

market focus

MOSL
MARKET OPERATOR SERVICES LTD

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

Bilateral Transactions Programme: Phase 4 processes launched successfully

Two more bilateral processes were successfully added to the bilaterals hub on Tuesday 2 August as part of [the programme's](#) phased release.

Phase 4 included two meter-related processes: B1 (meter installations) and B7 (meter change of size, model or location) as well as additional functionality.

The hub now includes seven bilateral processes, four of which are subject to Operational Performance Standards (OPS) and three which were prioritised due to their impact on customer service, including the customer enquiry process (F4).

Phase 4 is the penultimate process release under the current Ofwat-initiated change proposal, [CPW070](#). The last – and largest – tranche of processes is due to go live at the end of November, when nine

more processes will be added to the hub as part of Phase 6.

John Gilbert, MOSL's Head of Planning and Programme Sponsor, said: "Trading parties may recall that we had planned to release three processes in Phase 4, but decided to delay one of them to allow more time for testing. Delivering only the processes that had been fully tested helped ensure we had another successful go-live and that we maintained the high standard we have delivered to date.

Phase 6 is set to be our biggest launch. The good news is that the development of the processes is well advanced, and we will be staggering the release into the pre-

production environment between August and October to give trading parties time to test."

The Bilateral Transactions Programme is due to deliver 89 per cent of processes (by volume) by the end of November. The remaining four OPS processes are due to be delivered by the end of March 2023.

The final processes, which are raised least frequently by trading parties, are currently being reviewed with a view to combining, de-scoping or designing forms that can be used for multiple processes.

Strategic Metering Review: research begins into potential for metering data solution

The primary strategic objective for MOSL and the [Metering Committee](#) is to increase the amount of timely, accurate meter reads and granular consumption data in the non-household market.

Granular consumption data from smarter meters (i.e. daily, hourly or 15 minutes) offers fundamental benefits to trading parties, customers, and the market - from supporting water efficiency initiatives to providing data for other services that will facilitate a healthy, competitive market.

The Committee is addressing the



challenge from multiple angles, from resolving operational issues and inconsistencies to building the business case for enhanced metering technology and considering potential changes to meter-related roles and responsibilities.

In addition to these workstreams, the Committee has commissioned an independent study to look at how meter data is captured and shared in the non-household market and consider the potential benefits of data standardisation.

MOSL Programme Lead, Martin Hall, said: "The physical meter is important, but it's only part of the story. What really matters is what you do with the data once you've got it and how you share it.

This is particularly important in the non-household market as there are multiple organisations that want and need access to the data, not least the customer

themselves. The challenge is that there are lots of different data formats and frequencies in the market, which can change as data is transferred from system-to-system.

We've asked Artesia Consulting to work in detail with market stakeholders to look at how data is currently captured and shared and consider where in the process data could be converted into an agreed interoperability standard and what that standard might look like."

The programme of work is due to be completed by mid-December 2022, with the delivery of the final report and proposed definition of the meter read and consumption data specification. MOSL and the Metering Committee will then work together to determine the next steps.

MOSL integrates general queries into My MOSL

In [May's Market Focus](#) we communicated the launch of our new Query Management System (QMS), [My MOSL](#).

This launch was the first step in a commitment made in our [2021-24 Business Plan](#) to streamline our channels. The system is integrated into MOSL's website through Single Sign On (SSO) and launched with the first prioritised process, Unplanned Settlement Runs (USRs). From 26 May, when My MOSL launched, trading parties can now login to the MOSL website through SSO to raise a USR and have visibility of the runs they've raised.

We have now moved into Phase 3 of the Channel Management programme, where we are focusing on 'general queries' – these are queries raised through our Bilaterals, Operations, IT Support and Performance mailboxes. We have completed the requirements gathering and are currently running testing with a small Beta Group of trading party representatives. The general queries process will enable trading parties to raise a query which will be logged as a ticket and displayed on the My MOSL landing page. Trading parties will then be able to manage their query including all responses and actions on them and on MOSL through to its resolution. They will also have a view of all the queries they've raised and their transaction history.

We recognise that this will be a new way for trading parties to interact with MOSL through a single platform – moving away

from emails. To support trading parties using the new system we will be providing both a guidance document and training video.

We will also be looking to migrate the Medium Volume Interface (MVI) across from the MO Portal to My MOSL. The release of the MVI has been delayed to enable the Amidst interface ([Market Improvement Fund](#); Project Amidst) to be fully tested. This is currently taking place with a view to go-live in early September. Users will be required to sign up for the Azure Tenant to access the MVI through My MOSL.

Moving our processes across to My MOSL is part of our overall Channel Management programme and the delivery of our systems target architecture for the website to become the 'single front door' for trading parties to access our services. We look forward to developing future processes and working with trading parties to ensure we make it easier to do business in the market.

If you would like any support signing up for SSO, please email ITsupport@mosl.co.uk. If you have any questions about the programme or the launch of My MOSL and the general queries process, please email comms@mosl.co.uk.



Strategic Panel Open Forum

The [Strategic Panel](#) will be holding an Open Forum in London in the morning of **Monday 12 September**.

The in-person forum, which will be held at the [America Square Conference Centre](#), will provide an opportunity for market stakeholders to hear how feedback from the industry consultation has been reflected in the Strategic Panel's final priorities which are due to be published at the end of August. A networking lunch will be provided after.

Invitations have been sent to those who provided written responses to the consultation on the Strategic Panel priorities or participated in the three roundtables which were held with retailers, wholesalers, and customers. You can view the agenda [here](#). The forum is open to anyone inside or outside the market, however, in order to manage numbers, we request that you RSVP.

If you like to attend, please email panel.secretariat@mosl.co.uk no later than 2 September.

PR24 trading party workshops

MOSL has facilitated a series of workshops for trading parties on how, together, through wholesalers' PR24 plans we can improve the market for non-household customers.

Following Ofwat's publication of the [draft methodology for PR24](#) on 7 July, the UK Water Retail Council (UKWRC), working with MOSL and a group of wholesalers, set up a series of three workshops covering:

- ◆ Retailer priorities at PR24 for the market
- ◆ Customer service (including BR-MeX) and wholesalers alignment with the

market

- ◆ Enhanced/smart(er) metering and water efficiency.

These sessions built on the MOSL facilitated workshop with Ofwat and trading parties last December.

On 10 August we facilitated a further workshop to feed back the outputs of the previous ones directly to Ofwat. The

purpose of these workshops is to support Ofwat's thinking as it works to finalise the methodology for PR24, which is due to be published in December. The deadline to submit responses to Ofwat's consultation on the [draft methodology](#) is 7 September.

For more information, please email comms@mosl.co.uk.



Market Operator Services Limited

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MOSL publishes Data User Personas

MOSL has published a suite of [Data User Personas](#), the first output from the [Data and Analytics Roadmap](#).

These personas are the first step in the development of theme 1 of our [Market Data Strategy](#), “Reduce the cost and increase the value of market data”, as well as forming part of our business plan commitment to enhance market data insight and services.

To inform this work and ensure the effective prioritisation of possible future data services, MOSL sought to understand how different organisations operating across the market use and access data and information and any challenges they face. Following a series of in-depth interviews by delivery partners, Custerian, we determined 16 data user personas. As well as demonstrating different stakeholder perspectives and uses, the work also identified several consistent themes, which include:

Current Challenges

Many groups expressed concern over data accuracy and access. Organisations which have the skills and expertise to add longer term value to the market are constrained by lack of access to data.

Cost Implications

The direct cost of managing poor data is high but is dwarfed not only by the operational impacts of not being able to bill accurately, but the lost opportunities to progress societal and environmental initiatives through more granular consumption data.

Benefits of Use of Market Data and Information

The sharing of data has benefited many

stakeholder groups, not only those in the competitive market. Environmental bodies, for example, are looking to data to support solutions around supply and demand challenges and the climate change crisis.

Competitive Concerns

Retailers and Third Party Intermediaries (TPIs) consider their ability to use data to drive innovation to be a key differentiator whilst recognising the need to address data quality issues in the market.

Data Service Considerations

Most organisations were supportive of MOSL providing a central data cleanse and enrichment service for core market data (particularly address data). Retailers flagged the costs associated with poor quality data, some estimating the cost of poor data due to inability to bill or bill accurately is c£10m per year. There were different opinions, however, on how to best fund this work. Wholesalers asked that current work and investment was considered when defining the funding mechanism for the service. Retailers raised concerns that the current margins don't allow for any further market costs.

Many personas flagged the wider market opportunity associated with improving the consistency of market data and enriching the data to provide more granular information. Many felt having an improved view of customers and consumption would enable market participants to improve customer service and engagement and water efficiency offerings. However, both



retailers and wholesalers flagged the need to focus on getting the basics right first when it comes to improving data. This includes reviewing data ownership and implementing mechanisms to ensure data is maintained.

There was also a consistent ask for MOSL to push for smart(er) metering to drive improved data quality.

Our work on user personas has demonstrated that whilst organisations use market data in different ways, each with unique challenges and requirements, there are consistent themes on the value of data.

You can read the persona document [here](#). We look forward to using these personas to inform our future work on data improvements as part of our Data and Analytics Roadmap. If you have any questions or would like to provide input to the personas, please contact liz.darcy@mosl.co.uk.

Monthly Market Statistic

Following the huge success of the lionesses' at the Euros 2022 and the start of the new football season, this month's market statistic comes from football stadiums.

“The stadiums of all 116 clubs in the top five tiers of the English football league system consume a total of 88,068 cubic meters of public water per month, which is roughly 0.1 per cent of the market total. 64 of these stadiums, consuming a total of 56,980 cubic metres, are in areas of serious water stress.”

Source: MOSL best view of football stadium sites and consumption based on last 18-month average from CMOS

Football stadiums need water for pitch irrigation and to service attending fans, but not all pitch sizes or capacities are the same. Premier League clubs must have football pitch measurements that fall within the FA's range of 90m-120m in length and 45m-90m in width and can have very different stadium capacities, for example, Old Trafford has 74.1k seats and St Mary's in Southampton has 32.3k. Water usage for pitch maintenance and attendance varies significantly depending on whether the day of the week is a match day and if the month in question is during the football season.

Getting a better understanding of customer types and their consumption helps the market understand how best to tailor and target messages and develop services that meet the requirements for these customers as well as the environment.

Central data cleanse: MOSL publishes high-level address data findings

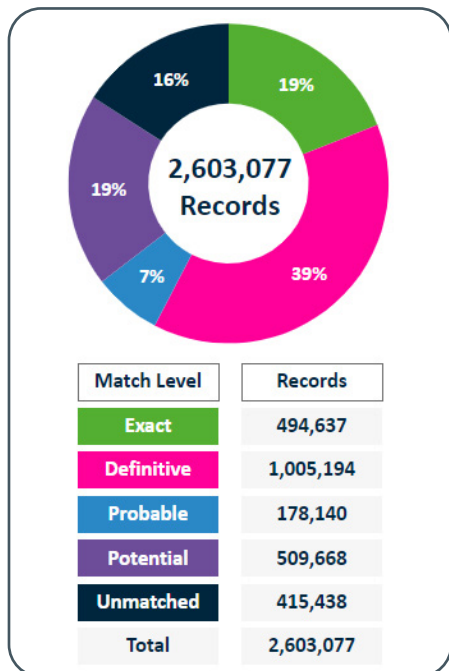
MOSL and data solutions company, Sagacity, have discovered more than 1.1m supply point addresses that may need clarification and/or correction by wholesalers.

These findings are part of the high-level analysis on CMOS address data undertaken as part of the scoping phase of the central data cleanse and enrichment service project, Project TIDE (Transformation in

Data Enrichment). The review uncovered a host of discrepancies in the data, including 610k potentially invalid Unique Property Reference Numbers (UPRNs), over 35k premises incorrectly labelled as occupied and over 168k potential residential properties.

These findings have come after it was decided to prioritise the accuracy of premises data, instead of reviewing both customer and premises data concurrently. John Davies, MOSL CIO said: "Accurate premises data is fundamental to the operation of the market and ensuring customers receive the service and bills they expect. Our investigation has barely scratched the surface, and yet has already uncovered a host of discrepancies and areas for improvement. This significant amount of incorrect address data is not only muddying the water in CMOS, but is increasing the associated costs for retailers to fix the data and leading to inefficiencies in the service they are able to provide to their customers."

You can read more on the high-level findings [here](#).



Market Performance Framework (MPF) Reform update

Trading parties are helping to shape the future performance framework through the [Performance Advisory Group \(PAG\)](#).

MOSL is working closely with trading parties on the shape of the **future MPF** through the PAG. The PAG has been meeting fortnightly since it was formed in June and has already endorsed the direction of travel on the Market Issues and Risk Register and candidate activities developed by MOSL. The register identifies the current and anticipated market risks. Copies of the PAG meeting materials and minutes can be found [here](#).

The PAG has also considered the activities that support market outcomes and the role of natural incentives that exist in the market, which will get distilled down at a later stage of framework development.

The next PAG meeting is on 31 August when the group will consider and be asked to endorse the list of intervention types that MOSL considers could form part of a future performance framework. MOSL will be seeking wider trading party comment on the future performance framework via a formal consultation process planned in September.



Making changes: your change proposal update

Implementation

2 August 2022:

[CPW134: 'Clarifications to default provisions'](#)

CPW134 was a housekeeping change to rectify cross referencing errors in the Default and Termination provisions.

[CPW070: 'Bilateral Transactions Phase 4'](#)

CPW070 was implemented following recommendation of CPW070f at July's Code Change Committee and subsequent approval by Ofwat on 28 July 2022. This phase of the project delivered processes B1, B3 and B7 into the hub, although B3 has been held back to the next phase to allow it to be fully tested. The code amendments also included general clarifications to processes and housekeeping.

Ofwat Decisions

[CPW126: 'Settling of Post RF Primary Charges'](#)

On 28 July Ofwat published its decision to approve this change for implementation on 26 August 2022. This change will

amend the restrictions on wholesalers invoicing positive amounts to retailers after the final settlement run (RF). It will enable wholesalers to invoice these amounts up to 28 months after the RF run if the retailer has received the correct charge from the customer.

[CPW070e: 'Bilateral submissions'](#)

On 3 August Ofwat published its decision to reject this element of the [Bilateral Transactions Programme](#). The material content of CPW070e is included within CPW070f and therefore CPW070e is no longer required.

[CPW120: 'Final Meter Reads where no Visual Read is available'](#) and [CPW130: 'Transfer Read Estimated Reason Codes'](#)

On 4 August Ofwat published its decision to approve these two changes for implementation on 12 May 2023. CPW120 addresses where a wholesaler has to provide an estimated final meter read, for example, because the meter is broken or missing. CPW130 improves visibility of estimated meter readings when a customer transfers retailer and the reason for that estimate. CPW120 and CPW130 will be implemented together, to create a common set of reasons for estimated reads in CMOS which have been developed by the [Retailer Wholesaler Group \(RWG\)](#).



Commenting on the work of the PAG to date MOSL's Head of Planning, John Gilbert, said: "I'd like to thank the trading party members for their time and input into the PAG so far.

We've made good progress since the group was formed but it's crucial we keep up the momentum into the autumn and as we move towards developing the candidate frameworks for industry consultation."

If you have any questions, please email mppreform@mosl.co.uk. You can sign up to receive information about the MPF through our mailing list [here](#).



Behind the Mailbox - Meet the Team

In this month's edition of Behind the Mailbox, we are introducing Chris Dawson, Market Design Lead at MOSL.



"Hello, I'm Chris. I joined MOSL in 2019, in the Market Development team as a Market Design Lead. My main role is to work with proposers of code change to help facilitate their change proposal to the market. However, since 2020 most of my time has been working on the [Bilateral Transactions Programme](#), working with the [Operational Advisory Group \(OAG\)](#) and other stakeholders to help shape and improve the Operational Terms processes into the Bilateral Hub and making them fit for the market.

We're working to not only improve the processes but also improve supporting code documentation that assists the Bilateral Hub. We've been working with the [Code Advisory Group \(CAG\)](#) to ensure that the market codes are easier to follow and support trading parties in providing a better service to customers.

Recently I've taken on the role of chairing the [Performance Advisory Group \(PAG\)](#) working with the [Market Performance Framework Reform \(MPF Reform\) Programme](#). The PAG will help the programme by reviewing programme requirements and assisting in the design of a new framework (see more on [page four](#)). The PAG has core members but is open to all to attend and to add their expertise, so please feel free to drop me a line if you're interested in coming along.

To contact me, the Bilateral Team or the MPF Reform Team, we can be reached at bilaterals@mosl.co.uk (for any questions related to the Bilaterals Programme), or mppreform@mosl.co.uk (for any questions related to the MPF Reform Programme). Otherwise my email address is chris.dawson@mosl.co.uk, I am always happy to talk processes."

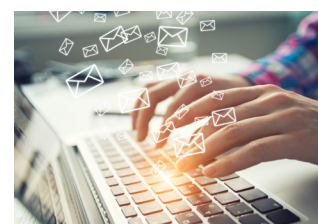
CMOS communications

For the latest information on all things CMOS, you can visit the dedicated section on the MOSL website and sign up to receive communications via our [mailing list](#).

The [CMOS section](#) provides all the information you need on CMOS releases and includes the maintenance schedule, technical documentation, defect management information, non-code change requests and more.

To receive information on CMOS and the Bilaterals Hub, please sign up to the "CMOS and Bilaterals Hub outages, updates and release notes" mailing list [here](#), or amend your existing preferences using the link at the bottom of any email

you have received from us. Please note you will also receive this information if you are subscribed to Operations and Release Working Group (ORWG) emails. These communications include planned maintenance information (including any changes), outages or issues as well as meeting details.



CMOS Stats - July 2022

Number of HVI transactions submitted	451,639
Number of MVI transactions submitted	440,053
Number of LVI transactions submitted	33,177
Total transactions submitted by trading parties	924,869
	34 per cent increase from June 2022
CMOS Notifications sent (.M)	1,834,948
Number of active users in CMOS (GUI)	5775
Maximum number of concurrent users	443
Unplanned outages	None
Number of Unplanned Settlement Runs (USRs)	43
Number of Market Dataset (MDS) reports generated	14,637



Dates for your diary

17 August: [PAG Meeting 5](#)

21 August: [MPC Meeting 64](#)

23 August: [Code Change Committee 6](#)

6 September: [Metering Committee Meeting 18](#)

12 September: [Strategic Panel Open Forum](#)

13 September: [Strategic Panel 7](#)

14 September: [Disputes Committee 23](#)

14 September: [User Forum](#)

Market Design Analyst

Secondment Position

Great opportunity to understand the change process within the non-household water market

- ◆ Drive market changes
- ◆ Collaborate with senior market participants
- ◆ Present analyses and change proposals
- ◆ 6 month placement

VISIT OUR WEBSITE FOR
MORE INFORMATION:

www.mosl.co.uk/about/careers-and-benefits



Retailer Measure of Experience (R-MeX) survey now open

The latest R-MeX survey is now live.



comparative data to measure levels of improvement from previous surveys. Whilst we encourage you to provide feedback on every

Retailers have until Friday 26 August to give feedback on their wholesaler(s) for the period February – July 2022. The survey is available in trading party SharePoint folders, along with instructions on how to complete it. The responses will be published by MOSL on the [R-MeX webpage](#) and wholesalers will receive

wholesaler you have an active contract with, you can review as many of your wholesalers as you choose, who in turn may contact you to discuss your response.

If you have any questions or problems completing the R-MeX, please contact performance@mosl.co.uk.

News in Brief

MOSL to launch improved search functionality

We will soon be implementing an improved search functionality to our website. The enhancement comes following feedback from our Annual Trading Party survey where trading parties commented that the current search functionality is not fit for purpose. The new search tool will include broader search capabilities and more visible information in search results. The enhancement is set to go live at the end of the month, and we encourage all users to test the functionality and provide feedback to comms@mosl.co.uk.

User Forum

Due to summer holidays, there will be no User Forum this month. The next User Forum will take place on Wednesday 14 September. You can access the agenda and meeting information as it is published [here](#), as well as via our User Forum [mailing list](#).

UK Water Efficiency Steering Group

We are delighted to announce that MOSL CEO, Sarah McMath, has been appointed as Chair of the new UK Water Efficiency Steering Group. The group has been set up by Waterwise as part of its new [UK Water Efficiency Strategy for the UK](#), which sets out a number of strategic objectives to drive ambitious water efficiency, co-designed and co-delivered by the sector.

Institute of Water South East Area Presidents Day

As the President of the Institute of Water (IWater) South East Area Committee, Sarah McMath will be hosting a Presidents Day on 17 September. The event will be free to attend for IWater members and will include speakers and a networking lunch. Keep an eye out for the invitations from IWater and get in touch with comms@mosl.co.uk if you have any questions.

Want to give us
feedback?

Email us at
comms@mosl.co.uk