

Market Performance Framework

Post go-live webinar

[Link to recording](#)

29 January 2026



Purpose

- About this session
- Confirmation of what went live on 26 January
- Explanation of the delay in publication
- Walk-through of new reports
- Backlog
- FAQs



Timeline

1

New KPIs implemented in Market Codes

1. High-level animation to describe MPF and changes
2. High-level introductory video(s) for new metrics and reporting
3. Website navigation updated

1

New KPIs implemented in Market Codes
1 December 2025

2

First KPI reports & holistic reporting live
23 January 2026

2

New KPI reports & comparison dashboards

My MOSL > My Charts

- TP performance reports (Dec data)
- Detailed guidance to KPIs

My MOSL > My Files

- Charging reports

MOSL website

- Retailer performance dashboards
- Wholesaler performance dashboards

Ofwat decision comms
17 November 2025

Webinar
19 November

MPF go live comms
1 December

Planning update
11 December

New reports live comms
26 January 2026

Webinar
29 January

Webinar
26 February



Delay in publication

1. Initial reports for key performance indicators published on Friday 23 January were found to contain omitted data and were immediately withdrawn; trading parties were notified.
2. The issue was investigated, corrected, the reports were rerun over the weekend and republished on Monday 26 January.
3. 21 invoices were affected, totalling about £4,000; payment windows will be extended and trading parties informed.
4. A non-compliance notification will be raised with the Performance Assurance Committee.



Live demo of new reports



Transfer Reads Dashboard

Retailer Summary

Number of M04 Tasks: **61,721** | M04 Pass (Tasks): **57,277** | M04 Fail (Tasks): **4444** | M04 Pass% (Tasks): **92.8%** | M06 Late Tasks (Tasks): **3943** | M06 Average Days Late: **12.41** | M09 Total Reads (API Tasks): **57,277** | M09 Actual Reads (API Tasks): **20,155** | M09% (API Tasks): **35.2%**

M04 Fails Breakdown

M04 Pass/Fail

M12 Dashboard

Wholesaler Summary

Total SPIDs: **197.98K** | Total Premises Verified: **194.11K** | Total Address Verified: **194.87K** | Total UPRN Verified: **195.19K** | Total VOA Verified: **195.59K**

Premises Match

3.87K (1.95%) of Concern | 194.11K (98.05%) Verified

M12 Assurance and Exceptions

Cyclic Reads Dashboard

Market Level

Number of M01 Tasks (Tasks): **5,580,562** | M01 Pass (Tasks): **4,743,817** | M01 Fail (Tasks): **836,745** | M01 Pass% (Tasks): **85.01%** | Number of M02 Tasks (Tasks): **705,428** | M02 Pass (Tasks): **692,577** | M02 Fail (Tasks): **13K** | M02 Pass% (Tasks): **98.18%** | Number of M19 Tasks (Tasks): **41,344** | M19 Pass (Tasks): **33,384** | M19 Pass% (Tasks): **80.75%** | M19 Fail (Tasks): **7,960**

M01 Pass % By Retailer

M02 Pass % By Retailer

M19 Pass % By Wholesaler

Retailers



- Select all
- NAV
- Retailer
- Self-supply

Wholesalers

- Select all
- NAV
- Advanced Water In
- Albion Eco
- Albion Water
- County Water
- ESP Water

Backlog (improvement suggestions)

Delivered alongside January release

1. Three new additional columns added to the M15_M18 Peer Report 
2. Create an empty/blank report for M01, M02, M04, M06 where there are no tasks within the reporting period 

Remaining on backlog

3. Updates to the M12 Extract to align it to the CSD
4. Create an empty/blank report for M12, M15 & M18 where there are no tasks within the reporting period
5. Have 'exclusions' added to the dashboards

1. Will performance charges continue to be redistributed at the end of the year?

Yes, as per the current process (in place since December 2019). Charges which the Panel does not use for special projects will be returned based on each parties' market share (minus each parties' own charges).

2. Are Long Term Vacant meters included in MPF metrics?

The cyclic meter read KPIs (M01, M02, M19) consider all meters. M13 will report the Proportion of Verified Vacant Premises on a quarterly basis (first reports expected in July 2026), separately as an Additional Metric.

3. Will there be an overall MPF performance score for Trading Parties, or only per-metric scoring?

The Trading Party Performance Dashboards provide a total ranking for parties across each KPI, but there is not a single score as the measurement units differ across some KPIs (e.g., a percentage is different to a count).

4. How can I calculate monthly charges using the new MPF reports?

Link to charge report.

5. What day are dashboards and monthly data refreshed?

No later than business day 16.

6. Who should I contact if I have questions about the reports, data or charges?

Please raise a ticket via the MyMOSL portal to the performance team. If your question is specifically about the MPF reform programme then you can send a ticket to the MPF reform team.

7. Where can I find a list of improvement suggestions?

Both FAQs and the backlog of improvement suggestions will be published on the MOSL website.

Coming up

- 12 February – February planning update
- 23 February – Second publication of new KPIs
- 26 February – Second post-go live webinar
- May (to be confirmed) – First publication of new additional metrics



Q&A

