

market focus

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

MOSL's 2021-24 Business Plan published for member voting

On 8 February, MOSL published its final [2021-24 Business Plan](#) for members to vote on at the General Meeting at the end of the month. This follows an extensive consultation with the Panel and its trading party members.

We received 28 responses to the online consultation which ran from 7 January to 22 January. MOSL welcomed the broad support received through the consultation. In publishing the final plan, we have sought to reflect the collective areas of feedback.

Key changes to the 2021-24 Business Plan can be summarised as follows:

- ◆ We have outlined our new gated investment appraisal and tracking process which will be introduced in 2021/22. This will drive value for money, track benefits and enable flexibility within the plan, all of which were key issues from consultation respondents. All work under our improvement programmes will pass through this new process, as well as

key cross-business projects within core service delivery. More information on the gated investment process can be found in [‘Our approach to business planning’](#)

- ◆ We have brought forward some of the activity in our Data Insight improvement programme, recognising both its criticality to the market and the interdependencies with other improvement programmes. To enable this, we have moved £100k of spend from 2023/24 to 2021/22 to support the acceleration of work. This spend in 2021/22 will be funded through our reserves, driven by the additional surplus now expected in 2020/21, rather than additional MO charges.



The full anonymised responses and a summary document outlining the changes we have made to the final plan have now been published on the [News & Views](#) page of the MOSL website.

Members can vote by proxy and have the opportunity to attend a General Meeting, being held virtually, at 3pm on Thursday 25 February 2021. Formal notice of the meeting has been sent to member CEOs and Contract Managers.

MOSL and Ofwat publish response to ongoing COVID-19 restrictions

We published a joint statement with Ofwat on 28 January updating trading parties on our [response in relation to the ongoing COVID-19 restrictions](#) and their impact on the business retail market.

The statement outlined a range of measures being put in place and the context for each. In summary:

- ◆ Performance Charges associated with Market Performance Standards will remain suspended. This extended suspension applies until the end of March 2021. Operational Performance Standard charges will apply from 1 January 2021.
- ◆ There is no intention to reintroduce temporary

vacancy provisions. Forward estimation can be managed by active use of Yearly Volume Estimates (YVEs) using the existing estimate capping mechanisms in the market rules. We have published [guidance on settlement and estimation](#) to aid trading parties in this area.

- ◆ While lockdown restrictions impact meter reading, it remains important for meter reads to be submitted wherever possible and

we have proposed a code change ([CPW109: ‘Changing the Constraints on Customer Reads’](#)) to allow more customer reads to be used in settlement.

The statement highlights the strengthening of provisions in the Customer Protection Code of Practice and the requirement for retailers to offer customers COVID-19 Repayment Plans. Ofwat confirmed its intention to consult on its preferred options regarding



customer bad debt (particularly the mechanism, timing of recovery, and sharing factors) before the end of Q1 2021.

Isle Utilities: Identifying value in the market

In July 2020, MOSL commissioned Isle Utilities to undertake a project to understand where there is value in the market across the top consuming customers and how this value may be distributed across the market.

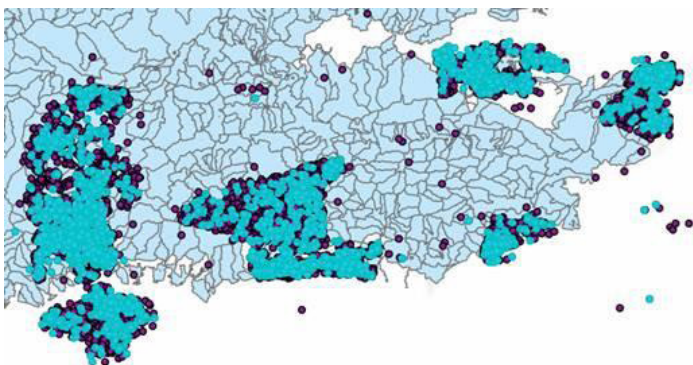
It is thought the 200,000 highest non-household users of water in the non-household market consume about 30 per cent of available non-household potable water (valued at £100 million).

We hypothesised that if these high consumers could reduce their consumption then water availability will increase, and the value generated can be shared with key UK water sector stakeholders (retailers, wholesalers and customers).

The aim of the project was to investigate whether the concept of sharing any value created by encouraging large non-household customers to change their water consumption was feasible.

Isle Utilities and MOSL determined that a wholesale catchment area followed by a Water Resource Zone (WRZ) would be identified as a suitable use case to determine the concept on a small-scale desk-based pilot. Once established, the feasibility of the high consumers within the area being able to sustainably reduce consumption was explored and if any water saved can be redistributed and whether any value that is created can be shared.

Southern Water Resource Zone



To identify a suitable location for the use case, Isle created a selection framework to identify potential areas for the use case. The framework was created with the intent that it can be used beyond the project to help prioritise which areas should be focused on first when it comes to water efficiency efforts. The framework focused on five key areas:

- ◆ Water resources
- ◆ Investment plans/cost projections
- ◆ Customers
- ◆ Anticipated impact
- ◆ Anticipated engagement

By working through the framework, Southern Water's wholesale region was chosen for further investigation, specifically, an individual WRZ. Once the WRZ had been chosen, further segmentation and analysis was undertaken to provide further detail regarding what water savings could be achieved in the WRZ and to allow for discussion amongst key stakeholders when testing the use case.

Having completed the conceptual desk-based pilot with Southern Water and Business Stream, Isle



Utilities presented its findings to MOSL at the end of January. A summary of the project report can be found [here](#).

- ◆ Some of the key findings from the project include, but are not limited to:
- ◆ The level of the value created is unlikely to offset large capital investment schemes in the case of Southern Water (e.g. expensive desalination plants) but it can contribute to creating headroom, offsetting smaller initiatives such as hose pipe bans or river restoration work and protecting against pressures from population growth and climate change
- ◆ For any successful case to be implemented, an element of risk sharing (or transfer of financial compensation) from wholesaler to retailer and perhaps on to customer is required to ensure retailers are financially compensated for water efficiency measures. However, wholesalers have to be satisfied water saving will be secured before allocating money to NHH water efficiency schemes

The exact financial implications of water efficiency need to be understood within the current framework but it is thought that under the current regulatory framework retailers are not incentivised to provide water efficiency because:

- ◆ Retailer margins are squeezed
- ◆ Upfront compensation from wholesalers to retailers is not forthcoming unless a water saving is guaranteed
- ◆ MOSL's role is to facilitate water efficiency, whether that be the provision of data or even funding for pilots.

Isle Utilities will be presenting an overview of the findings from the project and conclusions drawn from the pilot at February's User Forum. A recording will also be made available after the meeting.

A copy of the full report 'Identifying value in the market from the UK water sector' can be found [here](#).



Market Operator Services Limited (MOSL)

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MOSL responds to draft CCW strategy, calling for greater targets for business customers

MOSL has [published its open response](#) to [CCW's three-year draft strategy](#). The strategy outlines CCW's priorities and four main campaigns that will 'shape CCW's work over the next three years and help [it] to achieve [its] ultimate goal - Securing a fair deal for water consumers, now and in the future.'

Our response focuses on the areas we believe MOSL and the non-household market can play a role in supporting 'climate resilient water and sewerage services for present and future customers'. We feel the aims and objectives outlined in the strategy closely align with our purpose of "advancing simple and effective water markets to unlock value and choice for customers".

One area we encourage CCW to strengthen and expand on in its strategy, is the specific engagement with non-household customers around water efficiency, and ensuring their views are represented in water companies' next business plans. We also think the strategy and the outcomes it aims to achieve would benefit from more specific targets in relation to business customer engagement and service.

We fully support CCW's strategic campaigns and will continue working closely with it to understand the needs and experiences of business customers particularly as the impact of COVID-19 continues to be felt across the sector.



Retailer Wholesaler Group publishes Headline Action Plan

This month, the Retailer Wholesaler Group (RWG) published its Headline Action Plan on water efficiency – [Delivering Greater Water Efficiency in the Business Sector](#).

The plan, developed in response to a [joint letter from the Environment Agency and Ofwat](#), outlines a series of actions for the non-household sector, working with government, regulators, customers and stakeholders to:

- ◆ Provide greater clarity on expectations and ambition for business water efficiency
- ◆ Improve understanding of how, how much and where businesses are using water
- ◆ Improve collaboration in water resource planning and in identifying and progressing

- ◆ options to meet future business and societal water needs
- ◆ Identify and address wider regulatory and other relevant barriers to the delivery of business water efficiency
- ◆ Deliver insights into business customer motivations.

The plan has five headline actions, each with supporting actions, owners and timescales. MOSL is leading on Headline Action 2 – Improve understanding of the nature of non-household (NHH) water consumption through

smarter use and better sharing of data.

The headline actions are:

- ◆ Develop a shared view with policy makers and regulators of the scale of short term and longer term NHH water efficiency ambition
- ◆ Improve understanding of the nature of non-household water consumption through smarter use and better sharing of data
- ◆ Improve engagement of retailers in the water



Holly Corns, RWG Chair



resource planning process (Regional and Water Resources Management Plan 24)

- ◆ Drawing on customer insight; identify and address wider regulatory and other relevant barriers to non-household water efficiency, including reviewing tariffs, targets, incentives and penalties

- ◆ Collaborate to raise the profile of water efficiency with NHH businesses and their customers.

The RWG will monitor delivery of the plan and will report to Ofwat, the Environment Agency (EA) and to a new Senior Water Demand Steering Group being established by Defra.

Holly Corns, Chair of the RWG water efficiency sub-group said:

"On behalf of the RWG Water Efficiency Steering Group, I am pleased that we have formally signed off the headline action plan. I would like to thank everyone who contributed over the last 10 months. The real work now begins as we look to implement the plan to deliver real water savings within the NHH sector."

MOSL publishes its third Quarterly Report

On 29 January, MOSL published its [Q3 Quarterly Report](#) providing a progress update against our [2020/21 Business Plan](#) commitments. It also includes progress on our Key Performance Indicators (KPIs) as part of our continued commitment to being open and transparent about our performance as market operator.

We have made significant progress against a number of our commitments and have increased the overall completion rate from 53 per cent to 79 per cent. This has been achieved by an ongoing focus on delivery, by reviewing lessons learnt from the previous quarter, and adopting new and better ways of delivering business change.

We have prioritised key activities and are on track to deliver our commitments, despite the impact of COVID-19, by year end.

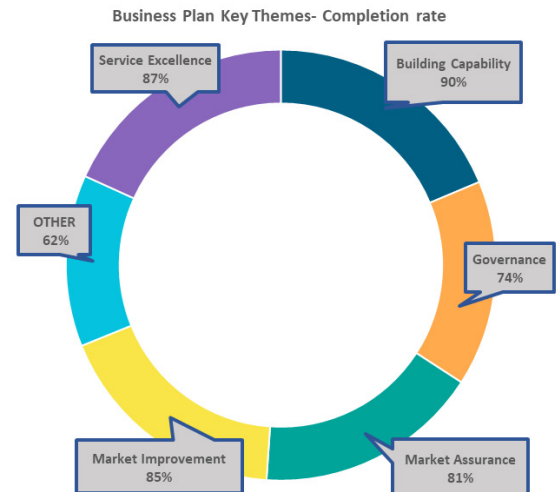
Key highlights

Some of the key successes for Q3 include:

- The first Bilateral Transactions Programme process - C1 - meter supply point verification was demonstrated (Market Improvement)
- In-depth analysis and proposed mitigation activities

for data quality issues were published as part of the Request for Information (RFI) (Market Improvement)

- The renewal of PricewaterhouseCoopers (PwC) contract to serve as the market auditor. We have also undertaken work to develop the scope of audit for 2021/22 including a clear plan for audit activities (Market Assurance)
- The first Retailer Measure of experience (R-MeX) survey was issued and provided retailers an opportunity to rate the service they receive from their wholesaler(s) (Market Assurance)
- The [Strategic Metering Review](#) programme's short, medium, and long-term objectives were approved by the Panel (Market Improvement)
- As part of the Panel Effectiveness Review, feedback was collated by the Satori Board Review and presented to the Panel (Governance)



- The Change Service Charter has been developed to improve our change proposal forms and recommendation reports in line with feedback from trading parties and will be presented to Panel in February (Governance).

The final quarterly report for 2020/21 will be published at the end of April.

Panel Elections

At the end of January, an Associated Retailer stood down from the Panel. In parallel, there has been a long-standing vacancy for an additional Associated Retailer Panel member. A Panel Nomination meeting was held on 9 February to appoint these two roles.

Following the approval of code change [CPM034: 'Retailer Panel Member'](#), this was the first Panel Nomination meeting in which unassociated retailers could also nominate candidates if there were insufficient nominations from associated retailers.

For this meeting, the Panel received sufficient nominations from associated retailers and appointed Charlotte Glass from Wave and Fallon Wilkinson from Water Plus.

With Panel members' term coming to an end, the Panel Secretariat called for nominations for a second Panel Nomination meeting on 1 March. This meeting was to appoint new

wholesaler, associated retailer and unassociated retailer Panel members from 1 April.

The Panel is currently reviewing market governance arrangements as part of the Market Governance Review and may seek to make changes to the composition of the Panel, which would require a third election later this year.

To avoid holding three Panel elections in succession, MOSL raised [CPM036: 'Provision to vary term of Panel Members'](#). Ofwat approved this change for implementation on 28 February and the Panel, having already voted at its meeting earlier in the week, requested an extension of the current term of office.

On 2 February, Ofwat granted the extension which has three effects;

- The Panel Nomination meeting on 1 March has been cancelled
- The current industry Panel members' term of office has been extended to 30 September
- Any recommendations from the Market Governance



Review which may impact Panel composition will need to be implemented before the end of September.

Bilateral Transactions Programme reaches first 'Checkpoint'

Just like the market opening in 2017, the Bilateral Transactions Programme is a team effort and one that requires MOSL and all trading parties to be ready to 'cross the line' together.

To help trading parties in their preparations and understand if any additional support may be required, MOSL has created a series of 'Checkpoints' in the programme. The team is currently analysing the results of the first checkpoint, a 10-point questionnaire, which was issued to trading parties earlier this month.

John Gilbert, Programme Director said: "The Bilateral Transactions Programme is a major challenge,

not only in terms of agreeing consistent processes and updating the code documentation, but in the amount of coordination that is involved – all within tight timescales.

"We are extremely grateful to the companies that are working closely with us on the various bilateral transactions advisory groups, as well as many companies that have been in touch with us to discuss their needs in more detail.

"Regardless of how engaged trading parties are with the MOSL team, we are working hard to be as transparent as possible at every stage of the process, whether it's how the programme plan is evolving, which process we are working on, what the



recommendations are or where to find all the documents you need. We make as much information as possible available on our website, so if you can't find what you need, please do get in touch.

"We cannot stress strongly enough how important it is that all companies are engaging with the programme and are actively planning how

they will begin using the bilateral hub to manage the first process when it becomes available in the live environment in June and then mandated at the end of July."

An interview with MOSL's Head of Planning, John Gilbert about the Bilateral Transactions Programme is included in the February edition of The Water Report, which is available on the [MOSL website](#).



GDPR survey

MOSL has a duty to meet its obligations with regards to data privacy of market personal data under the Market Arrangements Code (MAC). This duty involves conducting regular reviews of its policies, processes and controls it operates to meet those obligations. Aside from reviewing its own practices, it must also monitor the data privacy practices of trading parties.

MOSL's legal team recently issued a GDPR questionnaire to all Data Protection Officers (DPOs) of trading parties to gather information on the current policies, processes and controls that trading parties have in place to meet their data privacy obligations under the MAC.

The survey, which was extended to encourage trading parties to respond, received 34 responses. These are now being reviewed.

MOSL has requested PwC, the market auditor, to review our policies, processes and controls and test our compliance with relevant code obligations.

It is also providing support to MOSL to review the responses to the survey. We are selecting a sample of trading parties to perform a more detailed review of compliance with the data privacy obligations under the MAC, with a particular focus on data breach notification, data security and data subject rights requests.

It is hoped that conducting this review will provide trading parties with an opportunity to reflect on their current policies and practices and ensure that they are complying with their data privacy obligations.



New connections RFI outputs

The new connections Request for Information (RFI) was issued on 10 December 2020 and sought feedback to inform the improvement of known issues with the new connections process.

We asked for feedback on:

- Trading party engagement within the current process
- Provision of information at supply point (SPID) registration
- The current process and, if [CPW089: 'T101 Adding Billing Fields'](#) resolves known issues
- Where responsibilities should reside in relation to SPID tradability and temporary building supplies (TBS).

We would like to thank trading parties for responding to the RFI. In total, we received 22 responses (15 wholesalers, five retailers and two New Appointments and Variations (NAVS)).

Overall, feedback on the new connections analysis and proposals was positive. Trading parties were asked to provide feedback on the submission of and quality of key data items such as developer details, service components and meter data.

They confirmed the following:

- Most SPIDs do not include a Unique Property Reference Number (UPRN) or a Valuation Office Agency (VOA) reference
- UPRNs and VOAs may not be available at registration
- Inaccurate or incomplete data is resulting in additional administration

- Accurate SPID data is being submitted
- Some trading parties also believe that supply points are being registered too early, impacting the accuracy of data submitted.

Retailers were asked to confirm their experience of managing TBS and confirmed that:

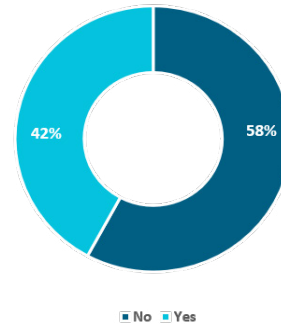
- Wholesalers are not providing developer details or accurate address information, hindering developer billing
- TBS are not flagged with the building water indicator. This can lead to household premises being left in the market when they should be de-registered

62 per cent of trading parties stated that TBS would be better managed by the wholesaler for the following reasons:

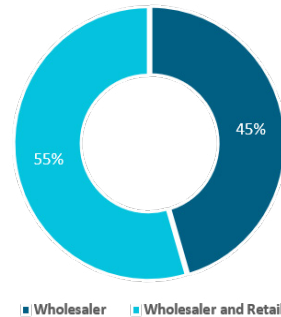
- Significant administration for limited return
- Premises are likely to be household and therefore deregistered from the market on completion
- The process is driving increased volumes of vacant premises
- Developers do not want to engage with retailers.

77 per cent believe that the current process does not work. A further 11 trading parties (58

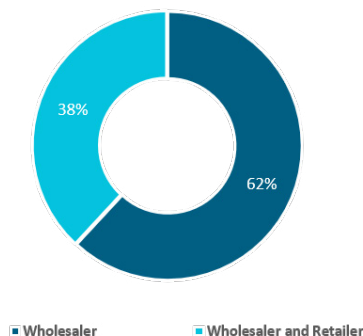
Does change proposal CPW089 'Adding Billing Address Fields' address those issues?



Who should be responsible for entering a tradeable supply point into the market



Who is best placed to manage Temporary Building Supplies



per cent) believe that approved change, CPW089, does not address the issues, stating:

- If wholesalers had responsibility of SPID tradability most issues would be resolved
- Removing TBS from the market would resolve most issues
- Retailers need to be more active in identifying and onboarding customers
- Market performance measures are disincentivising trading parties to either provide accurate and complete data or occupy new premises.

Just over half of trading parties believe it should be a joint responsibility to manage the new connections process, stating:

- The wholesaler should ensure the SPID is registered with accurate data and the retailer

should ensure that the end customer is brought onto charge

- Better engagement is needed between wholesalers and retailers
- Better engagement is needed between retailers and developers.

We will use the responses to this RFI to review the proposed solutions identified by respondents. We will then look to agree the next steps with the Market Performance Committee. We expect these steps to be completed by the end of February 2021.

For more information on [new connections](#) visit our website.

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

Here is an update of our MPOP workstreams over the last month:

Workstream A: High quality customer and asset data

A summary of the responses to the Request for Information (RFI) to inform our data cleanse activity was [published this week](#). A Data Cleanse Plan, outlining our activities to improve the quality of data in the market will be published in March.

To help trading parties facilitate the identification, monitoring and resolution of data quality issues, we will be publishing new dashboards showing trading party performance for core data across the market, such as UPRN and VOA completeness; as well as more specific data quality issues, such as potentially inaccurate meter GIS coordinates centred on the property post code.

It's anticipated that, following the approval of the Market Performance Committee (MPC), they will be used alongside a set of Additional Performance Indicators (APIs). These APIs

will cover priority areas, such as the completeness of UPRN and VOA data and resolving issues associated with GIS coordinates.

We are close to finalising a proposal for streamlining the new connections process (see update on page six). This will be presented to the MPC at the end of February for endorsement before confirming next steps.

We are working closely with the MPC to agree a way forward to improve the Vacancy Change Application (VCA) process. We had recommended that it was not viable to pursue an interim solution as part of the MPOP, but we will look to work with trading parties to initiate a code change process in this area.

The change proposal for managing long-term vacant premises ([CPW106: Deregistration of long term vacant premises](#)) is still in development following the end of the consultation. The solution is being further refined



by the proposer to reflect the responses from the market before launching a second consultation. Please note that the delivery of this change is likely to be after March 2021.

Workstream B: Timely and robust consumption data

This work will now be managed within the [Strategic Metering Review Workstream](#).

Workstream C: COVID-19 remediation activity

We will be publishing the findings for our Vacancy Strategy before the end of March. This includes our targeted level of underlying vacancy, as well as our proposed strategies for reducing vacancy to this target level by the end of 2021. For more information, [visit our website](#).

Implications of Brexit

The legal team at MOSL, like most UK organisations, have been keeping a watchful eye on Brexit developments. With the striking of a last minute deal on the EU-UK Trade and Cooperation Agreement (TCA) on Christmas Eve, the transition period ended on 31 December 2020, and we are now subject to the TCA. Much of EU law had been retained in UK law already under the European Union (Withdrawal) Act 2018, also as of 31 December 2020. This in effect replaces the EU treaties that had applied before in the UK.

MOSL, as a UK-only based market operator is, fortunately, largely isolated from the key impacts of Brexit. The most significant impact of Brexit on MOSL relates to data. The TCA says very little on data protection, however, it does provide a four-month window which can be extended to six months) during which the UK will not be treated as a 'third country' for GDPR purposes.

Becoming a third country would mean significant upheaval for both UK and EU firms, and organisations need to adjust to the new barriers to data transfer. As of 1 January 2021, the EU GDPR ceased to apply directly to the UK, but effectively became part of

UK domestic law. A version of the EU GDPR, the UK GDPR, is now in force. The UK has also confirmed that, on a transitional basis, it recognises the EU as adequate for data to be transferred from the UK without additional mechanisms.

For now, the free flow of data from the EU and EEA member states to the UK remains largely as before. Meanwhile the EU and UK continue to work towards the UK being awarded 'adequacy' status, and therefore not treated as a third country for data transfer purposes from the EU. This interim data transfer window, whilst good news, leaves data controllers, such as MOSL and trading parties, somewhat in limbo.



MOSL is updating its privacy notices and record of processing activities to reflect the fact that the UK GDPR now applies and would urge trading parties to do the same. If the EU's adequacy assessment in respect of the UK is negative, then MOSL and trading

parties will need to act quickly to react to whatever additional mechanisms are deemed appropriate to be able to continue to receive data from the EU.

To find out more about [GDPR and our governance](#) on our website.

Making changes: your change proposal update

Implemented Changes

[CPW108: 'Agreement to Unplanned Settlement Runs'](#)

The agreement of both wholesaler and retailer is needed before an Unplanned Settlement Run can take place following the correction of a data item(s). This change clarifies that such agreement must not be unreasonably withheld and if a trading party does not respond either positively or negatively within 20 business days, this will be deemed as disagreement and the requestor may raise a dispute. The change was approved by Ofwat on 20 January.

Implemented: 26 January 2021

[CPM034: 'Retailer Panel Member Changes'](#)

This change allows either class of retailer to nominate candidates to fill associated or unassociated retailer Panel member seats left vacant during Panel elections and adjusts the Panel quorum accordingly. This should ensure a full complement of retailer Panel members and reduce the risk of inquorate Panel meetings. This was approved by Ofwat on 19 January and the implementation date brought forward to 1 February so that it could be used at the Panel Nomination meeting on 9 February, if insufficient nominations from associated retailers were received.

Implemented: 1 February 2021

[CPM036: 'Provision to vary term of Panel Members'](#)

This change allows Ofwat, at the request of the Panel, to grant extensions to the term of currently elected Panel members. The change was approved by Ofwat on 27 January. The Panel subsequently made a request to extend the term of the current Panel members to 30 September due to the ongoing Market Governance Review, which was granted.

Implemented: 28 January 2021

[CPW104: 'Housekeeping changes to facilitate April 20 Performance Regime'](#)

This change amends code subsidiary documents CSD 0302 and CSD 0202 to deliver the intent of [CPW078: 'Priority Performance Regime Changes'](#) which was implemented in April 2020. It updates invoicing timeframes, the Market Performance Standards (MPS) 18 time parameter, and the window for the meter read submission process. CSD 0002 was also updated so that a one-off event in MPS18 charges was correctly excluded in November 2020 rather than July 2020. Although the charges were already mitigated by the ongoing suspension of MPS charges due to COVID-19 restrictions, this change brings code documentation into alignment. The change was approved by Ofwat on 12 January.

Implemented: 15 February 2021

[CPW059: Changes to Review Obligations](#)

This change amends the timescales of technical reviews for four central systems (CMOS) parameters. MOSL has carried out at least two annual reviews on each of these parameters since market opening and found them to be stable. This change allows them to be reviewed less frequently to save MOSL and Panel resource from unnecessary analysis.

Implemented: 15 February 2021

Consultations

[CPW115: Amending and updating the definition of Insolvency Event to remove the 'negative net assets' criterion](#)

This change seeks to amend the definition of insolvency event in the Wholesale Retail Code (WRC) to ensure consistency with developing trends in insolvency law and practice. It also mitigates against the risk that a trading party with negative net assets might be automatically classed as a defaulting party.

This change was consulted on from 29 January to 19 February 2021. The Panel intends to consider it at an ad-hoc meeting in early March with a view to making a recommendation in time for it to be implemented before companies file annual accounts at the end of March.

Panel recommendations

[CPW111: Housekeeping change to align the codes with CMOS'](#)

This change seeks to make housekeeping changes to CSD0202 'Meter Read Submission: Process', CSD0203 'Meter Read Submission: Validation' and CSD0301 'Data Catalogue' in order to remedy inaccuracies relating to a small number of data transactions.

[CPW113: Housekeeping change to correct typographical errors and enhance standardisation](#)

This change seeks to correct of a small number of typographical errors in Part 2 (Business Terms) and Part 3 (Operational Terms) of the Wholesale Retail Code (WRC) Schedule 1.

[CPW114/CPM037: Housekeeping changes to correct typographical errors and enhance standardisation](#)

This change seeks to correct a small number of typographical errors in CSD0002 'Market Performance Framework' and CSD0501 'Change Management', alongside Part 4 of the WRC Schedule 1 and the Market Arrangements Code (MAC).

Ofwat Decisions

[CPW075: Settlement Estimation - Remove estimated meter readings when forward estimating](#)

This change seeks to exclude estimated reads from the volume estimation process in CMOS. Ofwat rejected this change in line with the Panel's recommendation because the costs outweighed the benefits.

Rejected: 12 January 2021

Diary dates

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



24 Feb
24 Feb
24 Feb

[User Forum](#)
[MPC 47](#)
[Disputes Committee](#)

25 Feb
18 March
30 March

[General Meeting](#)
[User Forum](#)
[Panel 53](#)

MOSL on the 'move'



Utility Week Customer Conference

MOSL CEO, Sarah McMath, will be speaking at the [Utility Week Customer Summit](#) on 24 February, leading a discussion on 'The business customer experience in the non-domestic market'.

Sarah will be outlining how MOSL's key improvement programmes in our [2021-24 Business Plan](#) will drive better outcomes for customers.

She will also be sharing some of our work on Data Insight and how it can support water efficiency and net zero efforts in the non-household market.

Read the [programme](#) for more information.



Waterwise Conference

Sarah McMath will also be presenting at this year's Waterwise Conference 'Mainstreaming water efficiency: averting a UK water crisis' which takes place 15-19 March.

Sarah will be taking part in an 'in conversation' session with Chair, Karma Loveday. To find out more about the conference, visit the events page of [Waterwise's website](#).



Utility Awards 2021

This month Utility Week held its [annual awards ceremony](#) to celebrate the sector's best practice. At MOSL, we believe innovation is fundamental to unlock value and choice for customers. Sarah McMath was delighted to be part of the judging panel for Employer of the Year and Community Investor of the Year Awards. Congratulations to the winners and all those who entered.

News in brief

Channel Management Update

MOSL is making good progress on the development of its new website. A trading party beta group has now been established, with the website beginning its development on 15 February 2021. Following a thorough testing and review process throughout March, phase one of the new website will be launched at the end of April 2021. We will be providing a full update on the website design project and MOSL's wider Channel Management improvement programme in next month's Market Focus.

MOSL Masterclass

As a learning organisation, we are keen to learn from organisations across the non-household market and wider utilities sector to bring insight back into MOSL. If you or your company would like to deliver a MOSL Masterclass, please email comms@mosl.co.uk. These sessions are currently being delivered virtually over Microsoft Teams and will include a presentation and Q&A.



February User Forum

The next User Forum will take place at 2pm on Wednesday 24 February. The agenda includes a progress update on the Bilateral Transactions Programme, a demonstration of the upcoming data quality dashboards and the Retailer Wholesaler Group will share their recently published Water Efficiency Action Plan. You can download the full agenda [here](#), which is also available on the [calendar event page](#).

Arla Foods Limited joins the market

On 3 February, Arla Foods Limited became the 58th retailer to join the market.

Arla is the UK's largest dairy company and has ten sites across England. Having been granted a self-supply licence, Arla aims to improve its water efficiency and become carbon net zero by 2050. We will look to feature a full interview with Arla Foods in the next Market Focus newsletter. You can find the [full list of trading parties](#) on our website.

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