

# Market Performance Framework (MPF) Reform

Performance Standards & Charges, Non-metric Requirements, CAG progress

Performance Advisory Group – meeting 93  
16 July 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. The overall image has a teal background on the left side.

MARKET  
VALUE  
ADDED

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

# Agenda

---

	Item	Presenter	Time
1	<b>Welcome &amp; update</b>	<b>Miles Robinson (Chair)</b>	<b>5 mins</b>
2	Update on performance standards and charges (M01, M02, M04, M06)	Oli Robins/Janet Judge	30 mins
3	Non-metric requirements	Evan Joanette	15 mins
4	CAG progress update	Evan Joanette	15 mins
5	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			<b>Total: 1 hour 15 mins</b>

# Housekeeping



Welcome all – please introduce yourself in the chat



Workshop format – please raise questions as we go through






















































We will allow time for discussion and questions  
Questions via MyMOSL portal



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

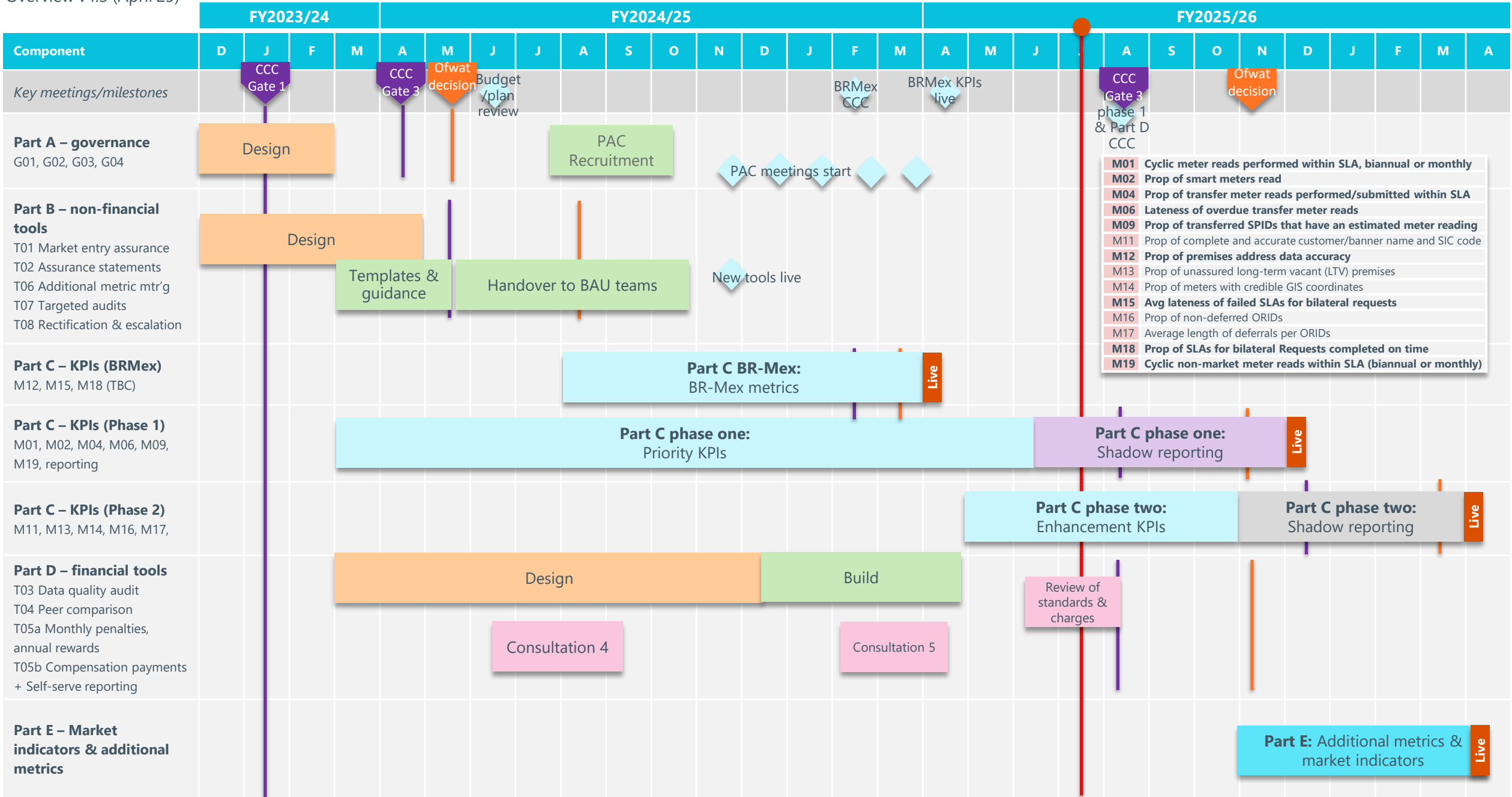
# MPF progress overview

-  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											
	Phase one: Priority KPIs					N/A		Aug 25			Nov 25	Dec 25
	Phase two: Enhancement KPIs							Dec 25			Mar 25	April 26
Part D	Financial tools					N/A		Aug 25			Nov 25	Dec 25
Part E	Market indicators & additional metrics							N/A			N/A	April 26

# Programme plan

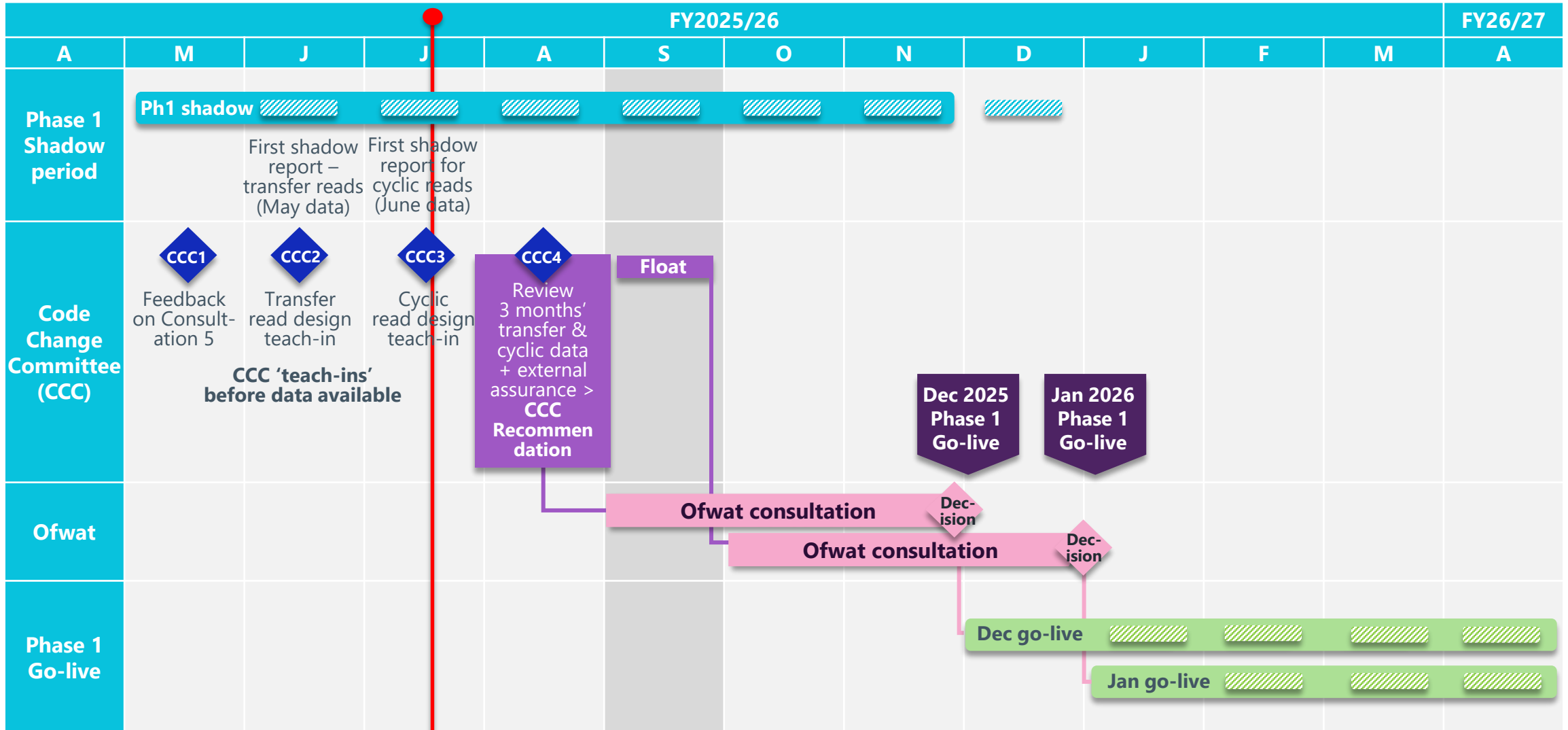
Overview v4.3 (April 25)



- 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
- M09 Prop of transferred SPIDs that have an estimated meter reading
- 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)

# Timeline, shadow and implementation

## Revised Phase 1 timeline



# Agenda

---

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	5 mins
2	<b>Update on performance standards and charges (M01, M02, M04, M06)</b>	<b>Oli Robins/Janet Judge</b>	<b>30 mins</b>
3	Non-metric requirements	Evan Joanette	15 mins
4	CAG progress update	Evan Joanette	15 mins
5	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			<b>Total: 1 hour 15 mins</b>

**Update on  
performance  
standards and  
charges (M01,  
M02, M04, M06)**

Oli Robins  
Janet Judge



- The phase 1 metrics are being released in shadow for trading parties
  - performance data for transfer reads (M04, M06, M09) was published in May
  - performance data for cyclic reads (M01, M02, M19) should be published next week
  - data covers the three most recent performance months and all meters in the market
- We are using this data to remodel the impact of the charges and initial standards proposed under consultation five. We also have further lookback data on M01 and M02 to demonstrate temporal trends.
- We are inviting observations from the PAG to share with the Code Change Committee (CCC) and the Performance Assurance Committee (PAC). Not proposing to change any charges or standards before these are shared with the CCC for recommendation to Ofwat.
- M01, M02, M04 and M06 today – M19 next week (22 July).

# Reminder of charges and standards

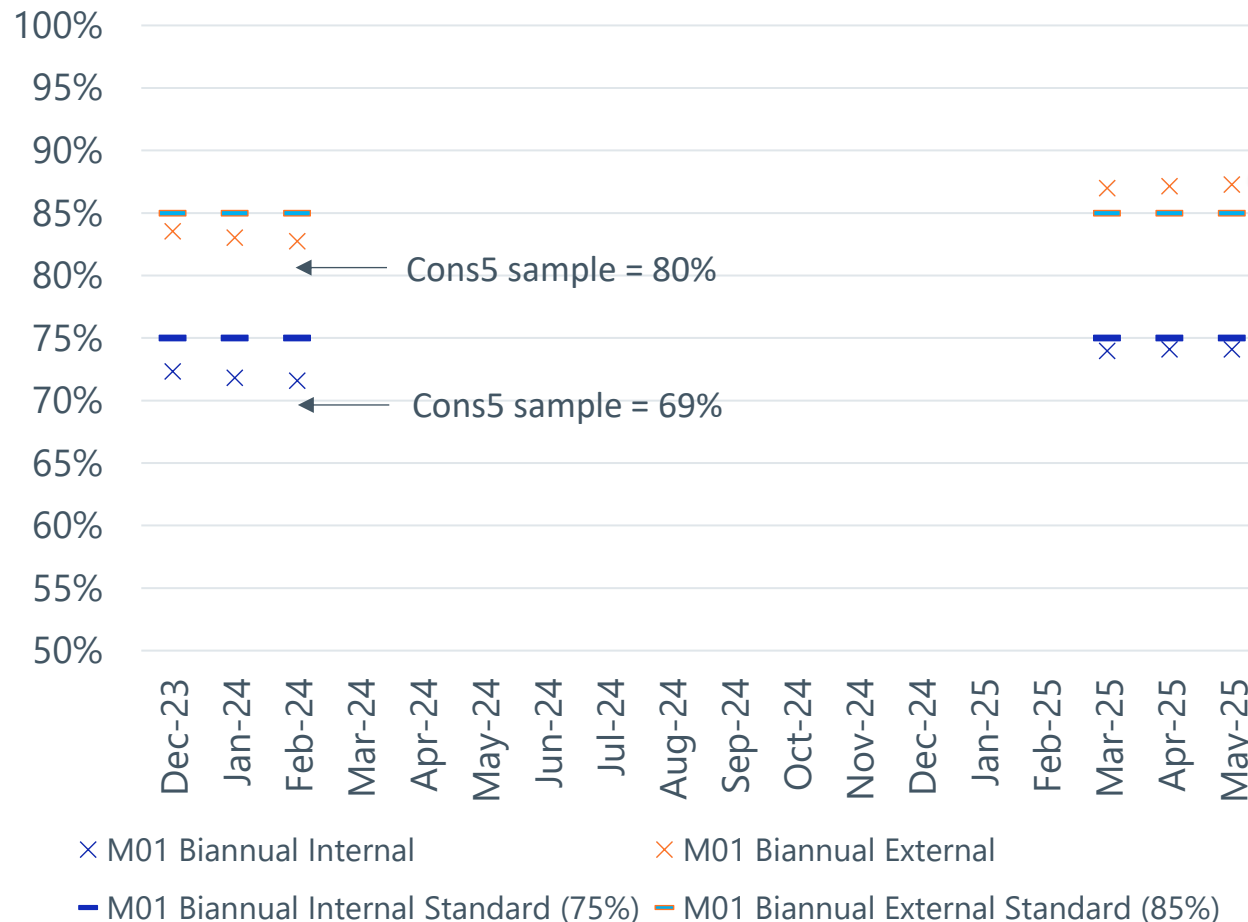
KPI	Description	Charge	Standard
M04	Proportion of successful transfer meter reads	£5	100%
M06	Lateness of transfer meter reads	£1 per day late	0 days late
M01	Cyclic meter reads performed within the SLA (non-smart meters)	£2.50 for biannual meters £17.50 for monthly meters	75% for internal meters 85% for external meters
M02	Cyclic meter reads performed within the SLA (smart meters)	£2.50 for biannual meters £17.50 for monthly meters	96% for biannual internal meters 98% for biannual external meters 86% for monthly internal meters 88% for monthly external meters
M19	Cyclic <u>non-market</u> meter reads performed within the SLA	£6 for biannual meters £17.50 for monthly meters	90% for internal meters 98% for external meters

# Market performance for M01

## Biannual meters



### Biannual M01 Performance



### Summary

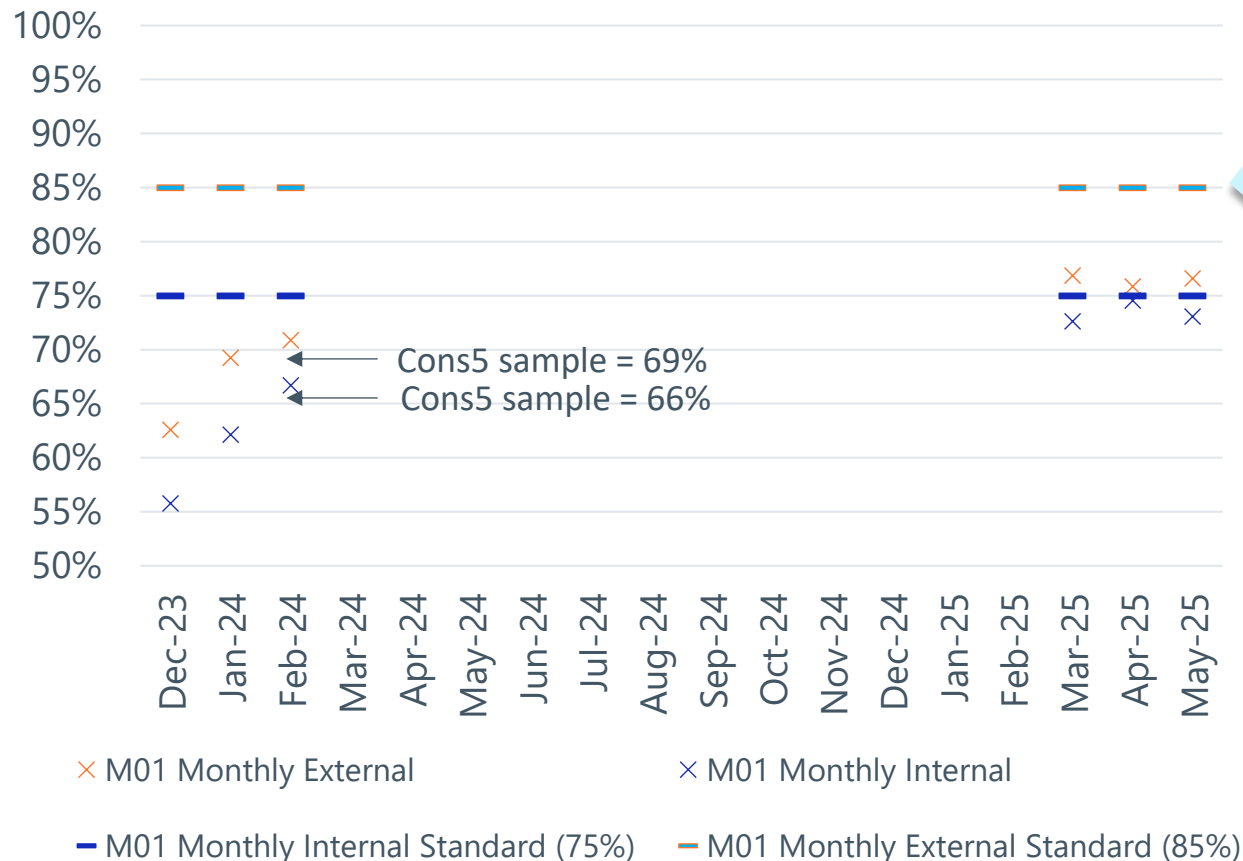
- Full market performance data for Dec 23, Jan 24, Feb 24, Mar 25, Apr 25 and May 25
- Blue crosses show performance at internal meters, orange crosses show performance at external meters. Blue lines show internal standard (75%), orange lines show external standard (85%).
- Arrows call out the Feb24 sample data used in consultation 5 → maps closely to actual Feb24.
- M01 Biannual Internal performance has improved and **moved closer to standard**, from 2024-25.
- M01 Biannual External performance has improved and **moved above standard**, from 2024-25. Still within a +5% points increase by the PAC **should PAC choose to raise this standard post implementation.**
- There is a consistent performance difference for internal vs external meters across all periods.

# Market performance for M01

## Monthly meters



### Monthly M01 Performance



### Summary

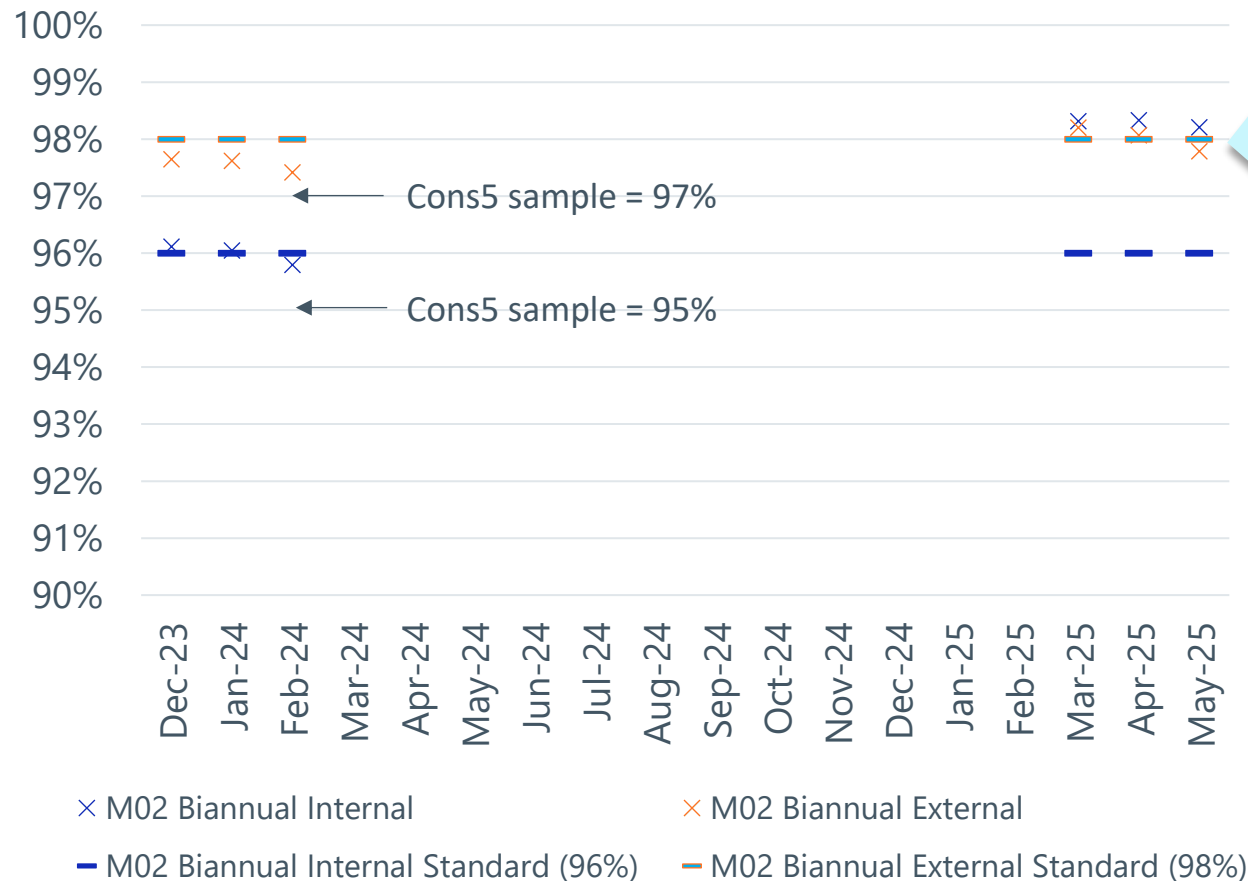
- Full market performance data for Dec 23, Jan 24, Feb 24, Mar 25, Apr 25 and May 25
- Blue crosses show performance at internal meters, orange crosses show performance at external meters. Blue lines show internal standard (75%), orange lines show external standard (85%).
- Arrows call out the Feb24 sample data used in consultation 5 → maps closely to actual Feb24.
- M01 Monthly Internal performance has improved and **moved closer to standard**, from 2024-25
- M01 Monthly External performance has improved and **moved closer to standard**, from 2024-25
- The performance difference for internal vs external meters has reduced, from 2024-25. **The PAC could consider bringing these standards together post implementation.**

# Market performance for M02

## Biannual meters



### Biannual M02 Performance



### Summary

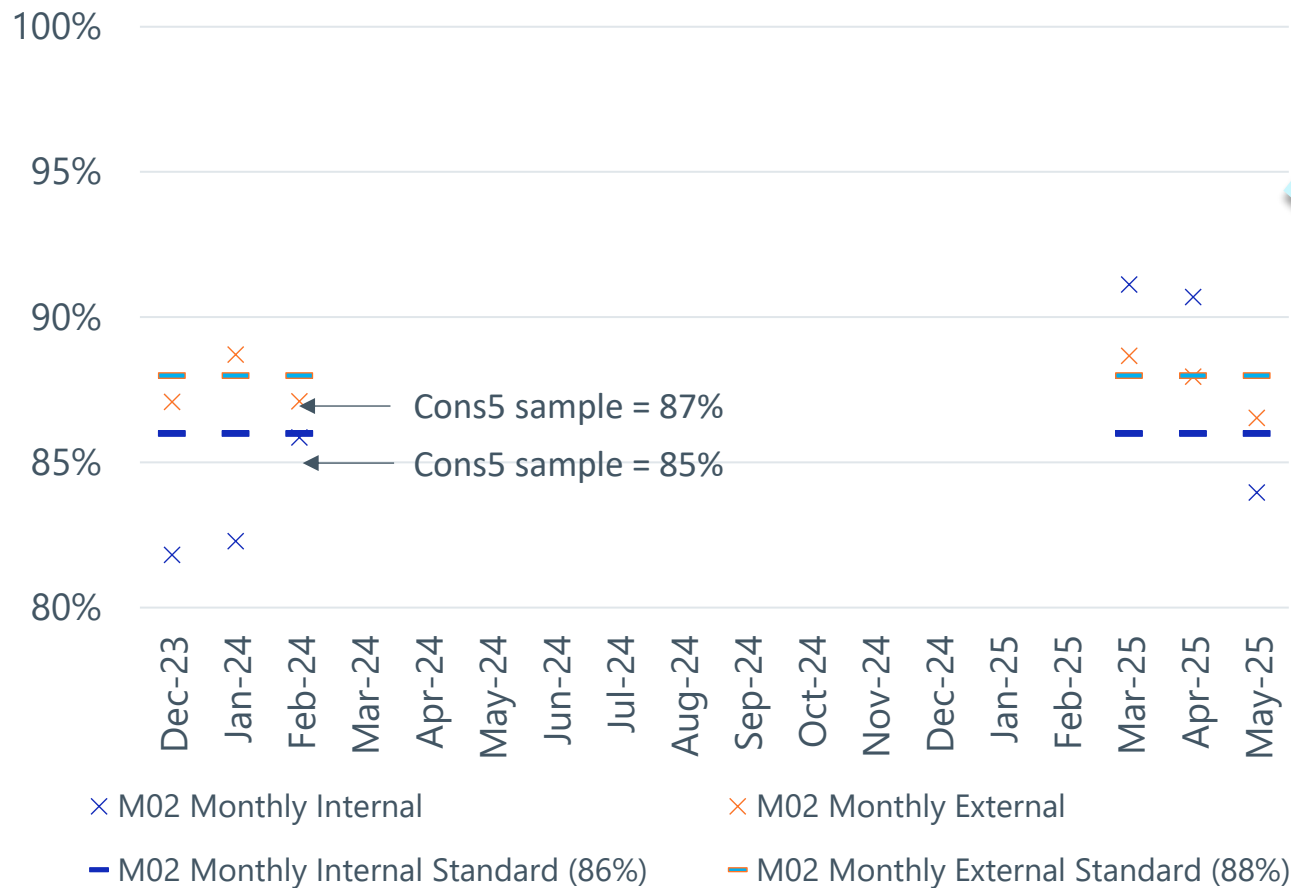
- Full market performance data for Dec 23, Jan 24, Feb 24, Mar 25, Apr 25 and May 25
- Blue crosses show performance at internal meters, orange crosses show performance at external meters. Blue lines show internal standard (96%), orange lines show external standard (98%).
- Arrows call out the Feb24 sample data used in consultation 5 → maps closely to actual Feb24.
- M02 Biannual Internal performance has improved and **moved above standard**, from 2024-25. Still within a +5% points increase by the PAC.
- M02 Biannual External performance has improved and **moved closer to standard**, from 2024-25.
- The performance difference for internal vs external meters has reduced, from 2024-25. **The PAC could consider bringing these standards together post implementation.**

# Market performance for M02

## Monthly meters



### Monthly M02 Performance



### Summary

- Full market performance data for Dec 23, Jan 24, Feb 24, Mar 25, Apr 25 and May 25
- Blue crosses show performance at internal meters, orange crosses show performance at external meters. Blue lines show internal standard (75%), orange lines show external standard (85%).
- Arrows call out the Feb24 sample data used in consultation 5 → maps closely to actual Feb24.
- M02 Monthly Internal performance has generally improved, from 2024-25, but there is **variation month on month in terms of above/below standard.**
- M02 Monthly External performance has **remained steady**, from 2024-25
- The performance difference for internal vs external meters has become **more variable, from 2024-25.**

# M01 + M02

## Impact on charges

### Monthly Charges (market level)



× M01+M02 Monthly Charges × MPS18+MPS19 Comparison

### Summary

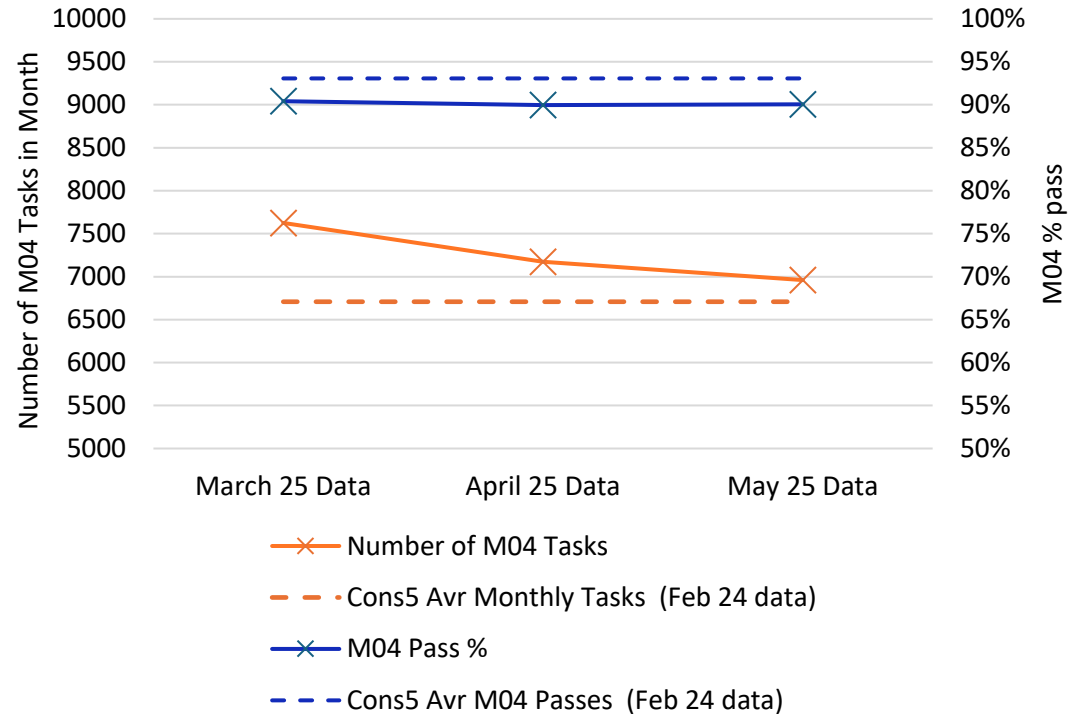
- Due to performance improvements, market charges have reduced from 2024/25. This trend is reflected in MPS charge (blue) as well as the new KPI charges (orange).
- Charges at the market level for M01 and M02 are similar/slightly higher than those for the equivalent MPS. The apportionment of these charges across parties will be different.
- Parties performing below standard can expect to be charged more vs current MPS, parties performing above standard can expect to be charged less (as not every failure is charged).

# Market performance for transfer reads

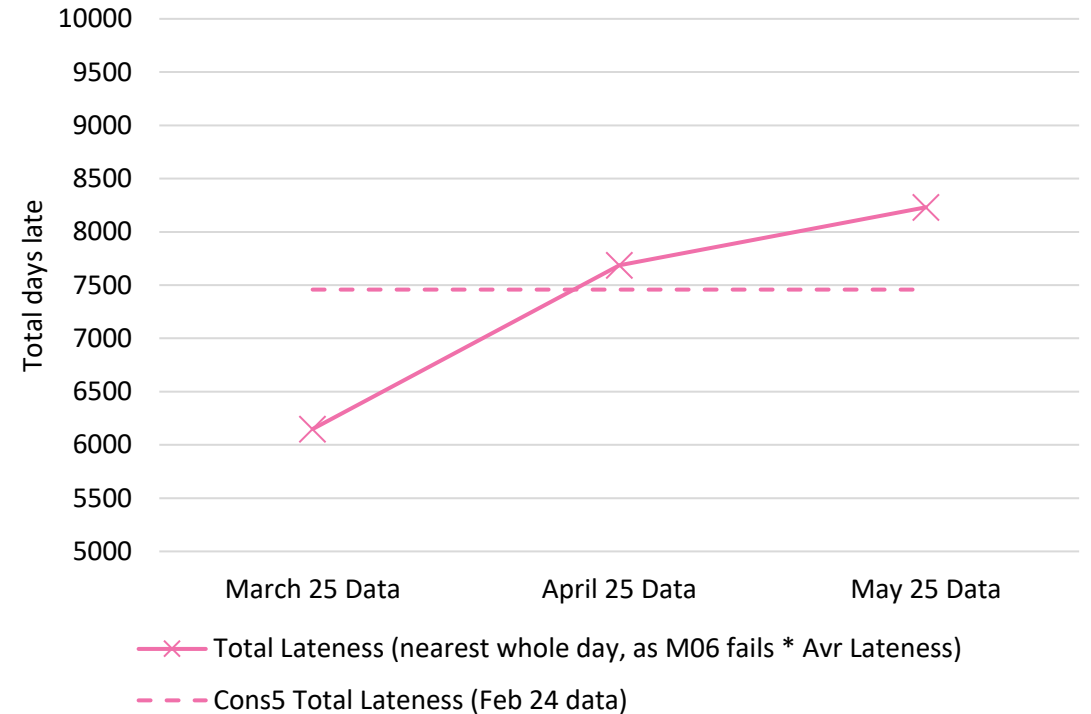
## Modelling v shadow period data



### M04: Proportion of successful transfer meter reads



### M06: Lateness of transfer meter reads

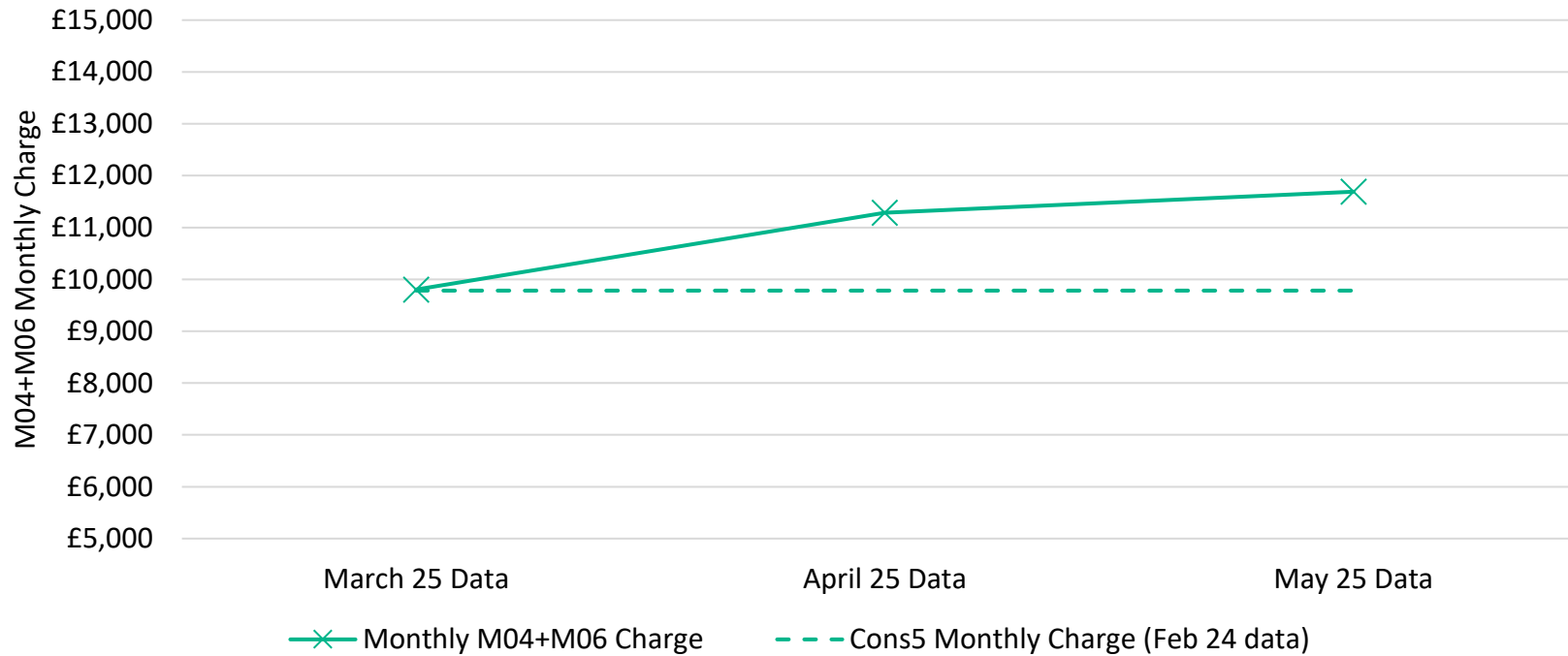


### Summary

- At market level, M04 task volumes and pass % in shadow comparable to Consultation 5 data
- At market level, M06 total lateness in shadow comparable to Consultation 5 data
- Comparability also at the retailer level

# M04 and M06

## Transfer read market charges



KPI	Description
M04	Proportion of successful transfer meter reads performed within SLA
M06	Lateness of transfer meter reads

### Summary

- Monthly market charge for M04 & M06 in Consultation 5 modelling was estimated at c£9.8K. Shadow data from March, April and May 2025 show charges range from £9.8K to £11.7K
- Annual charges, accounting for uncertainties in task volume and performance, were estimated at between c£109K to c£133K. Shadow data suggests £117K to £140K.
- The impact of charges is broadly as expected.

# Overall Summary

---

- Market performance has generally improved across M01 and M02 since 2023/24. The modelled market charges have therefore reduced but are slightly higher vs equivalent MPS and will be apportioned differently across parties.
- The proposed standards remain above market performance in the main - there are some exceptions, but the preference is to leave future amendments to the PAC post implementation.
- Key areas the PAC may choose to review post implementation include:
  - M01 Biannual External
  - KPIs such as M01 Monthly and M02 Biannual where the performance difference at internal and external meters appears to be reducing (potential to further simplify framework).
- Market performance and volumes for transfer read KPIs in shadow is comparable to Consultation 5 data. Impact of charges is broadly as expected.
- Not proposing to change any charges or standards before these are formally shared with the CCC for recommendation to Ofwat. The PAC will monitor performance against the standards throughout shadow.

# Agenda

---

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	5 mins
2	Update on performance standards and charges (M01, M02, M04, M06)	Oli Robins/Janet Judge	30 mins
<b>3</b>	<b>Non-metric requirements</b>	<b>Evan Joanette</b>	<b>15 mins</b>
4	CAG progress update	Evan Joanette	15 mins
5	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			<b>Total: 1 hour 15 mins</b>

# Non-metric code requirements

Evan Joanette, MPF Programme Lead



# Non-metric requirements

**Code Advisory Group: Standards and charges are variable,** Codes must set out starting position and MOSL publishes prevailing figures.

**Consultation 4: Dispute/appeal mechanism for metric and charges**

Annual review and audit of MOSL  
Systemised calculations  
Shadow weeds out problems  
No new dispute system

**Consultation 5: Codify inflation**

Codify methodology so no change proposal needed to keep charges in line.  
Apply in same way to the cap

**Consultation 5: PAC performance flex**

Why not give PAC wider latitude?  
Urgent code change can address urgent issues

# Non-metric requirements

## Inflation

- Likely in MAC
- Using CPI, October figure
- Assume adjustment, unless PAC decides otherwise.
- Sufficient notice

## Disputes

- Likely in MAC
- Incorporate performance standards where MAC currently cites charges/invoices.

## PAC adjustment of standards

- Define 5% tolerance
- Set out notice periods
- Urgent or larger adjustments use existing code process

## Prevailing standards and charges

- Set out in CSD 0002
- Publish so TPs find up-to-date information

Any other?

# Agenda

---

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	5 mins
2	Update on performance standards and charges (M01, M02, M04, M06)	Oli Robins/Janet Judge	30 mins
3	Non-metric requirements	Evan Joannette	15 mins
<b>4</b>	<b>CAG progress update</b>	<b>Evan Joannette</b>	<b>15 mins</b>
5	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			<b>Total: 1 hour 15 mins</b>

# Code Advisory Group

*Unsung heroes*

Evan Joanette, CAG Chair



# Code Advisory Group timeline



MOSL

27 June

- M01 “minded to support”

4 July

- M02, M19 “minded to support”

11 July

- M04, M06 first look

18 July

- M04, M06 “minded to support”
- Standing reports first look

25 July

- Non-metric first look
- Standing reports “minded to support”

1 August

- Non-metrics sign off
- Full CAG code “recommendation”

8 August

- Back-up CAG only.
- Falls after Code Change Committee paper day

- **Next step:**
- Publish code drafting for TP early sight, this week

- Incomplete
- Complete or mostly complete

**MOSL**



# Agenda

---

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	5 mins
2	Update on performance standards and charges (M01, M02, M04, M06)	Oli Robins/Janet Judge	30 mins
3	Non-metric requirements	Evan Joanette	15 mins
4	CAG progress update	Evan Joanette	15 mins
5	<b>Upcoming PAG workshops &amp; AOB</b>	<b>Miles Robinson (Chair)</b>	<b>10 mins</b>
			<b>Total: 1 hour 15 mins</b>

# Upcoming PAG workshop(s) & AOB

Date	For discussion	Detail
16/07/2025	Review of amendments to charges/standards	-
23/07/2025	-	-
30/07/2025	-	-
06/08/2025	TBC	TBC

*\*Subject to change*

**AOB**

