

CEO Forum 2021

12 Nov 2021

Poll results

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Considering the context of market and sector challenges, what is your main priority as an organisation?

0 1 3

(1/2)

- Addressing margins for retailers through the REC to enable customer to switch and increasing resilience for retailers. Wholesalers need to be open to incentive changes to increase focus and also drive wholesale tariff simplification and innovation to support water efficiency.
- Customer outcomes whether that's through excellent data quality or day to day operational service
- Accurate data and billing
- Financial sustainability in what is an incredibly challenging market and external environment
- Efficient NHH water use.
- All customers receive an excellent service
- Driving water efficiency
- Fixing data quality issues
- Data integrity
- Getting meter reads and producing accurate bills. Trying to help customers to spot and address leaks.

Considering the context of market and sector challenges, what is your main priority as an organisation?

(2/2)

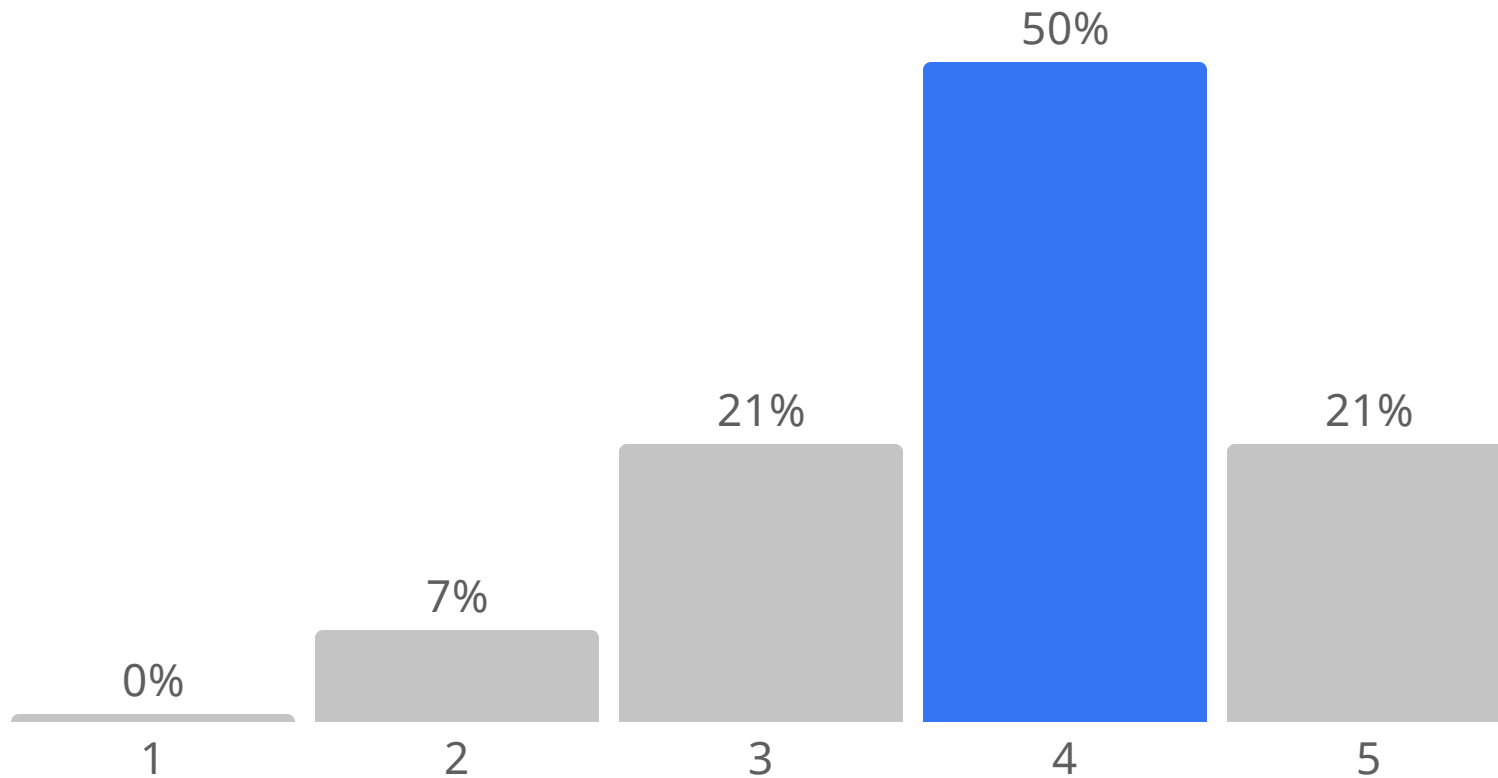
0 1 3

- Meter reading
- Getting the various parties to collaborate and effectively deliver the water savings needed to address the climate and ecological emergencies
- Incentivising and delivering Water Efficiency improvements

How would you rate your satisfaction with MOSL as market operator?

0 1 4

Score: 3.9



Market Performance Framework (1/2)

0 1 7

How much does the current Market Performance Framework provide an incentive for action for your company?

Significant incentive, visible to/discussed at board level



Adequate incentive, visible to/discussed by senior management



Limited incentive, visible to/focused at operational levels



No incentive, little or no awareness of the Market Performance Framework



Market Performance Framework (2/2)

0 1 7

How much does the current Market Performance Framework (MPF) incentivise your company to behave in a way that supports good outcomes for customers?

A lot



A little



Not at all



No awareness of the MPF



Event effectiveness (1/2)

0 1 2

Was this event a good use of your time?

Yes - an in-person event added a lot of context and value



Yes - but the same objectives could have been achieved with a virtual event



No, not really.



Event effectiveness (2/2)

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How could it have been improved?

- Not being on a Friday for us with a long journey home.
- Make sure Wholesalers CEOs engage in future?