

market focus

MOSL
MARKET OPERATOR SERVICES LTD

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

MOSL CEO Forum

On 12 November, MOSL hosted its [Annual CEO Forum](#) with trading party and stakeholder CEOs. The forum provided an opportunity for senior leaders from across the market to come together and examine how we can resolve key market challenges.

The theme of this year's forum was "It's time to act!" – introduced by MOSL Board Chair, Anne Heal, and MOSL CEO, Sarah McMath - recognising the agreement we have reached on key issues and the need to identify their resolution to deliver benefits to business customers and the environment.

The event was the first in-person forum since 2019 and we were delighted to be able to meet with trading parties and facilitate a number of interactive sessions.

We were also delighted to welcome speakers, David Black, Interim CEO of Ofwat, Davide Minotti, Deputy Director of Water Services at Defra, and Mike Keil, Director of Research, Policy and Campaigns at CCW.

David and Mike provided a regulator and consumer body perspective of market challenges followed by a Q&A, whilst Davide introduced the scope of Defra's Post Implementation Review and led an open discussion examining whether the government's policy objectives have been met and what the retail market has achieved since its opening in 2017.

Following Davide's session, Trisha McAuley, the new Independent Chair of the Strategic Panel, provided an overview of the changes to market governance, including the structure and purpose of the new Strategic Panel and Code Change Committee. Trisha also introduced the trading party members of the new Panel, which we announced [earlier this month](#). See more on [page two](#).

In the afternoon, Steve Formoy, MOSL Finance Director, led a presentation on MOSL's plans for 2022/23 as part of our 2022-25 Business Plan which we will be publishing for trading party consultation in January, before opening up to a Q&A with other members of MOSL's Senior Leadership Team. Steve introduced two new focus areas, which formed part of the afternoon workshops – the Market Performance Framework review and the provision for a central data cleanse led by MOSL.

The afternoon workshops were led by John Davies, MOSL's CIO, and Adam Richardson, MOSL's Director of Market Development, with support from MOSL Board members, Jo Dow (also CEO of Business Stream) who provided a reflection on the Scottish market's central data cleanse and lessons



learnt, and Phillip Marsden, who shared learnings from the financial sector's use of open data.

We would like to thank everyone who took part and attended the CEO Forum. We were pleased with the high level of engagement throughout the day and for the open and constructive discussions that took place.

We will be publishing the outputs of the CEO Forum, including the recordings of the presentations, associated slide packs and written responses to questions asked. We will look to publish these outputs before the end of November, but if you have any questions in advance, please email comms@mosl.co.uk.

MOSL's call for input on the Market Performance Framework

MOSL has published its [call for input](#) (CFI) on the Market Performance Framework (MPF).

The CFI sets out the request for feedback on the review and reform of the MPF for the non-household (NHH) water market. The MPF was designed prior to the market opening in April 2017, and its measures provide a view of process steps, rather than overall outcomes. After four years of market operation, there is evidence that the current MPF does not drive improved outcomes for customers, the market, or the environment.

A recurring theme in the CFI is the need to identify and encourage positive customer outcomes – this has been driven by Ofwat, the [Market Performance Committee \(MPC\)](#)

and MOSL as well as market participants.

This is an opportunity for the market to collectively assess what the current MPF achieves against expectations and what we want and expect future outcomes of the framework to be. Feedback from this CFI will directly inform the redesign of the framework as part of MOSL's review in 2022.

The CFI is addressed to trading party Contract Managers and other interested parties. To ensure feedback from trading parties can be easily collated we

ask that Contract Managers circulate the [document](#) within their organisation and provide one response on behalf of their organisation through the short online [survey](#).

We welcome your support and input to ensure we can deliver a future MPF that the market needs. The deadline for responses is 6pm on Tuesday 30 November. If you have any questions regarding the MPF review, please contact performance@mosl.co.uk.

MOSL announces Strategic Panel members

The Strategic Panel will meet for the first time today, 19 November, following the recent appointment of its members by the [Panel Nominations Committee \(PNC\)](#).

This new Strategic Panel is transitioning to become the senior industry group which will oversee the performance of the market, offer strategic direction, and recommend improvements aligned to the direction set by Ofwat and Defra.

The creation of this strategic body will address issues identified in Ofwat's [RISE Report](#) and the independent review of [Panel effectiveness](#) to facilitate development and innovation in the market for the benefit of non-household customers. Following Ofwat's approval of [CPM039/CPW134: 'Revisions to Panel Composition'](#) in July, the PNC has followed a strict timeline to determine these key appointments.

Angela Day, Head of People at MOSL, who supported the PNC in the interview process said: "We were delighted with both the response from trading parties and the independent sector. The PNC interviewed 21 exceptional people for the seven positions, which made for a highly competitive process.

The PNC followed a structured interview approach in which it explored applicant's motivation for wanting to be on the Strategic Panel, views on the strategic priorities for the market and the requirements set out in the role profile. All applicants demonstrated a passion to drive change in the market for the benefit of business customers, but ultimately the appointed members were those who best met the full criteria for the role."

Find out more about the members on [page three](#).

The Strategic Panel also has non-voting affiliate members which include representatives from Ofwat, Defra and MOSL. Adam Richardson, Market Development Director will

continue his role as Secretary and MOSL's Panel Secretariat will provide administrative support. At its first meeting on 19 November, the Strategic Panel will hear views from Ofwat and its members on challenges and opportunities for the market and will receive an update from MOSL on its improvement programmes as part of the development of its 2022-25 Business Plan. MOSL's Finance Director, Steve Formoy, will outline the key activities for 2022/23, including the proposed Market Performance Framework review and central data cleanse. Steve will also walk through the business plan consultation document, which was issued to the Panel on 16 November, for consultation until mid-December. These will be explored further in subsequent meetings.

When asked about her appointment, Lucy Darch, Retailer Strategic Panel Member, commented: "It was a great milestone when the non-household market opened in April 2017 and some progress has been made to optimise operations since then,

such as the development of the market bilaterals system. Unfortunately, COVID-19 presented a lot of challenges for businesses and, in turn, impacted utilities markets. Being so new at the time, the non-household market was ill-equipped for this impact.

The storm has been weathered and now feels like an appropriate time to review and assess the options available to deliver more benefits to customers and create a more sustainable market for the market participants. I believe that the non-household market can offer real benefits to all customers, but this can only be achieved through all stakeholders working together.

"I'm very happy to be selected to take part in these discussions and look forward to making a positive difference."

Code Change Committee

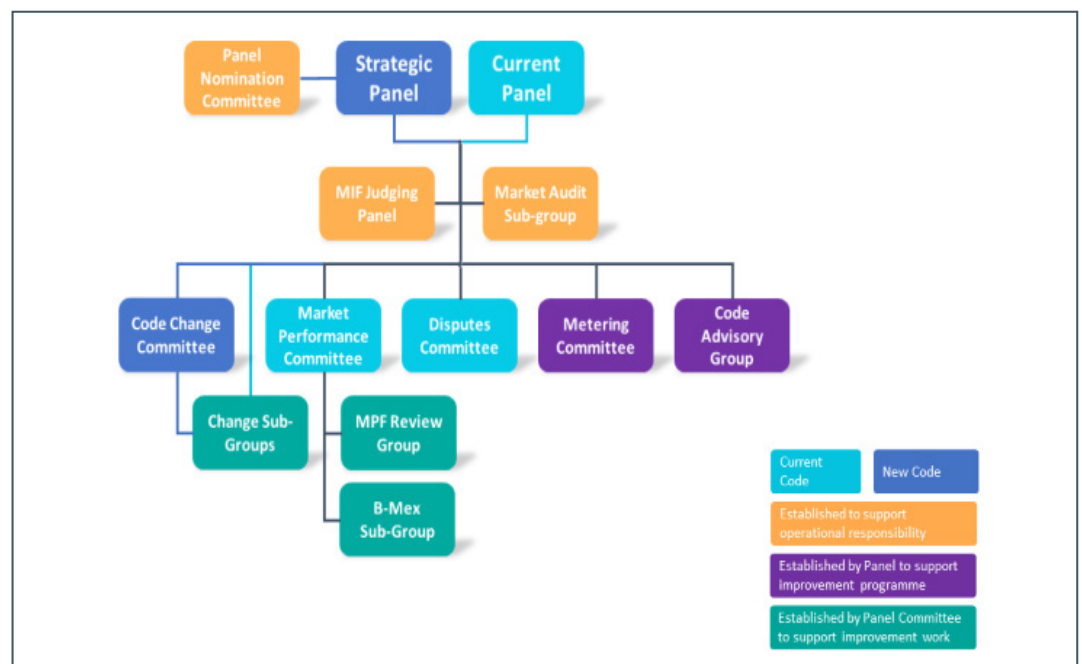
This committee will be appointed by the Strategic Panel and will have delegated responsibility for reviewing the market codes and

recommending changes to Ofwat. It will comprise of four industry experts drawn from retailers and wholesalers, two independent representatives, a customer representative proposed by CCW and a representative from another customer body.

The committee will also have affiliated non-voting members representatives from Ofwat and MOSL.

The nomination window will open before the end of November to mid-December and the shortlist will be announced at the end of December/early January. Interviews will take place in January 2022, in time for the current Panel disbanding at the end of February 2022.

For more information on the Market Governance Review, the Panel Nominations Committee, the Strategic Panel and the Code Change Committee, please visit the [MOSL website](#).



Meet the Strategic Panel members

You can find out more about each of the members by clicking on their biographies below.



Trisha McAuley
Strategic Panel Chair
[Biography](#)



Rick Hill
Independent Member
[Biography](#)



Paul Smith
Independent Member
[Biography](#)



Pamela Taylor
Independent Member
[Biography](#)



Lucy Darch
Retailer Member
[Biography](#)



James Cleave
Retailer Member
[Biography](#)



Andrew Beaver
Wholesaler Member



Cathryn Ross
Wholesaler Member
[Biography](#)



Mike Keil
Customer
Representative
[Biography](#)



Georgina Mills
Ofwat Representative



Davide Minotti
Defra Representative



Sarah McMath
MOSL Representative
[Biography](#)



Adam Richardson
Strategic Panel Secretary
[Biography](#)

MOSL publishes latest peer comparison league tables



MOSL has published the latest peer comparison league tables.

The tables, which rank trading parties based on their performance against the Market and Operational Performance Standards (MPS and OPS), outline performance between April – September 2021. We are pleased to see that following numerous regional and national COVID-19 lockdowns, most performance and task volumes have returned and, in some cases, exceeded pre-COVID-19 levels.

Following the introduction of holistic reporting, which was first introduced in the October edition of [Market Focus](#), these league tables will soon be integrated within the reporting, which will give trading parties a more accurate and comprehensive view on their performance. You can read more about MOSL's new Holistic Reporting in the introductory document available [here](#).

The peer comparison league tables can be found on the dedicated webpage [here](#).

MOSL publishes Quarter 2 performance report

On Thursday 4 November, MOSL published its [Q2 Quarterly Report and Key Performance Indicator \(KPI\) summary](#) providing an overview of the progress made against our [2021/22 Business Plan](#) commitments this quarter, July - September 2021.

The report includes updates on the key commitments under each of the business plan themes focusing on this quarter's milestones and signposts the deliverables for the next quarter.

We have also published the latest KPI summary as part of our continued commitment to being open and transparent about our performance as market operator.

At the halfway point of the year, we have delivered 58 per cent of our commitments and are on target to deliver on all our commitments by the end of March 2022.

We are always looking for ways to improve our communications so following the redesign of both reports, we have included a two-question [poll](#) on how members rate the reports' contents.

Our commitment to make it 'easier to do business' in the market is at the heart of our [2021-24 Business Plan](#) and this quarter we delivered some significant milestones:

- ◆ The [bilateral hub](#) went live in September with the first of a series of standardised bilateral processes - Meter verifications (C1). The go-live went smoothly, with very few defects identified and the system performing as anticipated. Early analysis indicates that the first process is delivering efficiency savings approximately



40 per cent above expectation. If replicated across other processes, this would increase annual savings by £500k from £1.2m to £1.7m per annum

- ◆ Our [Strategic Metering Review](#) improvement programme took a step forward by appointing Artesia Consulting to research and develop the enhanced metering technology strategy for the market. Artesia will also provide related support to trading parties as they develop their Water Resource Management Planning (WRMP) and PR24 processes. A further invitation to tender has been issued to consider metering roles and responsibilities
- ◆ We are also making good progress to improve Market Governance. This quarter Ofwat approved the Strategic Panel's purpose, composition, and priorities in an expedited timescale.

Trisha McAuley was appointed as the new Strategic Panel Chair, and we have recently announced the new Strategic Panel members (please see [page two](#))

- ◆ We published new dashboards and charts, including the [Water Efficiency Dashboard](#) and maps. This dashboard, along with the [Greenhouse Gas Emission Dashboard](#) and carbon statements (more information on [page six](#)), were made available to trading parties this month and will improve visibility of non-household demand and hopefully aid trading party collaboration.

All our quarterly reports can be found on our new [Quarterly Report webpage](#).

You can find out more about our approach to business planning and view our Annual Reports and Financial Statements on [the MOSL website](#).



Market Operator Services Limited (MOSL)

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Trading Party Survey results

At the beginning of October 2021, MOSL issued its Mid-Year Trading Party Survey to continue to build our understanding of how members rate our performance against the services that form part of our [Market Services Framework](#).

As well as building on the feedback from the [Annual Trading Party Survey](#), this survey also included questions relating to our engagement and communication, reflecting on the organisational re-design work MOSL communicated to trading parties earlier this year.

We would like to thank those who responded to the survey. In total we received a 63 per cent response rate, with a market share of 97 per cent from wholesalers and 99 per cent from retailers.

Overall, respondents rated MOSL's performance as market operator an average score of 3.8 (on a 1-5 scale from 'very dissatisfied' to 'very satisfied'), this remains the same rating as the annual survey from a higher proportion of the market.

All core service areas have improved based on the response ratings. For further detail you can read the [Summary of Responses](#) and the [full anonymised report](#).

- ◆ Respondents rated Market Operations an average of 3.9 – an increase from 3.2 in our annual survey
- ◆ Respondents rated Market Assurance an average of 3.5 – an increase from 3.2 in our annual survey
- ◆ Respondents rated Market Improvement an average of 3.8 – an increase from 3.3 in our annual survey
- ◆ Respondents rated Governance and Support Services an average of 3.8 – an increase from 3.4 in our annual survey.

From the additional questions asked in the Mid-Year Survey:

- ◆ Respondents rated the Engagement and Communications an average of 3.3
- ◆ Respondents rated the new MOSL website an average of 4.0
- ◆ Respondents rated Bilateral engagement an average of 3.7.



The feedback received from this survey will be used to identify areas of improvement in the delivery of our services, communication, and overall engagement. To assist with this we will be reaching out to a handful of trading parties to

understand their feedback in more detail.

Further communication on next steps will be published over the next few weeks. The annual survey is set to take place in March 2022.

If you have any questions regarding the survey or response document, please contact comms@mosl.co.uk.

MOSL General Meeting

MOSL's General Meeting was held on 4 November to approve an update to MOSL's Articles of Association.

Following the Panel and Ofwat's approval of the market codes change, [CPW119 and CPM042: 'Dormant Trading Party Provisions'](#) (implemented on 5 November), it was also necessary to update MOSL's Articles of Association to align with this change in membership to introduce the concept of dormant (i.e. non-trading) members.

The response to the consultation on this change earlier in the year was very positive. The code change sought to amend the membership rights for a small number of trading parties that have held zero supply points for a 'significant' period (12 months) and introduce the class of dormant members. These members will have restricted voting rights at

General Meetings, flexible and pragmatic reassurance when they re-commence trading, and will pay a £250 monthly fee whilst classed as dormant.

The meeting was held virtually on 4 November 2021, chaired by MOSL Board Chair, Anne Heal, with 48 out of a possible 63 members having cast their votes in advance by proxy. The quorum requirements for all votes are high, and two-thirds of each class of member must vote. We achieved a turnout of 76 per cent and reached quorum. With all votes cast in favour, the special resolution was duly passed.

The recording of the meeting, the formal minutes and the meeting slides are all available on [MOSL's website](#).

Judging commences for Market Improvement Fund

The independent Selection Committee has now reviewed the bids for the debut round of the [Market Improvement Fund](#).



The committee, which is made up of both trading party and independent members (please see [here](#) for member bios), met virtually earlier this month to review and score all bids received against an agreed criteria.

Following a review from the Selection Committee, the winning bids are currently being approved by the Panel. Keep a look out for a special feature on the winning bids, which will be published next month.

Second bidding window

Plans are already underway for the next round of bidding, which will take place in March, subject to approval by the Panel next month. We aim to communicate the details of the next bidding round by January 2022.

To ensure you don't miss out on any information, please sign up to our [mailing list](#), selecting 'Market Improvement Fund' as a preference.

MOSL reminds decision makers to include the non-household market in water efficiency targets

This month Glasgow hosted COP26, the United Nations Climate Change Conference, and for the first time, water was included on the agenda.

As outlined in [our response](#) to Water UK's Race to Zero, MOSL is committed to working with all involved in the water sector – from government and regulators, to water companies and non-governmental organisations – to provide crucial insight, help identify and overcome barriers and facilitate collaboration and innovation to support water efficiency.

Measure for change

Friday 5 November was the dedicated Water Day at [#COP26](#). We took this opportunity through social media, to highlight the important role that the non-household market can play in achieving water reduction and net zero targets. Currently water demand reduction targets only apply to household customers, despite almost a third of all water in England being used by businesses, public sector and not for profit organisations.

Combined, the top 15 carbon emitting firms emit 15 per cent of total UK carbon emissions. Of these, ten are also high-water users, consuming six per cent of non-household (NHH) water. We also know that just one per cent of NHH water users account for over 50 per cent of the total non-household consumption. Influencing the usage patterns of these top consumers can make a significant contribution to wider supply/demand challenges and water and carbon efficiency savings.

Our social media posts asked leaders to consider 'joining the drops', making sure both businesses and customers are aware of their water usage and how water, energy and carbon are interconnected.

Greenhouse Gas Emission dashboard

To coincide with COP26, we also made a Greenhouse Gas (GHG) Emission dashboard available to registered users of the MOSL website, alongside carbon statements in individual trading party

SharePoint areas. These aimed to draw attention to GHG emissions from water and sewerage treatment in the non-household market, and to start a discussion on the data currently available and required to support the water sector's commitment to [achieving net zero by 2030](#).

The [GHG dashboard](#), which is now publicly available within the ['Environmental Impact' section](#) of the Market Charts on the MOSL website, shows GHG emission trends for treating water and sewerage supply points with volumetric consumption. Carbon and consumption can be toggled and filtered by trading party type, service (water/sewerage) and, where matched, Standard Industrial Classification (SIC) division industry type. We are hoping that the publication of this dashboard will increase transparency and highlight the important contribution non-household customers can make to decarbonisation.

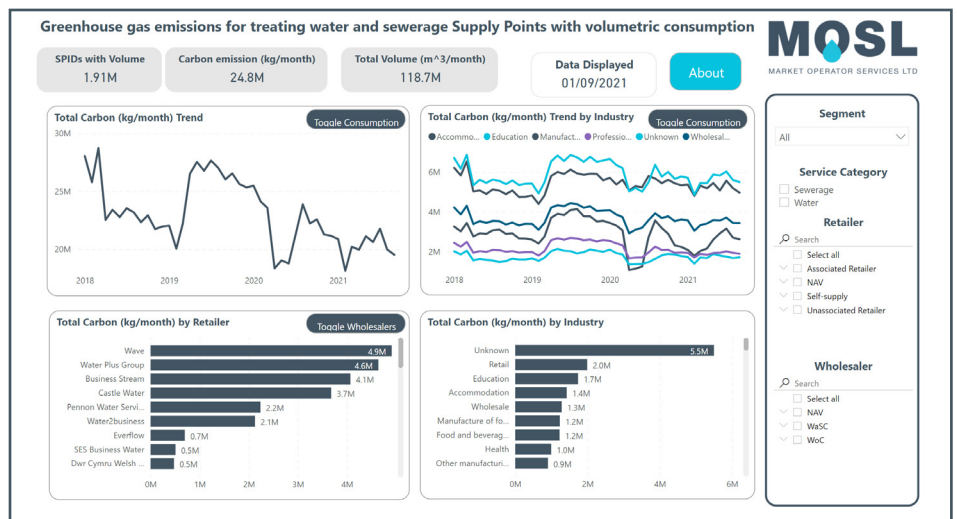
We are interested in your feedback on the dashboards and carbon statement and whether you would like to receive the statement on a regular basis – please direct any feedback to performance@mosl.co.uk.

Education Day

Education was the COP26 theme for Monday 8 November. Paul Wyse, Flood Resilience Manager from the Risk Protection Team at the Department for Education (DfE) presented at two sessions called 'Too wet or too dry? Adapting schools to water risks and a future climate' aimed at school leaders and Key Stage 2 classes.

MOSL has been working with the DfE sustainability team, enriching DfE school site data with CMOS data on consumption. This information is being used to help the DfE benchmark school and pupil water consumption and identify outlier consumption for further investigation. There are over 23,000 schools in England and 64 per cent of them are in high-water stress areas, so it's important for large users, such as DfE, to be able to identify opportunities to reduce their water consumption.

For more information on our commitment to supporting the water industry's Race to Zero, please visit [our website](#).



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

October total:
3,029,932

23% = trading parties
77% = MOSL

MOSL progresses on Market Data Strategy



MOSL has been making good progress on the creation of a market-wide [Data Strategy](#), which has been developed as part of our [Data Insight improvement programme](#).

The Strategy, which follows the publication of the [draft Market Data and Information Charter](#) last month, aims to:

- ◆ Shape and inform wider data priorities
- ◆ Provide a clear understanding of how we can incentivise improved market data quality
- ◆ Inform market participants what is expected from them and provide an indication of what value can be derived from market data
- ◆ Help the market to evaluate and prioritise in-flight 'data-related' initiatives, demonstrate the benefits and provide guidance to market participants about where the focus will be in the future
- ◆ Provide a basis for an in-depth review and proposal of data ownership for key data fields and the role of the market operator, for example, exploring a central data cleanse and enrichment service.

To ensure the strategy encapsulates the views of the market, its creation has been underpinned by a series of workshops with trading party representatives, which have helped inform what they consider to be the key data issues and how they propose they should be resolved. The direction of the Data Strategy has also been informed by various Panel Committee and project groups.

Its development has been overseen by the Digital and Data Committee (DDC), and the Technology Advisory Group (TAG) has assisted by providing general input and feedback as subject matter experts. MOSL has also sought feedback from stakeholders such as Ofwat and CCW.

The stakeholders workshops have helped us, along with the consultancy Aiimi, to build the programmes of work which will be undertaken by MOSL within the next three to five years. These are likely to focus on the following three core areas:

1. Reducing the cost and increasing the value of market data
2. Developing a market data management framework
3. Using data proactively to uncover risk, issues and opportunities.

The strategy will be presented in draft format to industry stakeholders next month and will be published alongside the final version of the Data and Information Charter in February 2022.

As a reminder, we are keen to hear your thoughts on the Data and Information Charter and the overall direction of the Market Data Strategy. Please contact the Data Project Lead, Luke Austin, to provide feedback [luke.austin@mosl.co.uk].

Positive feedback for Bilateral Transactions Programme



Two months on from the launch of the bilateral hub, we asked trading parties what they thought of the delivery of the [Bilateral Transactions Programme](#) to date through an online survey.

The feedback to the programme overall has been very positive, with nearly 70 per cent of respondents saying that they were either 'satisfied' or 'very satisfied'. A further 26 per cent were neutral. However, one trading (representing 4 per cent) was 'very dissatisfied'.

Feedback on the launch was also very positive, with 57 per cent of respondents saying they were 'satisfied' and a further 14 per cent 'very satisfied.'

Commenting on the results, John Gilbert, MOSL's Head of Planning and Bilateral Transactions Programme Director, said: "Overall, we're really pleased with the survey results, which I think are a fair reflection of the programme so far and provide some clear lessons for the future. Behind the numbers the picture is more complex, of course, with the experience varying considerably between trading parties. We're reviewing the comments in detail, but there are some themes emerging.

Overall, I think there is a recognition that we have achieved an important milestone in the market and that the launch itself went relatively smoothly, with the

team responding quickly to issues that were raised.

What also came across was just how challenging the programme has been for some trading parties, particularly those that have been developing their own system-to-system integration with the hub.

We recognise this and have worked hard to give trading parties as much support and guidance as possible while starting to deliver changes that can benefit trading parties and customers as early in the programme as possible.

There were also lots of suggestions for how we could improve things going forward, from making code documentation available earlier to managing testing differently, all of which we will be taking into consideration for future phases."

Ensure you are kept up to date with the latest information from the programme by reading our monthly *Market Focus* publication and subscribing to our [mailing list](#), selecting 'Bilateral Transactions Programme' as a preference.

Diary dates

Upcoming
key events



24 November

[Disputes Committee 13](#)

30 November

[Panel Meeting 61](#)

7 December

[Strategic Panel Meeting 2](#)

8 December

[Disputes Committee 14](#)

9 December

[MPC Meeting 56](#)

14 December

[Panel Meeting 62](#)

17 December

[Business Plan webinar](#)

RWG Corner

Please find the latest updates from the Retailer Wholesaler Group (RWG) below:

◆ Paul Stelfox (Governance Chair) and Martin Mavin (Tariff Chair) provided updates on behalf of RWG at MOSL's October User Forum. You can watch the recording [here](#)

◆ The Eligibility Group is being renewed with new members and will be working with Ofwat on the eligibility guidance update

◆ Under the RWG Governance changes, MOSL has extended industry nominations for a new sub-group that the Panel agreed should be established for [CPM046: 'Approved Codes of Practice'](#). CPM046 seeks to introduce a new type of document within the market codes framework, named Approved Codes of Practice (ACoPs).

Within this, trading parties would be required to demonstrate that they

provide a service that is the same or equivalent to that outlined in an ACoP. The first meeting of the sub-group is expected to be in January 2022

◆ Two new sub-groups have been proposed: Access to read meters/ Carry out work and New Connections Data. If you're interested in leading or getting involved in either of these sub-groups then please email simon.bennett@mosl.co.uk

◆ Its award season again and you will soon get the chance to vote for the RWG member who deserves the "Andrew Bamber Outstanding Contribution to the Market" award. Watch out for an email in December. You can view the previous winners [here](#)

◆ We would like to remind you that

the deadline for the Tariff request for information (RFI) is Tuesday 30 November. We would appreciate your response to help shape this important piece of work. Please download the questions [here](#), and the response template [here](#)

◆ Last week CCW published an [article](#) on businesses wanting more help understanding their water consumption. The article was based on the findings from the RWG's non-household customer water efficiency survey, the results of which have now been published on the MOSL website [here](#)

◆ Are you up to date with the latest Codes of Practice? We are always reviewing and improving, so refresh yourselves with the latest documents on the [dedicated webpage](#).

To keep up to date with the latest RWG outputs, please ensure you are subscribed to our [mailing list](#), selecting RWG as a preference.

Making changes: your change proposal update

Implemented Changes

The following changes were implemented on 5 November:

[CPW117: 'Shortening the late payment default timeline for a credit support reduction'](#)

This change creates the Reduced Notice Post-Payment option. This new payment option has a shorter late payment default and termination timeline and a correspondingly smaller credit support requirement. This change is expected to reduce the burden of credit on retailers.

[CPM042 and CPW119: 'Dormant Trading Party Provisions'](#)

This change resolves issues resulting from some trading parties holding zero supply points for a substantial amount of time. Dormant trading parties will retain access to market data but will incur a £250 charge per month, have restricted voting rights and may be subject to reassurance.

The following change was implemented on 17 November:

[CPM044: 'Management of the Ofwat Innovation Fund'](#)

This change extends MOSL's role as market operator to allow it to provide more efficient collection and distribution of payments for the Ofwat Innovation Fund.

Panel Recommendations

The Panel voted to recommend implementation of the following changes at its 26 October Panel meeting:

[CPM045: 'Extending the right for the MO to raise Change Proposals'](#)

This change seeks to permit MOSL as market operator to propose changes to any part of the Wholesale Retail Code (WRC). This will improve the efficiency of the change process, particularly regarding improvement and maintenance of the

bilateral hub. Such change proposals will be subject to the same governance and assessment overseen by the Panel/Code Change Committee and Ofwat that applies to all change proposals.

The Panel also voted to recommend implementation of [CPM044](#).

Current and Upcoming Consultations

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

This change seeks to implement validation in CMOS to prohibit premises changing occupancy to vacant if there is an active Discharge Point ID (DPID) on the premises. It will also introduce a service level for the wholesaler in Process G6: 'Termination of Trade Effluent Consent' to support a timely process for moving a premises with an active DPID to vacant. The consultation will open next week and run for three weeks.

MOSL on the move

Smart Water Metering webinar



On Tuesday 23 November, MOSL's Market Improvement Lead and Project Lead for the Strategic Metering Review, Martin Hall, will join an expert Panel as part of the [Waterwise Smart Water Metering](#) webinar. The online event will also explore new research into public attitudes to smart metering and the business case and insights from Thames Water and Anglian Water. To sign up for the event, please click [here](#).

British Water Open Data Conference



On Thursday 25 November, MOSL's Head of Data Analysis and Insight, Liz D'Arcy, will join the British Water Data Conference as part of the 'Open data water companies strategies' round table discussion.

Liz will be discussing the benefits of an open data approach in the non-household market and how we are improving our understanding of non-household customers in four areas: Context, Consumption, Customer and Carbon, with the aim of making a valuable contribution to wider environmental and sector goals. Find out more about the event [here](#).

Self-supply Forum



The winter [Waterscan](#) Self-Supply Users Forum takes place on Thursday 2 December. At the event, MOSL will be providing an update on the new Strategic Panel, the key activities outlined in our 2022-25 Business Plan as well as improvements from the Data Insight Team, including the creation of a market-wide Data Strategy.

MOSL CEO, Sarah McMath will be presenting with MOSL colleagues, Liz D'Arcy, Julie Carly and Lyv Nabarro facilitating a workshop on market data. Liz will also be taking part in the Net Zero Panel session Chaired by The Water Report editor and MEUC Chair, Karma Loveday.

News in brief

2022-25 Business Plan webinar

on Friday 17 December, from 10-11am, MOSL's Finance Director, Steve Formoy will be hosting a webinar to outline the scope and improvement programmes for next year (2022/23) as part of our rolling three-year plan. If you would like to attend, please visit the [event page](#).

MOSL's response to H2Open paper

Following the publication of Ofwat's [H2Open Data paper](#) last month, MOSL will shortly be issuing a response outlining our support for an open data approach in the water industry, and how the non-household water market can lead the way towards open data. We will announce our response via our [LinkedIn](#) and [Twitter](#) channels.

Strategic User Forum

On Monday 8 November MOSL hosted the latest Strategic User Forum. The forum was led by Ros Carey, of Business Stream, Lois Gill of Everflow, and Andrew Beaver of Northumbrian Water and was an opportunity to seek wider trading party input into PR24 methodology and scope, and test the extent to which there is

alignment on key market issues. You can download the headline report [here](#).

User Forum

The last User Forum of the year took place this Wednesday, 17 November. Please find full details, including the slide pack [here](#). The recording will be uploaded to the event page by the end of next week. The next User Forum will take place on Thursday 20 January.

Institute of Water Social Purpose response

MOSL was proud to support the [Institute of Water's](#) Social Purpose week which ran from 1-7 November. MOSL created a short video featuring MOSL CEO, Sarah McMath, Chair of the MOSL Board, Anne Heal and a number of MOSL colleagues, who collectively outlined how social purpose is built into our company culture and is key to our decision-making processes. You can view the video and corresponding article [here](#).

Metering Committee wholesaler vacancy

MOSL is calling for wholesaler nominations

for a position on the [Metering Committee](#). The purpose of the committee is to oversee and inform areas of work on improving the metering arrangements set out in the market codes. The deadline for nominations is Friday 24 November. Please submit a nomination [here](#).

John Gilbert's Thought Leadership blog

Following the successful launch of the [bilaterals hub](#) in September, John Gilbert, MOSL's Head of Planning, has written a blog on the importance of collaboration in programmes and projects. Find out what he had to say [here](#).

Holistic reporting explanatory notes

In [October's Market Focus](#) and the [September](#) and [October](#) User Forums, MOSL introduced the work being undertaken to provide a holistic view of trading party performance. MOSL has now published the first of the holistic reports to individual trading party SharePoint sites, along with [explanatory information](#). If you have any questions regarding the holistic reports, please contact performance@mosl.co.uk.

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