

# market focus

Welcome to our March edition of *Market Focus*, providing a monthly update on MOSL activities and the water retail market.

## MOSL prepares to launch new website

MOSL's website redesign, which will be launched at the end of April, marks the first phase of our channel management improvement programme through which we will simplify our communication channels, make it easier for trading parties to find information, and create a 'single front door' to access [MOSL's services](#).

The website redesign is fundamental to our [Channel Management strategy](#) and part of the commitment we made to make it 'easier to do business' in our [2020/21 Business Plan](#).

Due to the impact of COVID-19 at the beginning of the last financial year, work on our website was postponed to prioritise activities to support trading parties as businesses closed during the first lockdown. This has resulted in a delay of one month. We communicated the slippage in our [Quarterly Report](#) and our new website is now due to be launched at the end of April.

### Fit for purpose

We recognise that with the evolution of the market, our current website is no longer fit for purpose. Trading parties have highlighted and fed back to us that its limited search functionality and complicated navigation makes it difficult to find the information they need.

As we move into 2021/22 and undertake activities against our key improvement programmes, it is essential that our website is a valuable source of information for trading parties and is both intuitive and up to date.

Following the announcement of the website redesign in our 2020/21 Business Plan, we embarked upon an extensive review process and gathered detailed user requirements both

internally and from external stakeholders to support the development of our new website.

Due to the complexity of the requirements and to ensure the website is 'future-proofed' we have chosen to undertake this work in phases:

Phase one, which will launch at the end of April, will include:

- ◆ A complete website redesign – new 'look and feel'
- ◆ Improved search functionality – across webpages and documents
- ◆ Simplified navigation – structured around MOSL's key services and systems
- ◆ A new contact form - to centrally manage/handle trading party enquiries.

The second phase of this work, as outlined in Year One of our [2021-24 Business Plan](#), will focus on an enhanced query management system (integrated in the contact form) and the digitisation of forms. We are currently undertaking user requirements gathering for these subsequent activities.

### Governance and process

To ensure that trading party requirements are captured,

we have established a trading party beta group. This week, group members are reviewing the staging site for the new website and providing feedback which will be captured in the final development stages. Alongside a dedicated in-house project team, we also established a Steering Group comprised of a members of Senior Leadership Team.

Lyv Nabarro, Project Sponsor and Head of Market Engagement and Communications at MOSL said:

"I am immensely proud of the work that has been done so far to create a simplified and intuitive website that enables trading parties to find the information they need quickly and easily. But it's important to note that the work doesn't stop here – the next phases will continue to require input from our members and we will be making iterative improvements to the new website as we continue work on phase two.

This phased approach not only ensures that the work being undertaken is thoroughly scoped



and aligned to our business plan commitments and members expectations, but that we are able to be flexible and continue to evolve with the market."

To manage the transition to the new website we will be undertaking a period of dual running with the current website as we continue to migrate documents across. As such, we will be focusing our migration activities on code documents and documentation from the last 12 months.

Once all content and files have been moved to the new website, we will remove the current website. During this period of transition, we encourage trading parties to provide feedback on the new website to support its ongoing improvement.

If you'd like to keep up to date with information regarding the new website, please sign up to our 'MOSL news and updates' [mailing list](#).

## Collaboration leads to improvements in CMOS estimated reading process

By working together, MOSL and CGI have reduced the time taken to process monthly estimated readings process from 72 hours to four hours. This represents a real cost saving to members.

In May 2020, MOSL [extended CGI's contract for a further three years](#) to provide the Central Market Operating System (CMOS). As part of this renewed contract, CGI and MOSL agreed to work closely together to identify, improve and deliver service efficiencies whilst sharing any cost savings equally.

One of the first projects addressed focused on improving CMOS process optimisation. Whilst CGI has already improved the estimated readings process, which generates the "G" readings prior to the settlement run, the current process is very long and takes more than 72 hours to complete every month.

CGI reviewed and identified improvements to the estimated

reading process code. The tests performed in our test environments showed a significant improvement. MOSL deployed the new code to the production environment in February with outstanding results. The process now runs in less than four hours, which shows both an efficiency to the estimated reading process and settlement runs and an improvement to overall CMOS performance.

This means that from March onwards, there will be no need to split the process into two stages (set a up a settlement run at the end of the month and then again at the beginning of the month) to meet the RF publication deadlines. The process will now run just prior to the RF settlement calculations.



This is a great achievement for both CGI and MOSL and is an excellent example of how collaboration can drive new solutions, realise efficiencies, and improve our cost to serve by driving down the cost of the core

services MOSL provides.

Find out more about additional improvements we are making to CMOS through our [Modernising of Market Facing Systems improvement programme](#).

## MOSL updates R-MeX schedule

On 28 January, the [Market Performance Committee \(MPC\)](#) agreed to revise the R-MeX survey schedule from March and October to February and August. This decision was taken to:

- ◆ Provide trading parties the appropriate time to respond to the survey – recognising the resource pressures on trading parties at year end
- ◆ Provide trading parties more opportunity to respond to the first R-MeX survey (October 2020) results.

The change in the timing of the surveys was in direct response to trading party feedback, which highlighted that March and October are particularly busy months limiting retailers ability to provide comprehensive feedback on wholesaler performance.

We will be sending a short survey to wholesalers ahead of the next R-MeX being sent in August. This survey will seek wholesaler feedback on the results they received, what could be improved when sharing the responses, and asking for evidence of any improvements they have made as a result of retailer feedback.

that we had not received a number of the responses submitted by one retailer. We have taken steps to correct this isolated incident and have now republished the tables to include these responses. The inclusion of the responses has resulted in changes to the positioning of six wholesalers on the league tables.



### Updated results

In December 2020, MOSL [published the results from the first R-MeX survey](#), including highlights from retailer feedback and a league table showing wholesalers' average scores.

Earlier this year we were made aware of an error in the responses received by a retailer. This was investigated and we confirmed

These wholesalers have been notified in advance of us publishing the updated tables.

You can find the amended table on our website [here](#). We will be republishing the R-MeX publication report that supports the tables later this week and will be taking remediation steps to ensure this issue is not repeated in subsequent R-MeX surveys.



Market Operator Services Limited (MOSL)

Join the conversation  
Follow us on social media



@MOSL\_

## Welcome Philip Marsden, MOSL's newest Independent Non-Executive Board Member

Earlier this month we [announced the appointment of Dr Philip Marsden](#) as our new Independent Non-Executive Director of the [MOSL Board](#). Philip joins MOSL with over thirty years of experience enforcing or advising on competition law, and devising new regulatory frameworks. His current portfolio includes academic, government and private sector roles.



Previously a member of Ofwat's Case Committee and Future Regulation Advisory Panel, Philip is currently Deputy Chair of the Bank of England's Enforcement Decision Making Committee, and case decision-maker at the Financial Conduct Authority (FCA) Regulatory Decisions Committee, the Payment Systems Regulator and OFGEM. He is also Professor of Law and Economics at the College of Europe, Bruges, teaching core Masters in Law.

**What drew you to apply for the independent non-executive director position?**

It was the chance to make a real difference in a market, in real time. I've been involved with work in large government departments, relating to broad sectors, but these so often suffer from bureaucratic battles and sclerotic change. However, I'm more interested in contributing to initiatives - like the work of MOSL - to develop markets, unlock opportunities to improve services, particularly through digital developments - and help the industry innovate especially if some participants are currently resistant to the inevitable need to change.

**You've held a number of regulatory positions in both the private and public sector outside of the water industry - how do you think these will bring value to your role on MOSL's Board?**

Hopefully what will be of use are some insights from my experience at the Competition and Markets Authority (CMA), particularly in helping to open up the retail and SME banking market - through Open Banking remedies - and for the Treasury in unlocking competition in digital platforms through pro-competitive ex ante regulation.

My work implementing corporate and government transformations, and mediating among parties with very diverse views, for the benefit of consumers and business overall, will also be relevant.

**What do you think the public perceptions are of the industry currently and the non-household market specifically? And what do you see as the main challenges?**

I'm not sure the public has sufficient sight of the industry - or recognises the challenges we face and opportunities we have.

The more we can help develop the market, make it operate more efficiently and provide a better service, particularly when faced with thin margins, the more benefits will be released and then recognised. Incentives matter, and MOSL seems uniquely placed to make a real difference and drive out inefficient practices.

**You've joined the MOSL Board as we have just gained approval for our first three year business plan - what are you looking forward to most and what experience or expertise do you think you can bring to MOSL as we look to deliver a number of significant improvement programmes?**

I'm looking forward most to learning by doing, in my early stages on the Board, but also generally. I've always been a fan of deeds rather than words, and getting on and implementing changes, proving that we can act, learn, adjust, and act again. This will show the industry and the market that we are a trusted partner, an agile market operator and one that can help accelerate change."

## Trading Party Survey

On 8 March we launched our annual [Trading Party Survey](#) to gain feedback from members about how they think we are performing as market operator. This is part of our ongoing commitment to Service Excellence and provides an opportunity for members to provide feedback on the delivery of [MOSL's services](#).

To help trading parties better understand each service and how we monitor and report our performance against them, we published further information on each [service](#) with a clear service description, Service Level Agreements (SLAs) and where appropriate, associated Key Performance Indicators (KPIs).

This survey will enable us to baseline performance feedback as part of our ongoing performance

monitoring and reporting. We will also be issuing a shorter bi-annual survey focused on the four service categories in September. This will allow us to capture additional qualitative feedback during the year, alongside our KPI quarterly reporting, and ensure our service delivery is aligned to member expectations.

The survey closes on 23 March. If you have any questions, please email the [Communications Inbox](#).



## Strategic Metering Review – Initial Progress

In October last year we asked trading parties to provide their views on issues affecting meter read collection and recording. The results from the Request for Information (RFI) are available on the [MOSL website](#). The feedback we received has proved invaluable in developing the detailed plan of work for our [Strategic Metering Review](#), as outlined in our [2021-24 Business Plan](#).

Working with the newly established Panel Metering Huddle, we have put together a plan for a series of projects covering short, medium, and longer term objectives, which should go some way to address metering issues in the market.

shape the work so far.

We are currently exploring several 'quick-start' projects which will focus on known issues and the code changes required to make improvements quickly. This includes:

- ◆ The sharing of metering technology
- ◆ Evaluation of the role of meter reading skip codes.



### Panel Metering Committee

A new Panel Metering Committee has also been established to support this work being led by MOSL and will hold its first meeting in April. Its role will be to support MOSL with the overall programme and provide both tactical and strategic direction. We would like to take this opportunity to thank the members of the Metering Huddle, who have provided their insight to help

- ◆ Allowing more customer reads
- ◆ Reducing read frequencies for low consumption
- ◆ Reducing read rejections in CMOS
- ◆ Changing read validation criteria to reduce re-work
- ◆ Code additions and/or changes

This 'quick start' project will also focus on the role of trading parties in delivering improvements, for example, this may mean encouraging joint working via a pairing improvement plan to address long unread meters, reviewing obligations on metering and data ownership or setting expectations for bilateral requests to be raised where a meter cannot

be located and read.

We will be communicating more on this work through our usual channels, including our social channels and upcoming speaking opportunities.

## Call for Market Performance Committee nominations

We are currently looking for nominations for the [Market Performance Committee](#) (MPC), which is seeking to recruit eight new members, as the current members' tenures ends.



The MPC plays a pivotal role in the governance of the market, monitoring and seeking to improve trading party

performance, and looking at improvements to the performance framework more broadly.

The Panel is seeking four wholesalers and four retailers, who will be appointed from 2 April with the next meeting being held on the 29 April 2021.

The Panel is looking for a diversity of members encompassing both strategic and operational

experts, from all sizes of trading party. Nominees should be demonstrably collaborative with experience in some or all of the following areas:

- ◆ Knowledge of the non-household water market
- ◆ Market Governance in the non-household water market
- ◆ Market performance and performance frameworks
- ◆ Market incentives

- ◆ Assurance and reassurance.

For further information, please view the Committee's [Terms of Reference](#).

If you would like to submit a nomination, please complete the online nomination form, which is available on the [Nominations page](#) of the MOSL website. The deadline for submissions is 6pm on 22 March 2021.

## Environment Agency and Ofwat respond to RWG Headline Action Plan

The Environment Agency (EA) and Ofwat [responded to](#) the Retailer Wholesaler Group's (RWG) [Headline Action Plan on Water Efficiency](#).

The regulators welcome the action plan and consider that "the collaborative effort and ambition demonstrated by industry thi

us far provides a solid foundation for [improving water efficiency] and reiterated their support and commitment to this "important work".

They also acknowledge regulatory support "and possibly action – will play a key role" in delivering greater water efficiency in the NHH sector. The regulators committed to supporting industry and maintaining a dialogue on these issues and any barriers identified.

Defra has now established a Senior Water Demand Steering Group, due to meet for the first time in May, which will receive regular updates on the RWG's Headline Action Plan as part of its monitoring and reporting framework on wider demand reduction efforts.



## Panel Effectiveness Review findings and next steps

Our [Market Governance programme](#) is focused on supporting the principle of industry self-governance, ensuring that good governance supports market improvement and enables the market to develop for the benefit of customers. It's a key component in delivering our market improvement strategic priority.

Last autumn, the Panel commissioned an independent review of its effectiveness and asked MOSL to contract [Satori Board Review](#) to conduct this review.

Satori Board Review carried out a survey of wholesalers and retailers and detailed interviews with Panel members and other key stakeholders.

[Satori's findings report](#) made 42 separate recommendations. In particular, it highlighted the need for a well-constructed understanding of the Panel's



purpose, noting that there is... considerable variation as to what stakeholders expect of the Panel. As the market has evolved so too have expectations about the role of the Panel".

The Panel has taken full account of the report recommendations and will be undertaking work to progress these recommendations over the coming months. This will encompass:

- ◆ A strategic thread which will see further consultation and engagement with wholesalers, retailers and other stakeholders to clarify the role and purpose of the Panel. Clarity of purpose will drive decisions on future Panel and committee structure and composition.
- ◆ A tactical thread which focuses on quick wins and working practice adjustments as part of a service improvement programme.

This will include work to improve transparency and communication of Panel activities; enhancements to meeting protocols; improvements to support efficient consideration and prioritisation of changes; improved cost and impacts reporting and mechanisms for the Panel to evaluate its own performance and gather feedback from its 'customers' on a regular basis.

We will provide regular updates on the progress of this work going forward and we will highlight further opportunities to get involved in shaping the next phase of market governance as this work progresses.

Trisha McAuley, Panel Chair, said:

"As we approach the fourth anniversary of market opening, now is the time to take stock of the Panel's role in supporting and



enabling the market to deliver the best outcomes for its customers.

The Panel cannot, and must not, do this in isolation from its stakeholders and from trading parties across the spectrum of the market. We will be reaching out to stakeholders to hear their views and I urge everyone to get involved in helping the Panel shape its future."

## Bilateral Transactions Programme passes first Checkpoints

The Bilateral Transactions Programme has passed two out of three 'checkpoints' as MOSL and trading parties prepare to begin using the bilateral hub at the end of July.

The first checkpoint, a survey in mid-February, helped gauge companies' readiness and confidence in meeting the programme's deadlines. The second – the return of a proforma enabling MOSL to begin setting up companies on the new system – was requested by the beginning of March.

The response rate to both checkpoints was extremely high, with responses representing 99% of supply points (SPIDs) in the market. Reflecting on the results, John Gilbert, Programme Director, said:

"The response we had to both checkpoints demonstrates that

trading parties are clearly very engaged with the programme, which is great.

"For the programme to succeed, all trading parties will need to be ready at the same time, so our focus has been on those that haven't responded and those that have indicated a low level of confidence or that they're not sure.

"Since the checkpoints, we have had meetings with more than a dozen companies to explore issues in more detail and offer advice and guidance. We have very much welcomed the opportunity to check in with trading parties. The feedback has been that this has

been both useful and reassuring – although there is still a lot of work to do!"

MOSL is currently following up with companies whose proformas are overdue (submissions are required from all companies). The final checkpoint, which will be companies' submission of assurance documentation, is due at the end of May.

A recording of the recent planning update to Contract Managers on 10 March is available on the dedicated [Bilaterals page](#) on the MOSL website. The next update is due to take place on Wednesday 14 April – please see the MOSL website for the meeting link.



If you have any questions, please email the [Bilaterals inbox](#).

## Enhanced Change Service

One of the key themes in [MOSL's 2020/21 Business Plan](#) is to provide value for money services and work with the industry in identifying solutions towards a more efficient functioning market.

In the latter part of 2020, MOSL [consulted the industry on its change service](#) which is a key part of enabling parties to amend the industry codes. We received 22 responses from the survey and are using this feedback to develop our change service.

Whilst many of the developments are behind the scenes, such as training and building the capability within MOSL, there have been a handful of visible developments this month.

### Change Charter

MOSL has published a [Change Charter](#) which provides greater clarity for those engaged in code changes on MOSL's role and the service they can expect. It covers the following areas:

- ◆ Clarifies roles and responsibilities - reminding all that the Panel is independent from trading parties and the market operator
- ◆ Prioritisation of change proposals
- ◆ Assistance provided to proposers

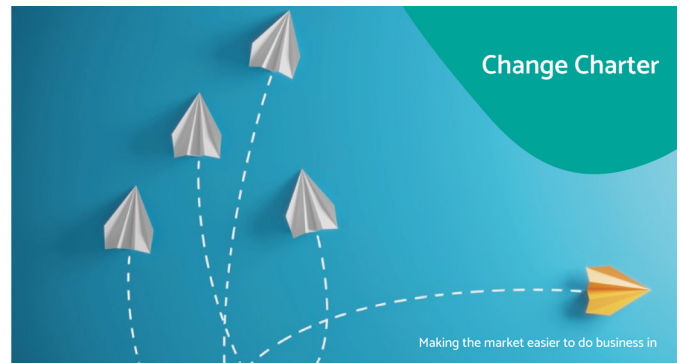
- ◆ Ownership of solutions
- ◆ When and how consultations will be undertaken
- ◆ Transparency of change proposals and their progress

### Change proposal form

Originally, there were two slightly different processes for change proposals - one for the Market Arrangements Code (MAC) and another for the Wholesale Retail Code (WRC). Proposers were required to complete separate change proposal forms depending on which code they wished to change. However, it wasn't always clear which code needed changing and therefore which form needed to be completed and in some cases it required both forms.

In February, the Panel approved a consolidated [Change Proposal Form](#) to be used for all changes, moving the responsibility to MOSL to work out which code needs to be changed as the proposer develops the solution.

All principles and objectives from the MAC and WRC are included in the consolidated form, but



proposers should note that they don't have to provide a rationale for all of them, only those they consider will be impacted.

As a new addition, the form also specifically asks how customers and other parties will be affected by the change, which reflects MOSL's increased focus on customer benefit and impact assessments.

### Recommendation reports

MOSL has been working with Ofwat and the Panel to understand the expectations of recommendation reports so that they can make more informed decisions on change proposals. In January, Ofwat provided further guidance to MOSL and the Panel

on their requirements, which is being used to develop the content of recommendation reports.

Since April 2020 Ofwat has reached decisions on 41 change proposals and returned one to the Panel for further assessment. This is a considerable increase from last year when only 26 decisions were made and five returned, showing the benefits of the improvements MOSL and the Panel have put in place.

A full list of changes can be found on our [changes page](#) on our website. If you have any questions, please email the [Change inbox](#).

## MOSL responds to Ofwat's draft 2021-22 Forward Work Programme

MOSL has published its [response to Ofwat's draft 2021-22 Forward Work Programme](#), which outlines the work the regulator plans for the financial year to meet its strategic priorities, and how that aligns with the Strategic Policy Statements by both the Welsh and UK Governments.

We support Ofwat's approach to forward planning and its focus on customer and environmental outcomes, which we feel is mirrored through the key themes in our [2021-24 Business Plan](#) and further articulated in our purpose of "advancing simple and effective water markets to unlock value and choice for customers."

We fully support Ofwat's encouragement of, and engagement with, the water sector's net zero and water efficiency ambitions and the

need for 'reliable, resilient, safe and good quality water and wastewater services.' MOSL has a unique role to play in supporting the sector's net zero ambitions, particularly through the demand-led pathway, as outlined in [our response to Water UK's Net Zero 2030 Routemap](#).

We will work with Ofwat on its annual state of the market assessment later in 2021. In addition, we will produce a strategy paper on the 'shape of the market', informed by

independent economic analysis and engagement with stakeholders, regulators and trading parties. This will set out the steps we think could be taken by MOSL, government, the regulator and trading parties to 'health check' the market, identifying indicators for success and unlocking value and choice for customers.



MOSL's full response to the draft forward programme can be found on the [News & View page](#) of the MOSL website.

## Making changes: your change proposal update

### Implemented changes

#### [CPW059: 'Changes to Review Obligations'](#)

This change will amend the timescales of technical reviews for four Central Systems (CMOS) parameters, to better enable efficiency in timing reviews appropriately. This was approved by Ofwat on 20 January.

Implemented: 15 February 2021

#### [CPW099: 'Clarify the responsibilities of trading parties during a planned event'](#)

This change proposal is intended to enhance the clarity of the wording in the operational terms Part D, planned activities and improve the understanding of arrangements between wholesalers and their retailers. This was approved by Ofwat on 11 February.

Implementation: 14 May 2021

from the previous consultation. The consultation is expected to go out at the end of March.

#### [CPW110: 'Sharing Non-Household Emergency Contact Details'](#)

This change seeks to introduce an agreed format of sharing non-household emergency contact details between trading parties. The consultation for this change is expected to go out at the end of March.

The Panel voted to return this change for further assessment.

#### [CPW109: 'Changing the constraints on Customer reads'](#)

This change proposal seek to relax the restriction which states that only one customer read is allowed per year for bi-annual read meters.

The Panel voted to recommend this change to Ofwat for approval.

### Ofwat decisions

#### [CPW069: 'Right of a retailer to appoint an accredited entity'](#)

This change aimed to provide a retailer the right to appoint an Accredited Entity to repair or replace a faulty meter when a wholesaler misses the associated Service Level Agreement (SLA).

Rejected: 2 February 2021



### Consultations

#### [CPW106: 'Deregistration of long-term vacant premises'](#)

This change seeks to reduce the number of long-term vacant premises in the market by defining the criteria under which supply points for long term vacant premises should be deregistered, and implementing a process for their deregistration and potential temporary or permanent disconnection.

This change was originally consulted on in November 2020, but is being reissued for consultation due to a change in the solution following feedback

### Panel recommendations

#### [CPW085: 'Premises Vacant transaction link to DPID'](#)

This change proposal seeks to prohibit retailers from changing a premises' occupancy status to 'vacant' where an active Discharge Point Identifier (DPID) exists. If approved, the change will introduce validation to prevent wholesalers from creating new discharge points where the occupancy status of a supply point was vacant. It also seeks to define a service level on wholesalers for termination of a DPID within the G6 process of the Operational Terms.

#### [CPW112: 'Clarifications to CSD 0102 and CSD 0105'](#)

This change proposal seeks to enhance the clarity of the wording in Code Subsidiary Document (CSD) 0102 Registration: Transfers and CSD 0105 Error Rectification and Retrospective Amendments to ensure consistency and alignment between the market codes and current operating practice when submitting a transfer read and performing a retrospective amendment.

The Panel voted to recommend this change to Ofwat for approval.

## Market improvement: monthly Market Performance Operating Plan (MPOP) progress

### Workstream A: High quality customer and asset data

On 4 March, we published our plan for improving core market data over the next 12 months.

To support this plan, we have published dashboards to the market to facilitate the identification, monitoring and resolution of data quality issues.

These will be used together with a set of Additional Performance Indicators (APIs) that were endorsed by the Market Performance Committee (MPC) in February. These APIs cover the completeness of UPRN and VOA data and resolving issues associated with GIS coordinates.

Other activities include:

- Our proposal for streamlining the new connections process is set to be finalised this month and will be presented to the MPC at the end of March to confirm next steps.
- We continue to work with the MPC to agree a proposal for improving the Vacancy Change Application (VCA) process. This activity is not expected to be completed within the current MPOP cycle and will be continued within next year's MPOP as part of a broader initiative to address market vacancy.

- Our findings and recommendations for addressing vacancy will be presented to MPC in March and will be published to the market shortly after. This will include our targeted level of underlying vacancy, as well as our proposed activities for addressing market vacancy over the next 12 months.

### Workstream B: Timely and robust consumption data

This work has been transferred to the [Strategic Metering Review](#) as outlined in our 2021-24 Business Plan.

### Workstream C: COVID-19 remediation activity

This workstream is complete. We will continue to monitor activities as we transition out of the third national lockdown, including the use of Yearly Volume Estimates (YVEs) and its impact on settlement.



## Diary dates

Here are some key events coming up over the next month.



24 March  
24 March  
30 March

[User Forum](#)  
[Disputes Committee](#)  
[Panel 53](#)

31 March  
15 April  
16 April

[MPC Meeting 48](#)  
[Bilaterals Pathfinder](#)  
CMOS Release 10

## MOSL on the 'move'



### Self Supply Users Forum

On 17 March CEO Sarah McMath and Market Improvement Lead, Luke Austin presented at Waterscan's Self Supply Users Forum.

Sarah provided an update on our plans for supporting the market's transition out of lockdown, as well

as key MOSL activities over the next few months aligned to our business plan.

Luke provided an update on MOSL's data cleanse activities and vacancy and the lessons that can be learned to help resolve vacancy issues in the wider market.

### Waterwise Conference

On 18 March MOSL CEO Sarah McMath took part in the [Waterwise Digital Conference](#).

The business stream session, titled 'Mainstreaming water efficiency' was facilitated by The Water Report editor Karma Loveday. Sarah joined

speakers from trading parties such as Wave, Business Stream and Water Plus as well as representatives from the Horticultural Trades Association, the Department of Education and the Retailer Wholesaler Group.



## News in brief

### Annual Market Performance Report

We are currently preparing the 2020/21 Annual Market Performance Report (AMPR) which is due to be published at the end of April. The purpose of the report is to evaluate the application of the [Market Performance Framework](#) (MPF) in improving market performance, at both a market and individual trading party level. This year has been a difficult year for all parties operating in the market and has had an impact on performance measures and their reporting, however, there is still value and insight to be gained by focusing on the processes, methods and incentives put in place to identify and assess improvements in market performance over the course of the year.

### Quarterly Report

In April we will publish our final [quarterly report](#) for the financial year 2020/21. This report outlines our progress against our [2020/21 Business Plan](#) commitments and includes performance against our [Key Performance Indicators](#) (KPIs). This is part our ongoing commitment to being more transparent about our performance as market operator.

Our 2020/21 [Annual Report and Financial Statement](#) will be published in July and members will have an opportunity to ask questions to the MOSL Board at the next Annual General Meeting, due to be held in summer.

### Strategic User Forum

Due to the nature and timings of the agenda items, we proposed postponing April's Strategic User Forum until May.

In April we were looking to share further information with trading parties on the work the Panel is undertaking to review its purpose, as an output from the recent Panel Effectiveness Review and hear from Ofwat about its emerging thinking on PR24. However, the work on Panel purpose will not be in a position to be shared until later in April and Ofwat has confirmed it will not issue its consultation on PR24 until May.

In addition to the above agenda items, and other suggestions from members, MOSL will provide an update on the Market Improvement Fund.



### MOSL Careers

We have a range of vacancies across MOSL including new opportunities to join the Operations, Assurance and Finance team and our growing project team.

Find out more about these exciting roles on our [Careers page](#).

We welcome your comments and suggestions on the content of the monthly Market Focus update. Please email the [MOSL Communications Inbox](#) with any feedback.