

market focus

MOSL
MARKET OPERATOR SERVICES LTD

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

The bilateral hub is now live!

The non-household market passed one of its biggest milestones on Wednesday 22 September, with the successful launch of the new bilateral hub.

Retailers and wholesalers are now using the market's central hub to initiate and manage the most commonly-used bilateral process – C1 - meter verification requests.

There are currently 67 bilateral transaction processes in the market, of which just eight are the most common, or affect customers to the greatest extent. Work is underway to release additional functionality in January 2022 for these processes, followed soon after by the next in a series of processes.

Since its launch, the hub has been accessed thousands of times by dozens of retailers and wholesalers and more than 1,300 meter verification requests have already been raised via the system.

The bilateral hub marks a big step forward in addressing one of the major causes of market friction – poor wholesaler and retailer interactions. This issue has affected trading parties' efficiency and increased their costs as well as

impacted the speed, accuracy and reliability of the service they can provide to customers. With these standardised, industry-wide processes now managed via a central hub we have greater visibility of the processes enabling us to monitor how they are working and pinpoint any issues at each stage of the process.

Programme Director John Gilbert commented: "I am delighted that we have now launched the bilateral hub. These first few weeks have gone as well as we could have hoped. The go-live went very smoothly and we were delighted to see so much interest - and even excitement - from trading parties, some of whom were logging into the hub in the early hours.

Feedback so far has been very positive. As expected, there have been a few system defects that we've needed to iron out, but we've responded quickly to resolve them. Reaching this stage has



been a team effort and I would again like to thank trading parties for being ready on time and for their continued engagement throughout the programme. We would particularly like to thank the members of the various advisory groups whose time and input has been invaluable - and will continue to be so!"

To keep up to date with the latest functionality and process releases, please sign up to receive information on bilaterals via our [mailing list](#).

MOSL launches Mid-Year Trading Party Survey

MOSL's Mid-Year Trading Party Survey is live until 22 October.

The survey, which was sent to Contract Managers earlier this month, will continue to build on the responses we received from our [Annual Trading Party Survey](#) issued in April 2021, and trading parties' experience in accessing our [services](#).

MOSL is committed to being an excellent service provider and 'making it easier to do business' in the non-household market. As part of this, we committed to simplifying our set of channels and providing clarity around the services we

provide. This survey is your opportunity to provide feedback and help to build our understanding on how trading parties would like to engage with MOSL and access information and services.

The survey comprises of nine questions with open text boxes. The survey should take no longer than 20 minutes to complete and we have provided a [Microsoft Word version](#) to allow you to circulate the questions internally. We do however ask that each trading party submit

one response through the online platform. MOSL will review all responses and publish anonymised feedback in November.

We'd like to thank you for continuing to engage with us to help improve the services MOSL provides to the market. If you have any questions regarding the survey, please speak to your trading party Contract Manager or email comms@mosl.co.uk.



Market Operator Services Limited (MOSL)

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MOSL welcomes new Non-Executive Board Member

At the Board nominations meeting on 17 September, unassociated retailers voted to appoint Jo Dow, CEO of Business Stream, as the new Non-Executive member of the MOSL Board, representing unassociated retailer members. We caught up with Jo to find out more about her experience and the opportunities she sees in the market.

Congratulations on your appointment to the MOSL Board. What made you want to apply for a position on the MOSL Board?

"By working alongside the other members of the MOSL Board, I want to address the challenges that are impacting the effectiveness of the market and as a result deliver better outcomes for customers. There is a great deal of consensus on what the key issues are, we now need to work together as an industry to address them."

As CEO of Business Stream and operating in both the English and Scottish water markets, how do you think your experience will benefit the MOSL Board?

"Having operated in both markets since their inception I can share experiences and insight on what has worked well for customers and what hasn't. One of the original objectives for the opening of the English market was ensuring a seamless experience for customers operating in both Scotland and England. In practice, the experience for customers

operating across both markets and even across wholesaler regions in England is quite disjointed, with differences in a number of key areas including tariff structures, charging policies and service standards. By identifying the best practice examples from both markets and the opportunities to create greater synergies and improved alignment between the two, there is a real opportunity to drive further improvements for customers."

What do you see as some of the fundamental challenges and opportunities in the market from an unassociated retailer position?

"Business Stream has been an advocate of a competitive market from the outset, having seen the benefits delivered to customers in Scotland since the market opened in 2008. By creating a competitive market in England, approximately 1.2 million business customers can now choose their water and wastewater supplier. There is, however, a lot more to do to ensure these opportunities are fully realised and that the benefits of competition are accessible to all customers

and not just a select few. The lack of consistency across wholesaler regions; issues around data accuracy; and the narrow margins for low-usage customers (who make up over 80 per cent of the market) are all impacting the success of the market, with switching declining year-on-year and engagement levels remaining low.

In addition, while the market provides an opportunity to encourage further innovation within the sector and creates the right environment to help drive water efficiency improvements and build resilience to climate change and population growth, we have yet to see these benefits materialise.

Reassuringly, there is a great deal of consensus on what the key challenges are and a real willingness to address them, with several industry-led groups being established to help do so. However, it's now over four years since the market opened, and it's vital that we don't simply pay lip service to the challenges, we need to deliver measurable improvements that will enable



the market to achieve its ambitions."

Both MOSL and the industry have gone through significant change since market opening - how do you think public perception of the market has changed?

"There were high expectations that the market would deliver significant benefits to non-household customers, and while it's clear that benefits have been realised for some customers, we still have a long way to go to ensure all customers are able to benefit from competition. Until we do that, we run the risk that public perception of the market won't be where we want it to be. I strongly believe that by addressing the key challenges, the market will be much better placed to deliver these benefits to all customers, regardless of size, sector or location."

You can find out more about Jo [here](#).

Market Improvement Fund: Bidding window now closed

The bidding window for the first round of the [Market Improvement Fund \(MIF\)](#) has now closed.

The team received several bids on topics ranging from water efficiency initiatives and pilot scheme rollouts to research papers and customer communication improvements, with the bid requests ranging from £15k to the full £150k.

We'd like to thank those who submitted bids, and those who expressed their intention to submit in future rounds of the fund.

The MOSL MIF team has undertaken an initial assessment of the bids received, reviewing each one against the eligibility criteria outlined in the governance document. The bids will then be sent to the independent Selection Committee for judging at the beginning of November. Successful bids will then be submitted for approval by the Panel, with a view to announcing the successful

bids by the end of November. Any applicants who have not been successful will also be notified and given feedback on their application.

The next round of bidding will open in March 2022 (subject to approval). To ensure you don't miss out on updates, please subscribe to Market Improvement Fund updates [via our website](#).



MOSL publishes draft Market Data and Information Charter

MOSL has published a draft of its [Market Data and Information Charter](#), as part of its [Data Insight improvement programme](#).



The Charter is the first step in the creation of a [Market Data Strategy](#). It outlines eight principles to enable the market to deliver enhanced services and better customer choice through the improved use, better quality and sharing of data.

To produce the Charter, MOSL, has worked with several stakeholders, including various trading party representatives, Ofwat, the Technology Advisory Group (TAG) and the Digital and Data Committee (DDC) to understand the underlying issues and strategic priorities that should be addressed in both the Charter and overarching strategy. Working with data consultancy, Aiimi, the Charter principles have been split into three sections:

- ◆ Managing data
- ◆ Building the value of data
- ◆ Improving how we work together.

The principles and their underlying commitments focus on how the market can drive value from data and overcome some of the challenges it is currently facing.

Project sponsor and MOSL CIO, John Davies, says: “It’s no secret that poor quality data is the root cause of many issues in the market, and this Charter is the first step in a long, but essential journey to improve both the quality and use of data. As custodians of the

Central Market Operating System (CMOS) we look forward to continuing to work with stakeholders to deliver evidence-driven change through our

improved understanding and use of the central data we hold.”

Following its publication, MOSL will work with Aiimi to develop the data strategy informed by a series of workshops with trading party representatives. The Charter will be a living document adapting to changes within the market, including new technology and data sources. We welcome trading party feedback on the charter and the project more generally. Please send your feedback to MOSL’s Data Strategy and Governance Lead, Luke Austin [luke.austin@mosl.co.uk].

The strategy is set to be published by the end of Q4 2021/22. For more information, please visit the dedicated [MOSL webpage](#).

MOSL publishes R-MeX survey results

MOSL has now published the results from the latest Retailer Measure of Experience (R-MeX) survey.

The second survey, which is the first for the 2021/22 financial year, was sent to retailers in August. In response to feedback from the previous R-MeX, we opted to issue the survey via Excel rather than through our online platform. The questions remained consistent to allow for easy comparison of the results and to easily measure improvements made by wholesalers.

The survey closed on 6 September 2021. In total, we received completed responses from 14 retailers representing 98.2 per cent of the supply points and 93.6 per cent of the consumption in the market.

Whilst the number of retailers who submitted responses stayed the same as the previous survey, we did see an increase in the percentage of the market that was covered. This is due to those retailers submitting reviews for more of the wholesalers they work with.

The league table below shows the average score received by each wholesaler, ranked by the ‘Overall Service’ column. There is also a second table, which can be found on the [dedicated webpage](#) that shows the movement of wholesaler scores. This year Affinity Water appeared at the top of this table for its notable improvement.



In publishing the previous R-MeX results we noted the need for improvement from Thames Water, South Staffordshire Water and Severn Trent Water. All three wholesalers scored poorly across ‘speed and quality of response’, ‘quality of data maintenance’ and ‘effectiveness of financial policies’. We are pleased to see that all three wholesalers showed improvement in some, if not all of these areas.

Thames Water also has the greatest increase of any of the scores, with an increase of almost two points for ‘quality of data maintenance and improvement’ followed by increases of more than one for ‘overall service’ and ‘speed and quality of responses to service requests’.

The next survey is due to be held in February 2022, with the results published in March 2022. We welcome feedback on the format of the R-MeX as well as the publication and reporting of results. Please send your feedback to operations@mosl.co.uk.

Wholesalers League Table (Min 3 reviews)

Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Effectiveness of systems and notifications	Level of engagement and support	Effectiveness of financial policies	Reviews	Potential Review	Reviews Rate
1	Affinity Water (WSL)	7.9	8.1	7.2	7.8	7.8	8.1	7.4	10	18	56%
2	Portsmouth Water	7.7	7.8	7.2	7.0	8.2	7.3	7.7	6	16	38%
2	Yorkshire Water	7.7	7.3	7.0	7.1	7.9	7.6	7.7	9	18	50%
4	Anglian Water (WSL)	7.6	7.0	7.4	7.1	6.8	8.2	7.7	12	18	67%
4	United Utilities Water	7.6	7.1	7.3	7.7	5.0	8.1	7.6	13	18	72%
6	Bristol Water (WSL)	7.2	7.4	7.2	7.4	6.6	7.6	7.1	10	18	56%
6	Northumbrian Water	7.2	6.4	6.7	7.0	5.0	7.3	7.3	9	18	50%
8	South East Water	7.1	7.0	7.1	6.4	5.9	7.5	7.1	8	18	44%
8	South Staffordshire Water	7.1	6.4	6.7	6.4	6.5	6.9	7.0	10	18	56%
8	South West Water	7.1	6.9	6.8	6.6	6.7	6.9	6.9	9	17	53%
8	Southern Water	7.1	7.1	6.9	6.5	6.7	6.9	7.2	9	18	50%
8	Thames Water	7.1	6.5	6.4	6.6	7.3	7.3	7.0	12	18	67%
8	Wessex Water	7.1	7.2	6.8	7.0	6.4	7.2	7.6	8	18	44%
14	Sutton and East Surrey Water (WSL)	6.8	6.8	6.0	6.2	6.8	7.3	7.0	6	15	40%
15	Severn Trent Water	6.6	5.8	6.6	6.1	7.3	6.0	7.1	14	19	74%
	Market Average	7.3	7.0	6.9	6.9	6.7	7.3	7.3	145	265	55%

Strategic Policy Statement response

On 27 September, MOSL responded to Defra's Strategic Policy Statement consultation via letter from our CEO, Sarah McMath, to the Deputy Director of Water Services at Defra, Davide Minotti.

The Strategic Policy Statement sets out the government's priorities for Ofwat's regulation of the water sector in England. We welcomed the opportunity to respond to the consultation and value our close working relationship with both Defra and Ofwat.

While broadly supportive of the statement and the priorities outlined, we have urged for greater clarity on the expectations of Ofwat to monitor the success of the market, including how this success will be measured. We have also encouraged Defra to set out clearly the investment needed at PR24 and for the business retail market

to be considered more integrally in policy decisions, and specifically for the important role it can play in water resource planning and supply/demand challenges.

MOSL's response is available on [our website](#). The consultation closed on 15 October.

Consultants appointed to develop meter technology strategy

As work progresses on the [Strategic Metering Review](#), Project Communications Lead, Adrian Smith, provides an update on the appointment of consultants to help develop a metering technology strategy and the eight 'quick start' projects.



"Wouldn't it be wonderful if in the not-too-distant future we could look back and say: "Do you remember when we had to physically go

and read non-household customers' meters?"

Rather than physical meter readings, water meters would automatically submit customers' consumption data remotely via a mobile phone network or by simply by walking or driving by to pick up their signal.

As well as ensuring customers have accurate, timely bills that are based on actual usage, our metering technology project, also looks to open up a world of water efficiency opportunities. We know that this technology exists today, but adopting it and rolling it out across the market isn't simple.

Firstly, there isn't just one technology, but a spectrum. From 'fully smart' meters to devices that can read and transmit data from traditional ('dumb') meters. Non-household customers also vary enormously in size, location(s) and consumption, so there are lots more types and sizes of water meter to consider in the non-

household market.

Finally, the size, investment and metering programmes and strategies of water companies varies across the market. Needless to say, it's complicated!

As part of the Strategic Metering Review, MOSL has appointed consultants Artesia to work with the Metering Committee and other stakeholders to investigate the various enhanced metering technologies and develop a strategy for the market.

Artesia will also be developing templates to help coordinate and support trading parties as they develop their Water Resource Management Plans (WRMPs) and Price Review (PR24) submissions.

This will be a short, focused piece of work. The proposed timetable is for Artesia to provide an interim report by mid-December and a final report by mid-January 2022. Artesia will be reaching out to various stakeholders to assist in this work.

We will be appointing consultants to investigate the second strategic theme related to current metering roles and responsibilities in early 2022.

'Quick start' update

Work is also progressing on eight 'quick start' projects, each of which

is led and sponsored by a member of the Metering Committee.

In September's [Market Focus](#) we outlined the first project relating to sharing the consumption data. This project is generating interest and we are continuing to develop the data sharing agreement and required governance around the Metering Committee's request for consumption data.

The third project is focused on reducing the number of meter reads being rejected by CMOS. The primary reason - case sensitivity - has now been addressed and work is underway to look at the volume thresholds in CMOS that automatically reject a meter read if it is too much higher or lower than the previous reading.

Lastly, quick start eight is looking at increasing more actual reads on transfers and providing greater detail on estimates. Trading parties can expect a code change proposal around estimate transfer read reasons, using the [good practice skip code list](#) and process, in due course.

Moving forward, we will be providing monthly updates on the Strategic Metering Review and individual 'quick start' projects in *Market Focus*. For more information, please visit the [webpage](#) and sign up to our dedicated mailing list.

CMOS transactions (all interactions by trading parties e.g. switches, meter readings etc)

September total:
2,623,969

23% = trading parties
77% = MOSL

MOSL begins work on holistic reporting

At the [September User Forum](#) MOSL presented a first view of the activity which supports one of the two priorities of the Market Performance Committee (MPC), to 'Proactively monitor market and individual trading parties' performance and, using appropriate indicators, make decisions to escalate poor performance and hold parties to account for improving their performance'.

To support this priority, the MPC set itself the objective to develop and utilise a holistic set of measures beyond Market Performance Standards (MPS) and Operational Performance Standards (OPS). This will enable the MPC to prioritise rectification based on areas of poor performance which have the greatest detriment to customers.

Holistic reporting assesses retailer and wholesaler performance across a variety of performance indicators, drawn from Key Performance Indicators (KPIs) and Additional Performance Indicators (APIs). This uses the collated results to place each trading party within a performance quartile for that area of reporting.

The quartiles are assigned according to the levels of performance within the peer grouping. This gives an overall view of each trading parties' performance across several areas, which allows for a holistic assessment of their performance. These new type of peer comparison tables will be made available to trading parties in the first instance. Once established and refined, we will look to publish publicly to support continued improvement and transparent reporting.

New APIs were required for some aspects of the reporting. Development of these APIs was identified in the [Market Performance Operating Plan \(MPOP\) 2021/22](#) and they have been endorsed by the MPC. Some APIs will carry a weighting which reflects their impact on the customer experience, the details of which will be confirmed by the MPC this month.

Proposed retailer indicators:

- ◆ **Retailer meter reading** – This provides a view on the timely completion of expected meter reading tasks by the retailer. It comprises established KPIs for transfer reads and cyclic reads (MPS 16, 17, 18 and 19) as set out in [Code Subsidiary Document \(CSD\) 0002](#)
- ◆ **Long Unread Meters (LUMs) percentage** – This provides a view of the percentage of meters per trading party that have not been read for more than twelve months. It outlines the potential for aged estimates and possible billing issues associated with

those meters

- ◆ **Vacancy with consumption** – This provides a view of instances where vacant sites may be occupied or have leakage. It is calculated as the number of premises which are listed as vacant which have recorded consumption during the period of vacancy as a percentage of all premises registered to the retailer. The level of consumption must be representative of occupancy, which is dependent on the size of the meter. More information on this can be found in the 'About' section of the Vacancy dashboard on the [MOSL Portal](#)
- ◆ **Data quality** – This provides a view of the accuracy of customer name information on occupied premises. It identifies customers in the Central Market Operating System (CMOS) who have no customer name or banner name
- ◆ **Percentage of actual reads at R1, R3 and RF reconciliation runs** – This provides a view of the percentage of actual reads.

Proposed wholesaler indicators:

- ◆ **Long Term Vacancy (LTV) percentage** – This provides a view of the premises vacant for six or more consecutive years with no identifiable consumption, including unmetered premises, metered premises with reads and zero consumption and unread metered premises
- ◆ **Legacy Long Unread Meters (LLUM) percentage** – This will identify how many meters have not been read since market opening, within an occupied or vacant premises
- ◆ **Operational Performance Standard (OPS) Metering and Verification** – This provides a view on average performance across six OPS measures from the most recent three months of available data. These measures capture activities which directly benefit the customer, in that the tasks either verify the location of a meter so that it can be read or repair a broken meter for the same purpose. The tasks selected are: B1a, B3a, B3b, B5a,

C3a and C4a, alongside the new C1 processes in the bilateral hub. The definition of these measures can be found in [CSD 0002](#) or in the 'About' section of the [OPS dashboard](#)

- ◆ **OPS Customer Service and Disconnection** – This provides an average of performance across all five measures outlined in CSD 0002 (OPS F5a, F5b and H1a, OPS I1a and I1b) over the most recent three months of available data
- ◆ **Market Performance Standard (MPS) New Connections and Meter reads** – This provides an average of performance across all seven measures outlined in CSD0 0002 (MPS 3, 5, 9, 10, 12, 13 and 14) over the most recent three months of available data
- ◆ **Unique Property Reference Number (UPRN) Completeness** – This provides a view of the number of premises which have no UPRN data, expressed as a percentage of all premises within the wholesaler's estate
- ◆ **Valuation Office Agency (VOA) Completeness** – This provides a view of the number of premises which have no VOA reference, expressed as a percentage of all premises within the wholesaler's estate
- ◆ **GIS data issues** – This provides a view of the number of meters which present erroneous GIS data as a percentage of all meters for which the wholesaler is responsible
- ◆ **Retailer Measure of Experience (R-MeX)** – This will show the overall R-MeX score by wholesaler, as reported in the latest league table.

Timescales

Over the next three months the MPC will develop the reporting to run on demand and enable each trading party to see only their own position within the peer comparison tables. Between January and March 2022, the MPC will publish the peer comparison tables to all trading parties, with a view to making this reporting public from April 2022.

Diary dates

Upcoming
key events



20 October
26 October
4 November
8 November

[User Forum](#)
[Panel Meeting 60](#)
[General Meeting](#)
[Strategic User Forum](#)

9 November
12 November
19 November

[Metering Committee Meeting 8](#)
[CEO Forum](#)
[Strategic Panel meeting](#)

MOSL publishes new dashboards

MOSL's Data and Insight team continue to make improvements to the data available to trading parties and the public by publishing new water efficiency and settlement dashboards.

Water efficiency

Using CMOS data enriched with several additional sources, MOSL's [Water Efficiency dashboard](#) brings supply and demand together, linking non-household demand data with supply data from across the industry. Users can filter by non-household supply, supplier, and industry segment, and by specific attributes relating to water scarcity.

This dashboard can be used in conjunction with the [three supporting map views](#), which have also been made publicly available. These map views show geographic boundaries and summary attributes for the six water resource planning regions, 23 water company-based water stress areas in England and the 138 water resource zones in England and Wales.

This dashboard, which was first made available to trading parties via the MOSL Portal in August, can now be accessed [here](#).

Settlement

The new settlement dashboard, which is currently available to trading parties via the MOSL Portal, shows a range of data by settlement run and trend views. The dashboard will focus on the proportion of actual meter reads by each settlement run (R1-RF) for each retailer and will be used by MOSL and the Market Performance Committee (MPC) to review ongoing market improvement activity. We will look to make the dashboard publicly available in due course. Guidance on how to use the new dashboards can be found on the [MOSL website](#).

We look forward to delivering more improvements in the near future and welcome any feedback, sent to performance@mosl.co.uk.

Market Governance Review update

Work continues on the recruitment of new Strategic Panel members.



This will allow the PNC to explore candidates' skills and knowledge thoroughly and appoint a Strategic Panel in November, with the right mix of skills, knowledge and vision to deliver market outcomes.

Further information on the [Strategic Panel Nominations](#) and the [Strategic Panel](#) can be found on MOSL's website.

Strategic Panel

Nominations for wholesaler and retailer members for the new Strategic Panel closed on 1 October and applications for independent member roles closed on 5 October. Seven retailer nominations and four wholesaler nominations were received. The Panel Nomination Committee (PNC) will also be interviewing 12 candidates for the independent Strategic Panel Member positions.

A key feature of the Strategic Panel is that its membership is decided by the Panel Nomination committee (PNC), rather than by election. During October the PNC will shortlist and begin interviewing the nominees and applicants.

Panel election

The current Panel retains its responsibilities until both the Strategic Panel and the Code Change Committee are appointed which is expected to be in February. The current Panel has a vacancy for a wholesaler member. Nominations for this role were invited in September. No nominations were received and therefore this role will remain vacant. The opportunity for a candidate to gain experience and exposure to the market's governance processes remains and any wholesaler interested in nominating a candidate should contact the [Panel Secretariat](#).

Making changes: your change proposal update

Implemented Changes

The following changes were implemented on 22 September as part of the Bilateral Interfaces Solution:

[CPW070a: 'Bilaterals Phase 2'](#)

This change provides a central 'bilateral hub' through which processes specified by the Operational Terms will be progressed, thereby removing the need for forms. Amendments have been made to the Wholesale Retail Code (WRC) and Market Arrangements Code (MAC) to enable trading parties to use the bilateral hub for the first process implemented,

C1: verification of meter details or meter supply arrangements.

[CPW070a-1: 'Bilaterals Phase 2 – Addendum'](#)

This change was raised as a result of bilateral hub development and testing since [CPW070a 'Bilaterals Phase 2'](#) was recommended at the June Panel meeting. It was approved by Ofwat on 16 September.

Panel Recommendations

No recommendations were scheduled for the 28 September Panel meeting.

Consultations

[CPW122: 'Introducing Direct Debit as a payment method'](#)

This change proposal is seeking to mandate direct debit being offered as a payment method for primary charges to wholesalers. Following consideration at the August meeting, the Panel is seeking participants for a pilot study and wish to further understand the benefits of this change. The [consultation closes](#) on 29 October.

MOSL on the move

MEUC Expo

MOSL has been delighted to take part in this year's [Major Energy Users Network \(MEUC\) Expo](#). On 29 September, MOSL's Finance Director, Steve Formoy, presented to MEUC members on the Market Improvement Fund and answered questions on the fund and the recent successful launch of the bilaterals hub. On 13 October, MOSL's Director of Market Development, Adam Richardson, joined the 'Water: Making the water market more customer focused' session and provided updates on the new Strategic Panel, and its central aim to deliver better outcomes for customers and the review of the [Market Performance Framework](#) which is looking to focus the framework on customer outcomes.

British Water Data Analytics and Insights Focus Group

As part of the quarterly focus group series, MOSL's new Head of Data Analytics and Insights, Liz D'Arcy, joined the Data Analytics and Insights Focus Group meeting to share MOSL's exciting new water efficiency dashboards and her plans for more intuitive and insightful dashboards to support trading parties to 'self-serve' their data. You can find the new dashboards on our website [here](#).

RWG Corner

As part of our secretariat services for the Retailer Wholesaler Group (RWG) we will be featuring a roundup of RWG activity in our monthly *Market Focus*. To ensure you're kept up to date, subscribe to MOSL email communications, selecting 'RWG updates' as a preference. You can also find information on all the RWG groups on the [dedicated webpage](#). Key updates this month are:

- ◆ An article featuring Martin Mavin, Chair of the Tariff sub-group, has been published in the October edition of the *Water Report*. It is available digitally and as a hard copy to subscribers
- ◆ RWG has put in a bid for the Market Improvement Fund to improve the look and feel of guidance documents and create brand assets
- ◆ Have you signed up yet to the [RWG Customer Service Memorandum of Understanding \(MOU\)](#)? It has been put together to ensure all trading parties follow good customer practice in complaints management, and we strongly encourage all trading parties to sign up. For more details visit our webpage.
- ◆ The outputs of the Tariff sub-group were reviewed positively in Ofwat's recent [RISE letter to wholesalers](#) published in September
- ◆ Paul Stelfox (Chair of the Governance sub-group) and Martin Mavin will be providing updates on their respective sub-groups at the [October User Forum](#)
- ◆ RWG sub-group chairs and MOSL's Project Management Office are preparing a high-level RWG plan, including milestones and deliverables which will be shared on the RWG webpage later this month

Active RWG sub-groups: Governance, Tariffs, Unplanned and Planned Events, Metering Location Standards, Policies, Customer Service, Eligibility, Meter Reading Standards and Water Efficiency. If you would like to join any of these groups, please contact the respective Chair via the webpage.

News in brief

User Forum

The October User Forum takes place this afternoon via [Microsoft Teams](#) from 3-5pm. Agenda items include updates on the Channel Management improvement programme, the introduction of the Business Measure of Experience (B-MeX) survey and the centralised data cleanse work. You can download the full agenda and slide pack [here](#).

CEO Forum

Invitations have been sent to trading party CEOs for MOSL's annual [CEO Forum](#), which takes place on 12 November in London. The forum is an opportunity for member chief executives and key stakeholders to work with MOSL's Senior Leadership Team and Board to agree on current challenges in the market and the route to their resolution. The full agenda and any pre-reading will be sent at the

beginning of November in advance of the event. Due to the nature of the event, we will be running the workshops in person only. If you have any questions, please email our Head of Market Engagement and Communications, Lyvia Nabarro [Lyvia.nabarro@mosl.co.uk].

MOSL General Meeting - 4 November at 3.30pm

The formal notice of the November General Meeting was issued on 18 October. There is one resolution to be considered, which seeks to introduce a new "Dormant Member" status for members that have held no supply points for at least 12 consecutive months. The changes are subject to [CPW119](#) and [CPM042: 'Dormant Trading Party Provisions'](#), due for implementation on 5 November. The meeting will be held online, with electronic voting in advance. A separate Q&A session is also being held online, on Monday

1 November at 3.30pm. Details can be found [here](#). If you have any questions, or have not received the proxy voting email or Q&A invite, please contact company.secretary@mosl.co.uk.

MOSL CIO features in Veolia guest blog

John Davies, MOSL CIO, has written a guest blog for water technology and treatment company Veolia. The blog looks at the water scarcity challenges we face from the perspective of the non-household market and the role that data can play in supporting greater understanding of the solutions. He also outlines the activities we are undertaking as part of our [Data Insight improvement programme](#), including the proposal for a centralised data cleanse to improve the quality of data in the market. Find out more about how data is the key to unlocking value in the market, read the blog [here](#).

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