

The MOSL logo is positioned in the top right corner of the image. It consists of the letters 'MOSL' in a bold, white, sans-serif font. A small white water drop icon is placed below the letter 'O'. The background of the entire image is a blurred photograph of a diverse group of people in a professional setting, with a man in the foreground smiling and looking towards the right.

MOSL

2025/26 MOSL Quarterly Report

[View Q1 report](#)

[View Q2 report](#)

[View Q3 report](#)

[View Q4 report](#)
(coming May 2026)



Quarterly Report: Q3 2025/26

We are pleased to present our quarterly report for Q3 2025/26, which outlines progress against our [2025-28 Business Plan](#) and performance against our key performance indicators (KPIs).

Below, you can find our Q3 business progress summary:

KPIs at or above target

24

KPIs below target

0

Completion of business plan commitments for Q3

70%

[View detail for Improvement Programmes](#)

[View detail for KPI performance](#)



Q3 Improvement Programmes Summary



Below is a summary of the key deliverables within our improvement programmes for Quarter 3.

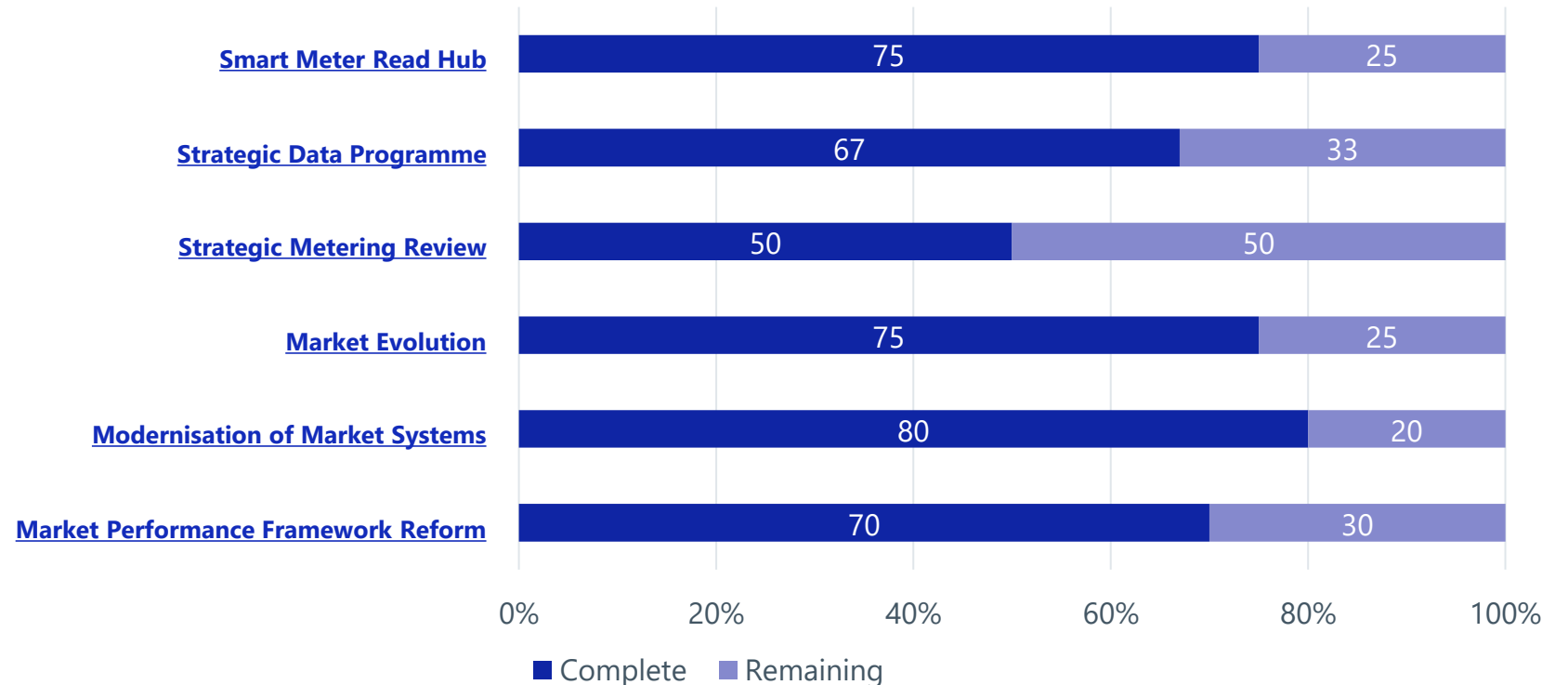
We have outlined all [MOSL's projected milestones for this financial year \(2025/26\)](#) in a separate document which also includes information on the deferred 2024/25 milestones for the Bilateral Transactions Programme, Market Performance Framework Reform, and the Data Assurance Service.

Average progress across all IPs to date
70%

Milestones completed in Q3
8

Milestones scheduled for Q3
13

MOSL's 2025/26 Improvement Programmes





Smart Meter Read Hub

In November, MOSL held the first Smart Meter Read Hub working group meeting to begin defining the code change which mandates the use of the hub. Development of Phase 1 of the hub also began, following the design being agreed in Q2.

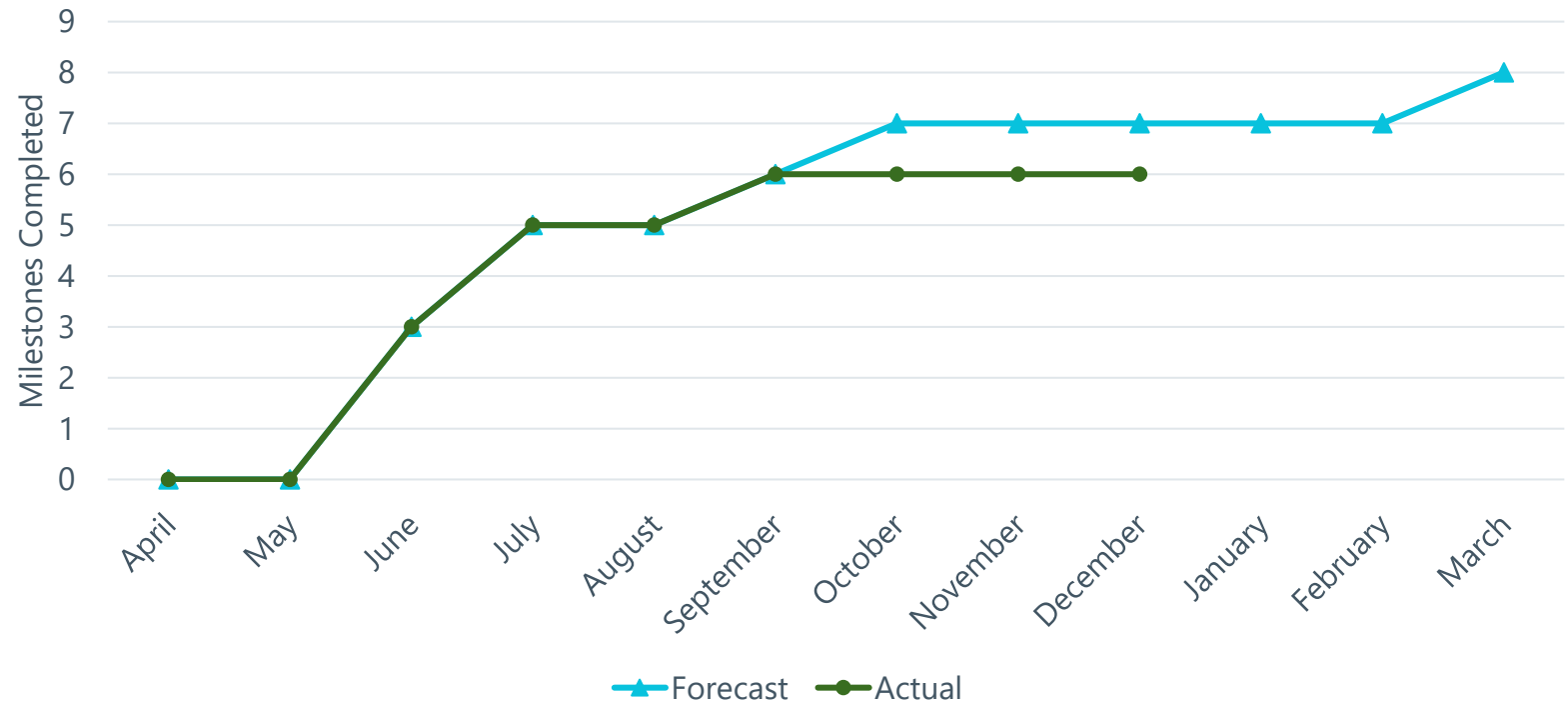
The launch of Phase 1 (Milestone 7) is now scheduled for Q4, rather than Q3, to allow ample time for User Acceptance Testing. See [MOSL's Projected Milestones 2025/26](#) for more information.

Milestones completed this quarter
0

Total programme milestones completed to date
6 out of 8

Overall programme progress to date
75%

Milestone Progress

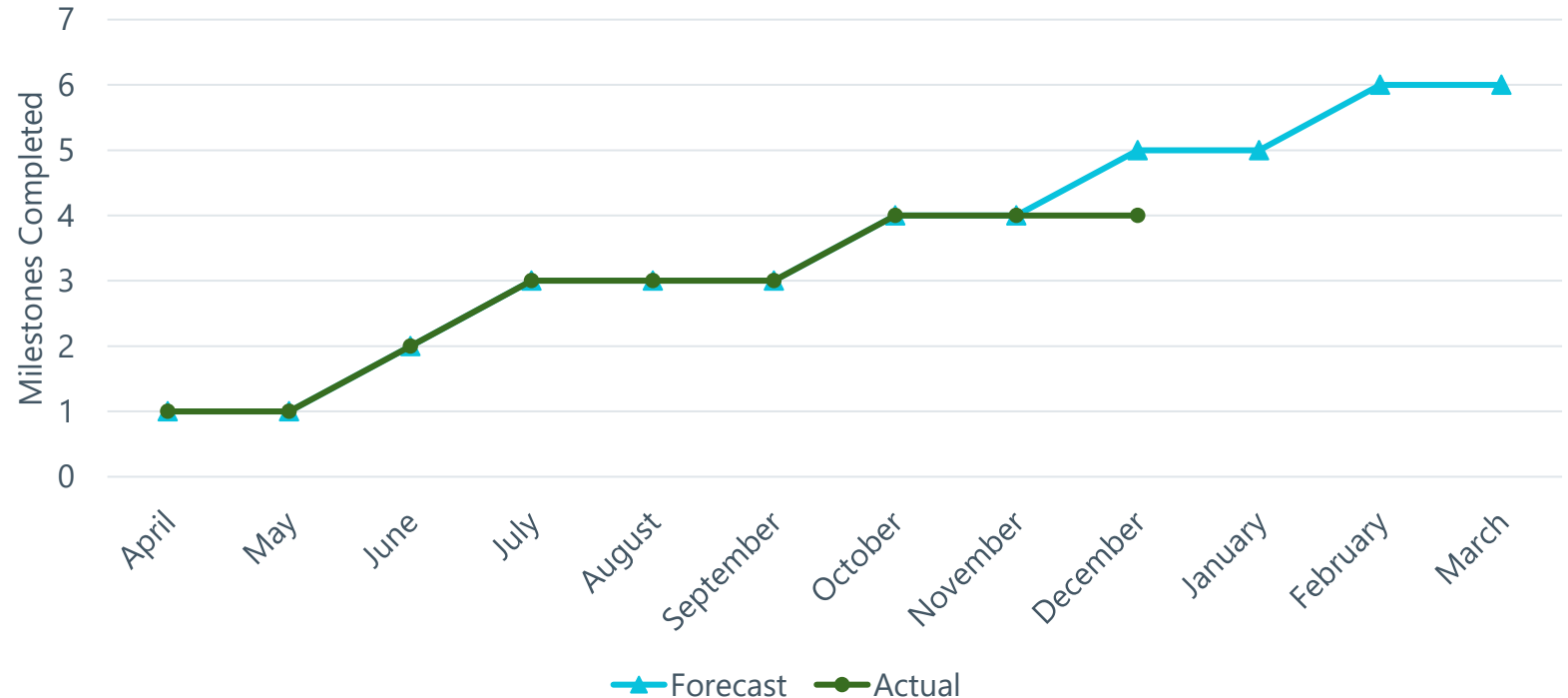




Strategic Data Programme

In Q3, the SDP working group began reviewing the process by which new connections are entered into the business retail market and exploring possible stakeholder requirements for segmentation of data, e.g. industry classifications. The latter (Milestone 5), which involved an in-person meeting with our third-party provider, IDenteq, was completed in January 2026, pushing it into Q4. See [MOSL's Projected Milestones 2025/26](#) for more information.

Milestone Progress



Milestones completed this quarter
1

Total programme milestones completed to date
4 out of 6

Overall programme progress to date
67%



Strategic Metering Review

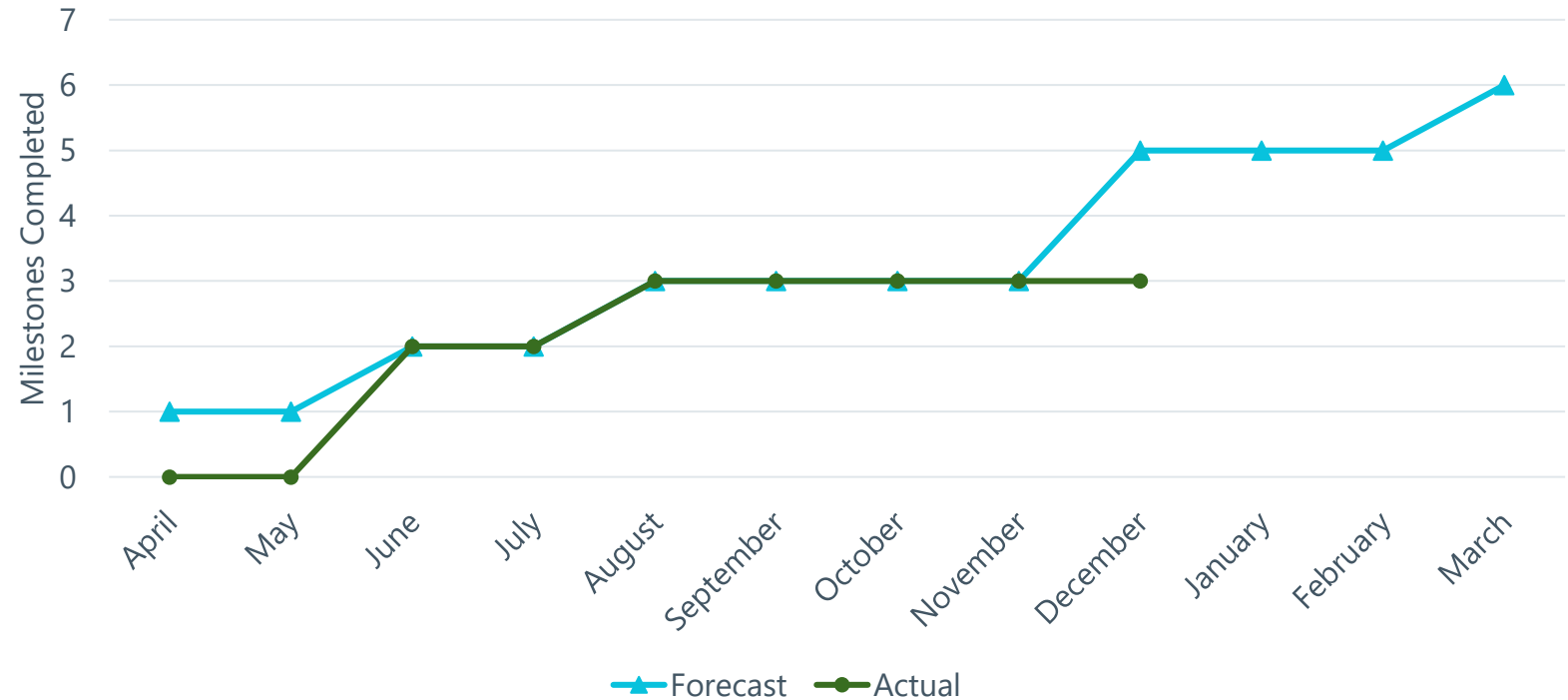
Following the approval of an enhanced definition of smart metering ('Smart AMI'), MOSL has been developing a Smart Metering Guidance Document in Q3, which considers the operational implications, such as commissioning, intermittent transmission issues and raising, of bilateral requests. The guidance is now due to be presented to the Metering Committee in Q4. MOSL also worked with the Retailer Wholesaler Group (RWG) to define a mandated list of meter read 'skip codes' for code change CPW162, which will be presented to the Code Change Committee in February (Q4). See [MOSL's Projected Milestones 2025/26](#) for more information on the delays to these milestones.

Milestones completed this quarter
0

Total programme milestones completed to date
3 out of 6

Overall programme progress to date
50%

Milestone Progress





Market Evolution

In November, MOSL delivered an update on the Settlement Strategy, including feedback from the consultation, to the Strategic Panel. This will be presented again in March for approval.

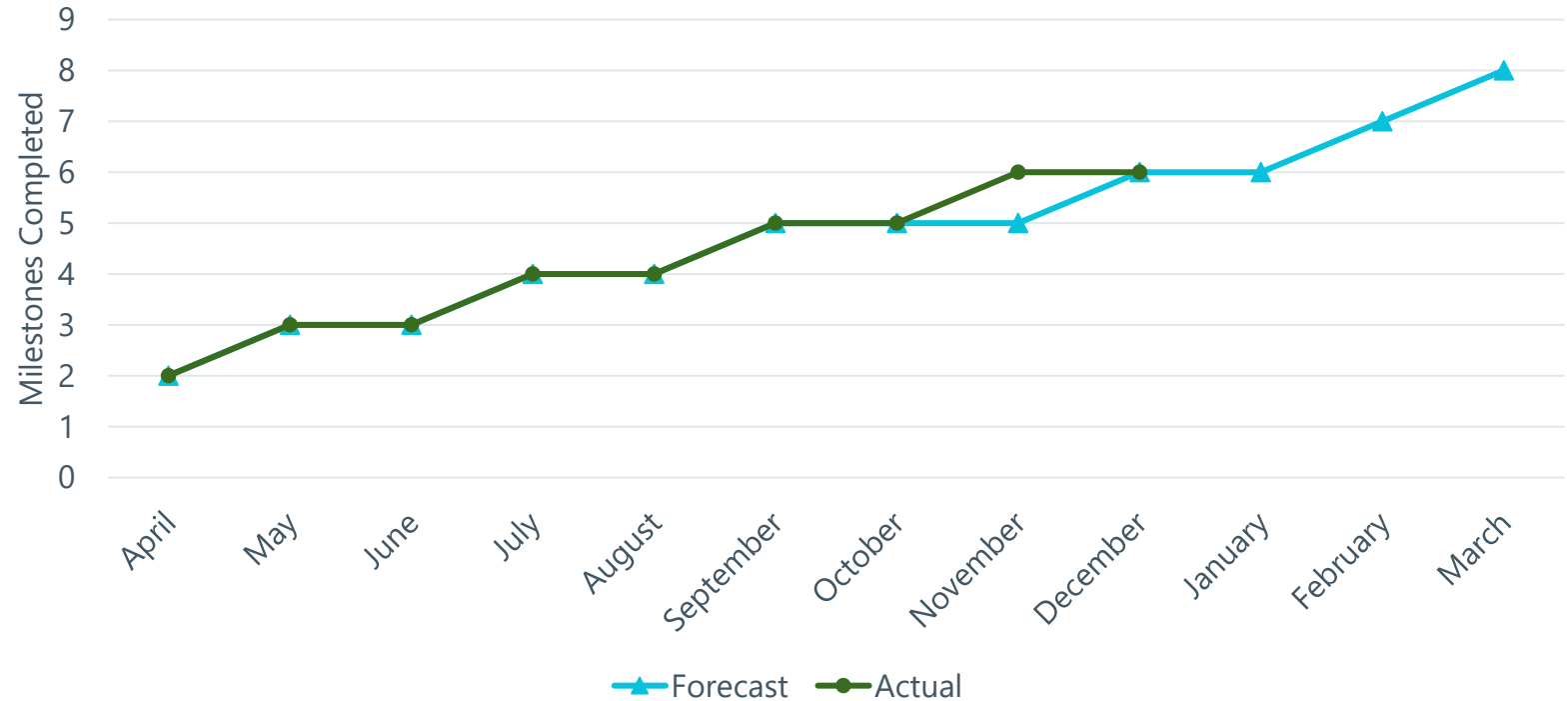
We anticipate a delay to a Q4 milestone for this programme. See [MOSL's Projected Milestones 2025/26](#) for more information.

Milestones completed this quarter
1

Total programme milestones completed to date
6 out of 8

Overall programme progress to date
75%

Milestone Progress





Modernisation of Market Systems

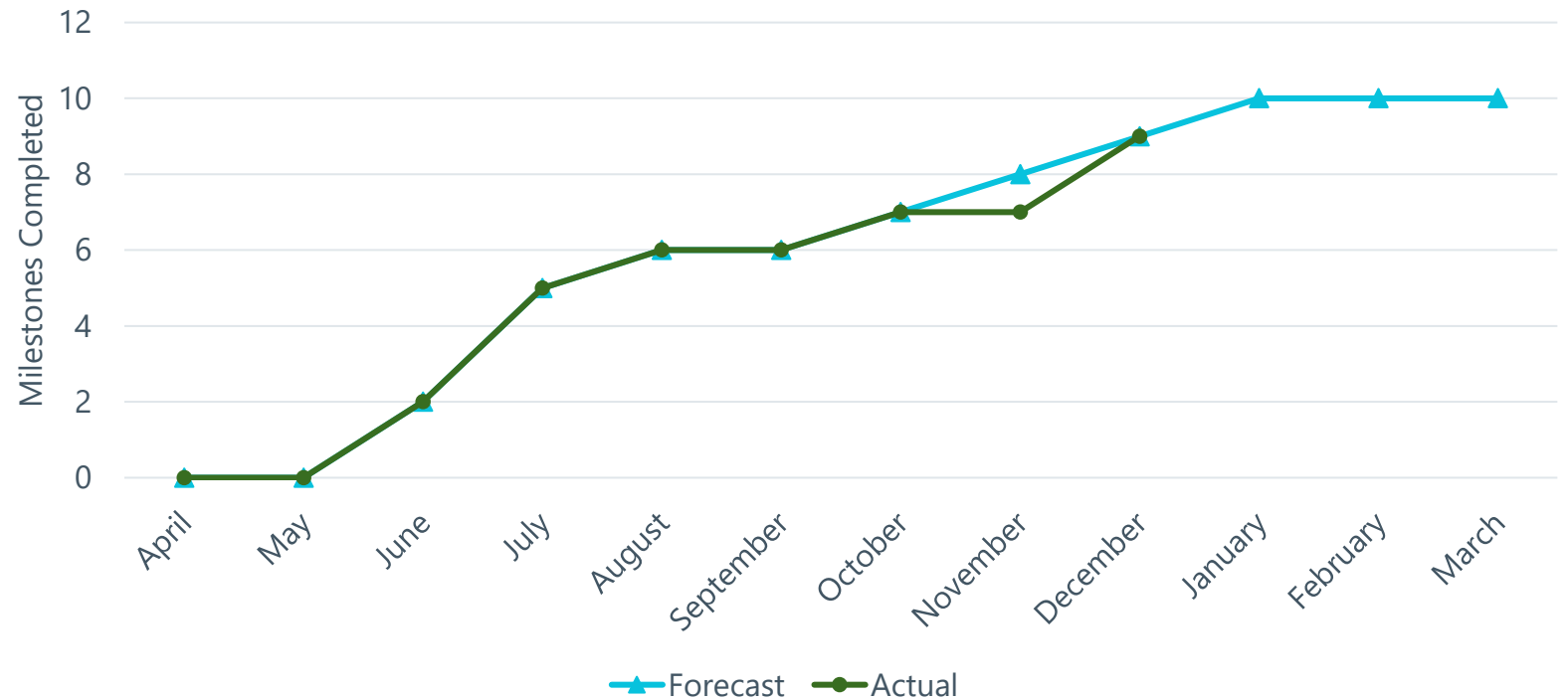
In Q3, the team made several improvements to CMOS, including improvements to the user interface and functionality that enhance the clarity, usability, and overall user experience of CMOS and its associated services. We also explored options for AI technologies to improve productivity and the efficiency of MOSL and market systems and developed a single platform strategy for My Files, My MOSL, SharePoint and FTP.

Milestones completed this quarter
3

Total programme milestones completed to date
8 out of 10

Overall programme progress to date
80%

Milestone Progress



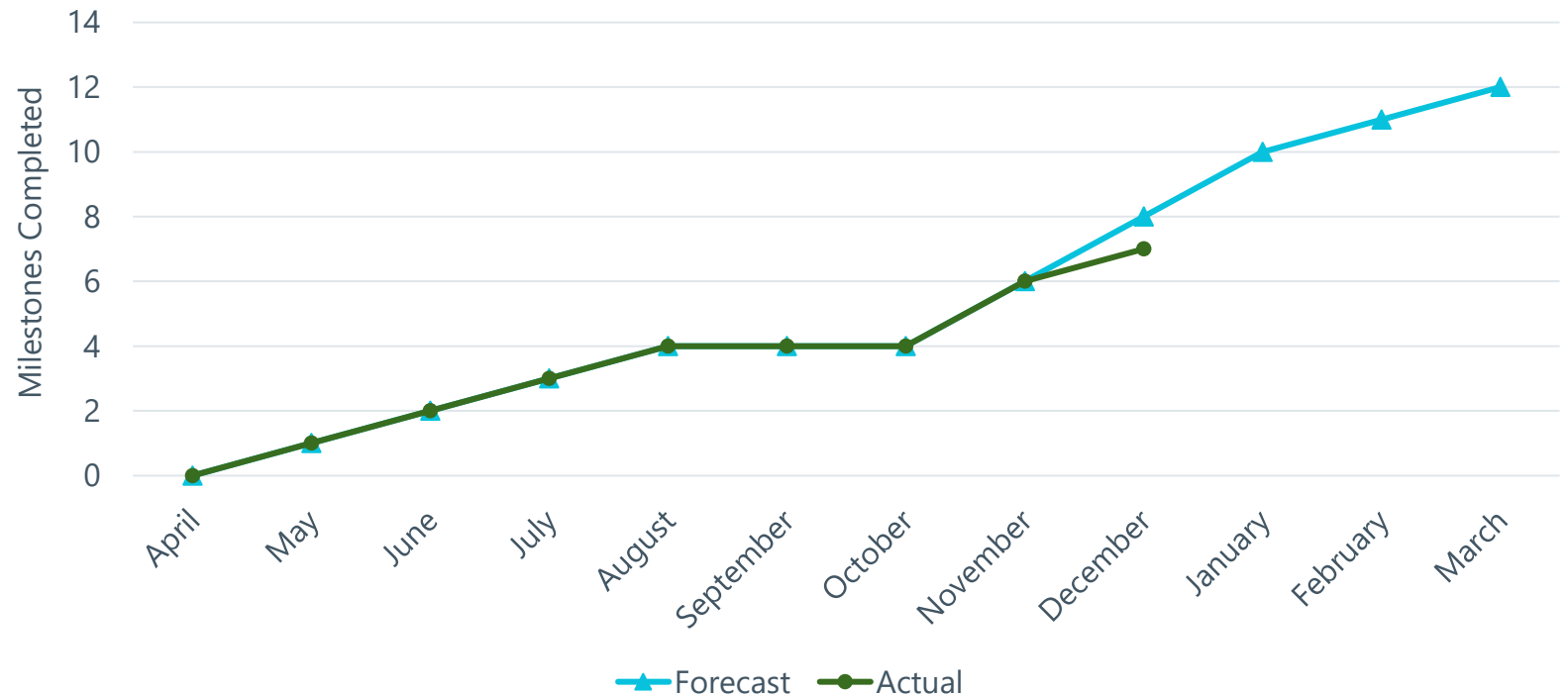


Market Performance Framework Reform



The reformed MPF came into effect in Q3, when the code change for the remaining five chargeable KPIs was implemented, joining three BR-MeX KPIs that went live in Q1. Trading parties' performance against the new KPIs began being recorded in December, with the first reports published in January (Q4). The team presented additional non-chargeable metrics, which provide market and company-level insights, to the Performance Assurance Committee for endorsement. The requirements for enhanced bilaterals reporting, including deferrals, was also signed off in this quarter.

Milestone Progress



Milestones completed
this quarter
3

Total programme milestones
completed to date
7 out of 10

Overall programme
progress to date
70%



Key Performance Indicators (KPIs)



Our core services are delivered across four key areas:

- Market Operations
- Market Assurance
- Market Improvement
- Governance and Support

These form part of our [Market Services Framework](#) and underpin the guiding principles in our [2024-27 Strategy](#).

24 KPIs
at or above
target in Q3

0 KPIs
outside
target in Q3



Market Operations



Market Systems - CMOS

KPI	Measure	Target	Q3 Score	YTD Score
1	CMOS availability	99.9%	100% ✓	99.96% ✓
2	Number of defects in new CMOS releases	Up to 1 medium and 3 low	0 ✓	0 ✓
3	CMOS Service desk – priority 1 response time	90% in 15 min	100% ✓	100% ✓
4	CMOS Service desk – priority 1 fault fix	90% in 4 hours	100% ✓	100% ✓
5	CMOS Service desk – priority 2 response time	90% in 1 hour	100% ✓	100% ✓
6	CMOS Service desk – priority 2 fault fix time	90% in 8 hours	100% ✓	100% ✓
7	CMOS Portal responsiveness	99% in 15 seconds	99.99% ✓	99.98% ✓
8	CMOS Transaction processing time	96.5% in 15 minutes	100% ✓	100% ✓

Market Systems - Settlement

KPI	Measure	Target	Q3 Score	YTD Score
9	Planned settlement runs delivered on time	100%	100% ✓	100% ✓
10	Average days for unplanned settlement runs (USRs)	20 business days or less	4.6 ✓	4.7 ✓

Commentary

Our performance met or exceeded all targets for CMOS and Settlement measures in Q3.





Market Operations, cont.



Market Systems - Data Quality Audit Portal

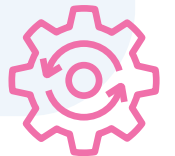
KPI	Measure	Target	Q3 Score	YTD Score
11	Data Quality Audit Portal availability	95%	100% ✓	100% ✓

Market Systems - The Bilateral Hub

KPI	Measure	Target	Q3 Score	YTD Score
12	Bilateral Hub availability	90%	99.82% ✓	99.80% ✓
13	Bilateral Hub service desk – priority 1 response time	90% in 15 min	100% ✓	100% ✓
14	Bilateral Hub service desk – priority 1 fault fix	90% in 4 hours	100% ✓	100% ✓
15	Bilateral Hub service desk – priority 2 response time	90% in 1 hour	100% ✓	100% ✓
16	Bilateral Hub service desk – priority 2 fault fix time	90% in 8 hours	100% ✓	100% ✓
17	Bilateral Hub service desk - email response time	90% in 1 hour	100% ✓	100% ✓

Commentary

Our performance met or exceeded all targets for Data Quality Audit Portal and Bilateral Hub measures in Q3.





Market Assurance and Improvement



Market Assurance - Market Operator Compliance

KPI	Measure	Target	Q3 Score	YTD Score
18	Open high and medium risk compliance actions from external audit	0 high/medium risk	0 ✓	0 ✓
19	Overdue compliance actions from internal audit	0 high/medium risk	0 ✓	0 ✓

Market Assurance - BR-MeX

KPI	Measure	Target	Q3 Score	YTD Score
20	Quarterly B-MeX survey results published and shared with Ofwat on time	Business day 15	On time ✓	On time ✓
21	Data Quality Audit results and performance reporting for M12 and M15/M18 published and shared with Ofwat on time	Business day 10	On time ✓	On time ✓

Market Improvement - Market Related Change

KPI	Measure	Target	Q3 Score	YTD Score
22	Percentage of changes assessed in line with the agreed timetable	75%	83% ✓	75% ✓

Commentary

The Market Related Change KPI is above target for Q3, meaning the year-to-date score is now on target, having been below in Q1 and Q2.

The delays to [CPW155](#) and [CPM058 & CPW149 'c1'](#) were described in the [Q1](#) and [Q2](#) reports respectively.





Building capability and Budget

Building Capability

KPI	Measure	Target	Q3 Score	YTD Score
23	Employee net promotor score (eNPS)	50 or more (scale -100 to 100)	52 ✓	48 !

Budget

KPI	Measure	Target	Q3 Score	YTD Score
24	Latest forecast spend is for spend to be less than budget	Budget = £14,060k	✓	✓

Commentary

Our quarterly eNPS survey had an excellent completion rate of 84%. The headline eNPS score is 52, giving us a rolling annual average of 48. Encouragingly, the lowest individual detractor score recorded in this survey was a 6, on the scale from 1 to 10, reflecting a positive shift in sentiment compared to previous quarters.

Costs are still forecast to be below budget. We currently expect a redistribution of circa 3% of MO charges in July 2026. This includes the impact of redistributing additional service income as normal and underspend in the MPF Reform budget that was funded from reserves. Please note that this is a forecast and could be subject to change.





MOSL

Feedback

If you would like to feed back on our Quarterly Report, please contact comms@mosl.co.uk.

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