market focus

MOSL
MARKET OPERATOR SERVICES LTD.

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

Festive wishes from Sarah McMath

As we welcome the holiday season, and approach the end of the year, I would like to wish all our members and stakeholders a very Happy Holidays.

I appreciate that this time of year is about Christmas, and I would like to wish a very Merry Christmas to all our colleagues and stakeholders that celebrate this religious holiday. But I would also like to recognise that not everyone will be celebrating Christmas at this time of year. For me, this season is about reflection, whatever and however you choose to celebrate.

This year has continued to bring challenges for us as a sector, as a market, and as companies wanting to support our colleagues during this difficult time. The knock-on impacts of the global energy crisis and the war on Ukraine will have affected us all through the cost-of-living crisis, and as we see the temperatures continue to drop, there is nothing more important than ensuring the welfare of our teams.

MOSL is a people and data-led organisation. We are reliant on the hard work, passion, and commitment of all colleagues to deliver what we have set out in our business plan. They in turn are reliant on close working with your teams to ensure we are delivering in the best interests of the market and its customers.

I am proud to say that we have seen a number of successes delivered in 2022. The Bilateral Transactions Programme successfully implemented the last phase of the Ofwat-mandated programme of work with the launch of a further nine processes into the bilaterals hub. Sixteen bilateral processes are now live in the hub, representing 89 per cent of processes with Operational Performance Standards (OPS) by volume and a further 15 per cent of non-OPS processes. This programme has transformed one of the biggest frictions in the non-household water market. Simplifying how retailers and wholesalers communicate to deliver these processes will save the market tens of thousands of hours over the coming years. But this programme is not just about financial savings. Not only will it improve the experience and service business customers receive, but it has established a clear model for how we engage members and lead a successful market-wide, multi-year programme. It has shown how collaboration, the sharing of knowledge and working in the interests of a shared goal leads to better outcomes.

This year we have also published two independent reports on metering which has informed water companies Water Resource Management Plans (WRMPs) and the scope of the Strategic Metering Review programme into 2023. We have made strong progress on our Market Performance Framework Reform – identified by Ofwat as a priority for the market – with the first consultation having been issued in October.

The Strategic Panel has also published its strategic priority market outcomes that will drive the focus of key priority areas of work, aligned to the improvement programmes set out in our 2023-26 Business Plan.

We have also responded passionately to the regulatory reviews currently underway, including PR24 and the Retail Exit Code (REC) review, in the interests of developing a flourishing competitive market for all customers.

These achievements are just to name a few.

What I have been reflecting on is the one thing they all have in common – that they have been delivered by people who are passionate about making this market work.

The challenges we face now will still be with us in the New Year, so I would like to take the opportunity to say thank you to everyone we have worked with in 2022 and who has contributed to us making small steps in improving the market for the benefit of customers and, importantly, our environment. In whatever way you are spending time this holiday season, I hope you and your teams find time to rest, enjoy quality time with your loved ones and reflect on a challenging, but determining year for the market.

Best wishes,

Sarah McMath

Bilateral Transactions Programme - we did it!

The majority of the market's most important processes – from replacing meters to managing enquiries – are now simpler, faster and more reliable thanks to a massive two-year, cross-market effort.

The hub and first bilateral process were launched in September 2021, with further processes released in phases. Two years on, MOSL has successfully launched its sixth - and largest – phase of nine processes, which marks the end of the Ofwat-mandated change programme.

Sixteen bilateral processes are now live in the hub. Based on the second benefit analysis at the programme's mid-way point, the new ways of working have transformed the speed, reliability, and visibility of bilateral processes.

Transaction numbers are up more than 50 per cent, while customer complaints are down around 19 per cent. The number of service requests being rejected by the Central Market Operating System (CMOS) has also fallen by more than half.

Total five-year costs are now estimated to be £4m, principally due to providing multiple ways for companies to integrate with the hub; a trading party led acceleration of the programme and additional functionality provided.

We are now engaging with trading parties on adding the remaining lower-priority, less frequently used processes to the hub to enable wholesalers to de-commission their existing systems, which it's estimated could generate additional savings of £1.1m per year.

A final benefit analysis of the current phase of the programme is due to be published in early 2023. The proposal for the future phases of the programme will be incorporated into MOSL's 2023-26 Business Plan which will be published for consultation on 11 January.

MOSL CEO, Sarah McMath, said: "This has been an enormous undertaking and I am incredibly grateful to trading parties and Ofwat for their support and engagement throughout.

Having standardised processes and a central hub is already saving the market tens of thousands of resource hours, which equates to millions of pounds, and importantly, will result in efficiencies in the service customers receive."

You can read more about the successful completion of the Ofwat-mandated programme on the News page of our website.

How much time is the hub saving?

Our second benefit realisation analysis showed that the introduction of the hub has dramatically reduced bilateral processing time (see Market Focus, October 2022). Here are just a few examples:

Benefit	Pre-hub	Now	Hours saved vs business case
Retailer time to initiate transactions	5-30 minutes (avg 10 minutes)	1-5 minutes (avg 3-4 minutes)	17,400 hours (72% above business case)
Wholesaler time to process transactions	5-25 minutes (avg 10 minutes)	3-5 minutes (avg 4 minutes)	22,800 hours (338% above business case)
Retailer and wholesaler time to resolve rejections	14% rejections taking 20-40 minutes (avg 30 minutes)	6% rejections, 1-5 minutes to resolve	12,400 hours (175% above business case)
Retailer time to track transactions	9 minutes (average)	15-30 seconds	25,500 hours (139% above business case)
Reduced combined retailer and wholesaler time dealing with complaints	42,000 hours per annum	32,000 hours per annum	9,700 hours (23% above business case)
Reduced training time for new starters	38,600 hours per annum (across all retailers)	22,600 hours per annum	16,000 hours (50% above business case)

The third and final benefit realisation analysis is due to be published in February 2023.

MOSL's 2023-26 Business Plan

On 11 January MOSL will be publishing its 2023-26 Business Plan for member consultation.

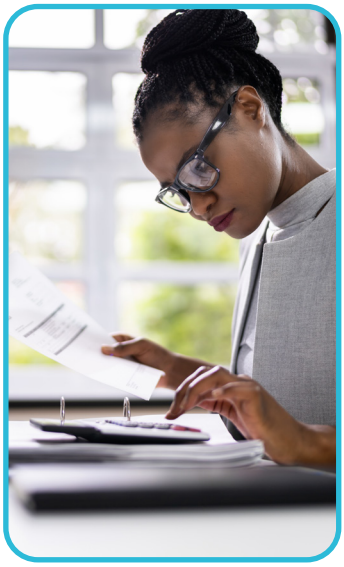
As part of our business planning process we have been engaging with our members in advance of January to outline our proposed improvement programmes and budget. In setting out our plan for 2023/24 we recognise wider cost pressures and remain committed to providing value for money for our members and driving efficiency in how we deliver both our core services and programmes of work.

At our CEO Forum on 3 November, we outlined our indicative view of charges for next year for an overall rise of 6-7 per cent which seeks to balance maintaining our core services and delivering value through our improvement programmes and keeping costs low for our members. We also set out the improvement programmes we consider "must dos" for the market – the Market Performance Framework (MPF) Reform programme, the Strategic Metering Review, and the CMOS Rehost to the cloud. We also set out a number of "should dos" which we will be consulting on specifically in our draft plan around the proposed delivery model for the Bilateral Transactions Programme and the approach we adopt for the scope and funding of our proposed data cleanse service.

We have been engaging separately with members around both the bilaterals programme and the data cleanse service to inform what we set out in our plan in January. This includes the data cleanse consultation which closed on 7 December and meetings with trading party members.

The draft 2023-26 Business Plan will be published on our website on 11 January, and we encourage all members to provide feedback ahead of the final plan being published in February for members to vote on.

We will also be presenting the final business plan proposals including deep dives into the Bilateral Transactions Programme and Central Data Cleanse service at our in-person CEO Forum on 18 January. A more detailed write-up of our plan will be included in January's Market Focus.



If you have any questions in advance of the plan being published, please email comms@mosl.co.uk.

Scottish Water introduces annual R-meX survey

The Retailer Measure of Experience (R-MeX) survey was introduced in 2020 to give retailers the opportunity to rate the service they receive from wholesaler(s). MOSL has since issued four R-MeX surveys, each enabling wholesalers to target their improvements based on feedback received from the retailers they work with.

Following the success of the survey in driving wholesaler improvements, Scottish Water reached out to MOSL to find out more about how the survey was developed and implemented. Scottish Water has now introduced its own annual R-MeX for the Scottish water market. We spoke with Richard Lavery, General Manager – Revenue & Wholesale Services at Scottish Water, to find out more about how it was developed, his engagement with MOSL and what he hopes the survey will achieve.

What made you decide to start an annual R-MeX survey? How does it differ from the other annual survey that you run?

"We've used an independent market research company to conduct a detailed annual survey of retailers in Scotland for many years. That gives us really valuable insight and trending on how retailers perceive our service and where we could improve. In recent years it's included some qualitative questions about how we compare with our English peers. We also look at our performance versus England on those Operational Performance Standard (OPS) and Market Performance Standard (MPS) measures which are directly comparable in both markets. But neither of these has given us a robust benchmark of our overall performance against other wholesalers. A couple of retailers operating in both markets had asked whether we'd considered following an R-MeX format and it seemed a great way of getting a more objective comparison. We're always interested in any developments in the English market we can learn from, and this gives us some valuable pointers on areas to focus on.

We don't see R-MeX replacing our existing survey (which provides us with more detail and a long-term historic trend) but we think it does give us a useful extra dimension."

How did you go about developing this and what learnings did you take from MOSL and the English water market?

"We mirrored the methodology currently utilised in England as closely as possible - in terms of questions used, survey approach and timings - to make it directly comparable. The research was conducted by our existing independent market research partner as they're already familiar with the market and participants. We're very grateful to MOSL for taking the time to share their methodology with us."

You've now published the results of your first survey, what has the response been and how do you think the survey will drive improvement?

We've already found that the survey has provided us with some useful insight about potential improvements to our online portals. It's an area where we're already planning development, and this has helped us target features which retailers are already using and finding valuable elsewhere."

MOSL adds General Queries to My MOSL

On 5 December MOSL went live with the new general queries process on My MOSL.

The new process is designed to respond to trading parties' feedback to provide a central platform to view all the queries they've raised across MOSL. Not only does this give trading parties better visibility of their queries, but it also allows them to track progress against them and see all transaction history in one place.

The new process was 'soft launched' with members of the Operations and Release Working Group (ORWG) at the end of November before being launched more widely to all trading parties. The new process introduces clear Service Level Agreements (SLAs) for different types of queries to better manage expectations on responses/ resolutions and provides a means for trading parties to escalate a query if it hasn't been resolved within the SLA. This will allow us to provide a clear and measurable service to our members.

Following the launch of the four general queries – IT support, Operations, Bilaterals and Performance - we have since gone live with a further process on 12 December, the Pre-Disputes Query. The Pre-Dispute Query enables trading parties to contact MOSL with potential dispute issues before they become formal Disputes.

We have produced a quick start guide to support trading parties using the new service and provide information on what they need to consider before raising formal Disputes. This guide can also be found on our website under Disputes Committee.

Project Sponsor and Head of Market Engagement and Communications at MOSL, Lyv Nabarro, said: "I am delighted to have gone live with the general queries processes – making it easier for trading parties to engage with us. For a long time, trading parties have told us that it can be confusing knowing who to contact in MOSL, when to expect a response and how to track their questions to our teams. We hope that My MOSL takes some of the guess work out of this by giving trading parties a central source of information and also removes the need to log into different channels and platforms. This new service is all about MOSL as an excellent service provider so it is essential that we hear from trading parties on how we can continue to improve the user experience."

To raise a query, access the Medium Volume Interface and raise an Unplanned Settlement Run trading parties must now be signed up to MOSL's Azure tenant to access My MOSL. If you are not sure whether you have access you can test this by logging into the MOSL website with your own business credentials. If you can sign in this means you will have access. If you have not yet received an invitation to join the Azure tenant, please speak to your Contract Manager who will need to email itsupport@mosl.co.uk requesting access.

In December and January, we will be developing the next process – Gap site opt in/ out – to move us away from the Kissflow platform in the new year. We will continue to provide updates via our communications channels and Market Focus as this process is designed and tested.

If you have any technical questions on My MOSL, including access to the Azure Tenant, please email itsupport@mosl.co.uk. For all other questions, please email comms@mosl.co.uk.

Strategic Metering Review

Currently around 153,000 meters (nearly one in seven) are classed as 'long unread' and around 27,000 meters have not been read since the market opened almost six years ago.

As a result, customers are continuing to receive bills based on estimates instead of actual consumption. This affects the accuracy of settlement between retailers and wholesalers and repeated unsuccessful attempts also increase retailers' costs to serve.

Working together, MOSL and Occutrace proposed 'Project Looking Glass' as a Market Improvement Fund project to investigate a random sample of 1,935 external meters.

OccuTrace, a specialist water industry service provider, was tasked with attempting to find and read the meters based on the location and customer information held in CMOS, allowing up to an hour of on-site investigations (considerably longer than is usually allowed).

A total of 493 (25 per cent) of meter readings were captured during these visits, with the successful meter reads passed to the appropriate retailer to enter into CMOS and their billing systems. Where appropriate, the meter location data was also updated.

This research found that 40 per cent of the sample were 'definitely readable', i.e. the chamber was located and meter present; 12 per cent were 'probably readable': the chamber was found and the team was confident but there were issues relating to access, the asset, or health and safety that prevented a reading being taken.

The report drew 10 conclusions, including:

- The ability to read Long Unread Meters (LUMs) varied considerably between wholesaler areas
- Around half of LUMs are readable – within reason – if retailers have more time to anticipate a wider range of meter reading scenarios (around a third of meters were found in 15 minutes)
- Meters deemed as 'hard to read' based on the Metering Committee's guidance are not a significant factor when considering LUMs
- The current X/Y coordinates in CMOS are not currently accurate enough to locate most LUMs.

The report concluded that "tackling LUMs will require a highly collaborative approach, with MOSL, Ofwat, the Strategic Panel, retailers, wholesalers and their service providers working together towards the common goal of accurate and timely meter reads."

The full report is available on the MOSL website.

MOSL Membership Review – Consultation update

Following our decision to review MOSL's membership structure, which has remained largely the same since market opening, we ran an extensive consultation in August to September to gauge the views of members on potential changes to membership categories, quoracy rules and voting share.

We received 16 responses to the consultation, broken down by membership category as below. The self supply retailers' response was submitted by Waterscan, but included views from 12 self-supply retailers, thus giving a total of 28 responses.

Excluding self supply retailers, there was majority support for the proposals, however, four or five members expressed some reservations on the proposed membership categories and us moving to weighted voting by membership category. There was also strong support for the merging of the associated retailer and unassociated retailer categories, in line with the changes we have seen for the Strategic Panel following its Panel Effectiveness Review.

Only 50 per cent of responses supported the proposal to change the Board recruitment process from a trading party elected to a Board appointed process. A similar number of respondents supported the addition of a self-supply and New Appointments and Variation (NAV) director on the Board.

There was strong support for reducing the quorum from the existing two thirds of each category, noting that this did not affect the requirement for our business plan to receive 75 per cent support from those voting.

As there was no clear consensus among respondents to support the changes to membership overall, we will not be progressing with putting these changes to a member vote. It was felt that while members may support one or two of these changes, for example, on reducing quorum, the time and resource required for MOSL to develop these was outweighed by the limited benefit from not progressing the full suite of changes proposed.

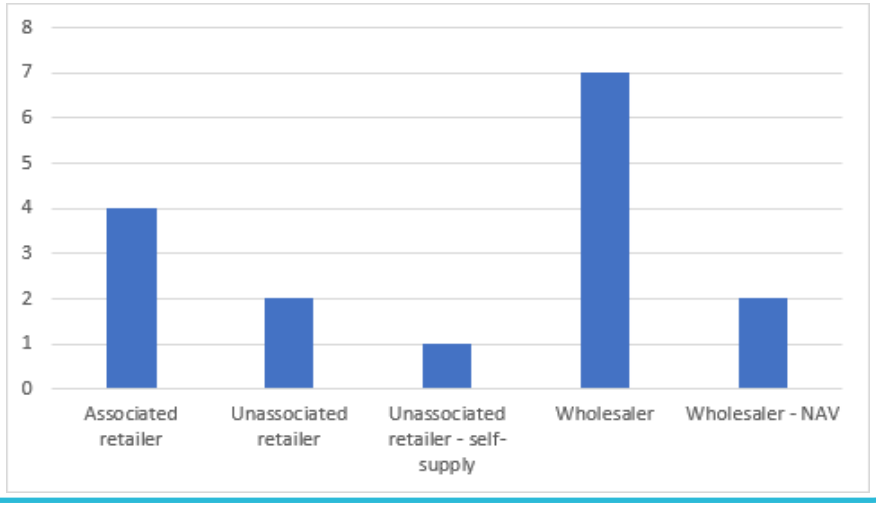
Next Steps

We have been following up with respondents, including some members who did not respond, to clarify their responses and explore further options in the new year.

MOSL has had a strong steer from its Board that the membership structure needs to be reviewed to ensure effective governance remains in place, as the market has continued to evolve since it opened in 2017.

We will continue to work with Ofwat and our members to explore alternative options to the membership structure that works in the interests of the market as a whole.

Number of responses received by membership



Consultation closes for Central Data Cleanse

The consultation for the central data cleanse service has now closed.

We would like to thank everyone that took the time to respond to the consultation. We received 24 responses from trading parties – eight retailers, 14 wholesalers and two New Appointment and Variations (NAVs), and are currently working through the responses.

The consultation gave trading parties the opportunity to provide feedback on elements of the data cleanse proposal such as the scope and prioritisation of data items, and funding options.

We will be publishing redacted responses on the MOSL website in the coming weeks. These responses will be used to inform the detail service design that will be included in MOSL's 2023-26 Business Plan and will be a topic for discussion at the rescheduled CEO Forum being held on 18 January in London.

If you have any additional comments on the data cleanse consultation, please contact Matt Labrum [matt.labrum@mosl.co.uk].

Making changes: your change proposal update

The following changes were implemented on 29 November:

Implemented changes

CPW070g: 'Phase 6 - Processes C2, C3, C5, C6 G2, G3, G5 and G6'

This change delivered the sixth and final phase of the Bilateral Transactions Programme. It included processes C2 and C3 (gap site registration), process G2 incorporating G3, G5 and G6 (trade effluent), process C5 incorporating C6 (deregistration) and code changes for CPW085: 'Premises Vacant transaction link to DPID', which had been previously approved by Ofwat. CPW085 was included to resolve a code conflict that would have resulted from implementing it after CPW070g as both amend trade effluent-related process G6. CPW070g also included housekeeping changes including removing redundant provisions that held back the B3 process from release in Phase 4, now that it has been released in Phase 6. Whilst the code elements of CPW085 were implemented on 29 November as part of CPW070g, the CMOS updates were implemented on 2 December as part of release 13.0.

CPW135: 'WRC Housekeeping'

This change amended a minor error that was identified with the Code Subsidiary Document, CSD0301, drafting for CPW085: 'Premises Vacant Transaction Link to DPID'. It is also corrected other low material drafting errors that were identified in the CSDs and Market Terms.

Ofwat Decisions

CPW128: 'Updating Volume Validations Tolerance'

On 17 November Ofwat published its decision to approve CPW128 for implementation on 12 May 2023. This change will amend the current upper and lower meter read volume validation thresholds in CMOS and increase the number of previous reads against which a new reading is compared (the PEDV calculation). This will give a more accurate picture of variations in customers' water consumption levels, e.g., due to seasonal factors. The change also addresses an anomaly in CMOS that does not currently allow vacant properties to have zero consumption.

CPW049: 'MAC Housekeeping'

On 1 December, Ofwat published its decision to approve CPW049 for implementation on 3 March 2023. This change resolves a number of typographical errors, inconsistencies and redundancies in the Market Arrangements Code.

Committee Recommendations

No recommendations to Ofwat were made by the Committee at its November meeting, however, it did approve the change plan for CPM050: 'Data Cleanse Funding'. The December meeting has been cancelled and the next meeting will be on 12 January.

Current and Upcoming Consultations

PIP103 – 'Change Process Improvements'

The Code Change Committee will be launching a consultation to seek the industry's views on redesigning the mechanism for code changes. This follows direction from the Strategic Panel that there is a need to redesign the mechanism for code changes to deliver a flexible and responsive code mechanism that prioritises impactful change and the right outcomes. The consultation will be published on 19 December and will be live until the end of January. We plan to hold a webinar to run through key elements of the consultation and provide a platform to answer any questions. If you have any questions in the meantime, please email codechange@mosl.co.uk.

CPM050: 'Data Cleanse Funding'

This consultation will seek views on changes to the Market Operator (MO) charging framework associated with the initial phase of the central data cleanse. A separate consultation was carried out on the scope of the data cleanse and a further consultation will be held on its inclusion and funding in MOSL's 2023-26 Business Plan. This change only concerns the practicalities of the proposed charging framework and is expected to run in parallel with MOSL's business plan consultation from 11 to 25 January 2023.

CMOS Release 14.0

The content for CMOS Release 14.0 is confirmed, and is on track to be deployed into the Production environment on 12 May 2023.

The release will implement three changes:

- CPW120: 'Final Meter Reads where no Visual Read is available': This change will allow wholesalers to add an estimated final read into CMOS in the event where a visual read cannot be obtained. This will improve the visibility of data that is entered into the central system.
- CPW130: 'Transfer Read Estimated Reason Codes': This change will allow new skip codes for estimated transfer reads to be added into CMOS and will improve the quality and transparency around estimated transfer read data.
- CPW128: 'Updating Volume Validations Tolerance': This change updates the rules around volume validation within CMOS for meter read submissions, improving the data quality around meter reads.

To stay up to date, please ensure you are signed up to receive 'CMOS Release' updates via our mailing list.

Behind the Mailbox - Meet the Team

Hi, I'm Alex. I joined MOSL as a Governance Manager in July 2021.

I work as part of a dedicated market governance team that supports the Strategic Panel, its six Committees, seven sub-committee and other formal market governance bodies as well as other industry sub-groups. All-in-all we cover in the region 170 meetings per year!

Prior to joining MOSL I spent four and a half years in the group head office of a FTSE 100 company, where I advised the Board and senior management on corporate governance issues, compliance with new regulation and developments in corporate reporting and stakeholder expectations, as well as leading on governance reporting. Before that I spent five years in the research team at a business-facing think tank, where I ended up as the lead researcher on corporate governance issues, with a focus on board behaviours, board-level risk, corporate purpose and culture and strategic alignment.

Since joining MOSL my main focus has been to support and develop the work of the Metering and Market Performance Committees, and the primary part of my role involves acting as Secretary to both. I work with the Chairs to manage each Committees' work programme and act as an interface between Committees and the MOSL team to ensure that they have the right information to make good decisions and that those decisions are delivered effectively. It's a broad role and I'm lucky that there is scope to get involved in lots of areas and work with, and learn from, so many teams across MOSL as well as Ofwat, CCW and our trading party members and other stakeholders.

With such a busy and varied role there is always the danger that you focus on the delivery of short-term objectives and fail to take time to consider the big picture and look at how and where you can improve. With this in mind, I am working with the rest of the Governance team on a review of how we deliver our governance service and where we focus our time and resource to enable a set of efficient and effective market governance bodies that deliver the Strategic Panel's priority market outcomes (as well as any Code-defined obligations) and are seen to add value to the market. Separately, I am also part of a team supporting the Strategic Panel to establish formal metrics and processes for measuring its effectiveness.

If you are interested in the work of the Governance team or want to find out more about the Strategic Panel and its Committees, contact us via panel.secretariat@mosl.co.uk. If you are interested in getting more involved a list of current vacancies can be found here on the MOSL website. Otherwise, please feel free to contact me directly at alex.cowie@mosl.co.uk.

CMOS Stats - November 2022

Number of High Volume Interface (HVI) transactions submitted	500,198
Number of Medium Volume Interface (MVI) transactions submitted	184,752
Number of Low Volume Interface (LVI) transactions submitted	37,232
Total transactions submitted by trading parties	**722,182 - 4 per cent decrease from October 2022**
CMOS Notifications sent (.M)	1,470,432
Number of active users in CMOS (GUI)	5,957
Maximum number of concurrent users	483
Unplanned outages	None
Number of Unplanned Settlement Runs (USRs)	59
Number of Market Dataset (MDS) reports generated	15,202

Monthly Market Statistic

"18 per cent of non-household customers are located in communities at risk from surface water flooding."

Source: CMOS March 2022, "Indicative Flood Risk Areas - Communities at Risk data" Dec 2021 – Defra

Flooding can often follow drought - Last month saw higher than average rainfall across England, which has been great for replenishing water resources and removing the need for Temporary Use Bans (see MOSL Drought Restriction map and dashboards for current status). However, intense rainfall, which is becoming more likely as a result of climate change, also increases the chance of flooding. Last month the National Infrastructure Commission published a report detailing risk from surface water flooding, which causes travel disruption and impacts on homes and offices, and the actions that could be taken to mitigate it. The report states that water companies have a part to play by "incentivising customers to reduce impermeable areas by adopting 'Area Based Charging'". This is where drainage charges are made proportionate to the site area that drains into sewers, excluding areas with natural drainage. Market data shows that in 2022 eight wholesalers have adopted this approach for non-household customers. Incentivising customers to minimise areas of impermeable ground surfaces ensures customer sites and local communities are more resistant to surface water flooding.

Dates for your diary

12 January: Code Change Committee 11

17 January: Metering Committee Meeting 22

18 January: User Forum

CEO Forum

19 January: Market Performance Committee (MPC) Meeting 69

MOSL's Equality, Diversity, and Inclusion blog series

In January this year, we introduced our Equality, Diversity, and Inclusion (EDI) blog series as part of a commitment to encourage and celebrate diversity within our workplaces.

These blogs showcase different views, experiences, and challenges across the industry in the EDI space. We hope that sharing these blogs raises awareness of issues faced by colleagues and enables the sector to become more diverse and inclusive.

This month, we asked Sarah McMath, CEO of MOSL and President of the Institute of Water's South East Area, to reflect on 2022 and her view on how EDI is being progressed and promoted in the water sector. Sarah was asked by the Institute of Water (IWater) to take on the presidency role, in part, due to her passion for workplace equality and inclusion. She chaired the employee session of IWater's Annual Conference in Leeds in October 2022, where delegates discussed openly their challenges and aspirations for the water sector. She also hosted IWater's EDI Conference in London in November 2022, where speakers shared their personal stories and pragmatic solutions.

Sarah said: "We are pleased that MOSL is not only making a difference for its colleagues, but that as an organisation we are acting as an ally to the broader industry by continuing to shine a light on the challenges our industry faces and provide a space for people in the sector to learn and make a difference to the EDI agenda."

You can read the full blog on MOSL's website here.

We look forward to bringing you more thought pieces and EDI blogs in 2023. If you are interested in sharing your inclusion journey, please email MOSL's EDI Lead Abu Rashid at abu.rashid@mosl.co.uk.

News in Brief

MOSL launches Instagram channel

This month we will be launching our new Instagram channel. Through this channel we hope to showcase to MOSL colleagues and our workplace culture – showing the "human" side of our organisation. We will also be looking to reach out to a wider audience who are interested in finding out more about sustainability in the water sector and beyond. Topics will include nature stewardship, diversity, inclusion, climate action and wellbeing. Why not find out more and follow us here.

User Forum

There will be no User Forum this month. The next event will take place on 18 January 2023. All information will be available via the event page. Please ensure you are signed up to receive User Forum information via our mailing list for event updates.

RWG complete rebranding exercise

The Retailer Wholesaler Group (RWG) has completed an exercise to improve its documentation including its branding, logo and imagery. The project, funded by the Market Improvement Fund, was created with branding agency The Group of Seven, and encapsulates the new RWG strapline: "Customer, Collaboration, Communication". You can find the updated good practice guides on the RWG webpage.

Ofwat publishes REC proposal and PR24 final methodology

This week Ofwat has published its proposal on a revised Retail Exit Code (REC) for the non-household market and its final methodology to PR24. MOSL looks forward to providing its view on both publications, which will be published in January's Market Focus.

Christmas Jumper Day

Last week MOSL took part in two Christmas Jumper Days to raise money for Save the Children. MOSL colleagues raised £200, which will be matched by the UK Government. If you would like to donate, please click here.

Want to give us feedback?

Email us at comms@mosl.co.uk.