
	<p>MR provided an overview of the upcoming workshops.</p> <p>JD requested having an update around the work to define a SMARTAMI meter, as the definition will be crucial following the separation of M01 and M02.</p> <p>HCo advised that the code change is being raised and will be presented to the CCC in June, noting that it is lifted from CPW142.</p>

MOSL to provide an update on SMARTAMI definition at a future meeting.

MR closed the meeting.