

market focus

MOSL
MARKET OPERATOR SERVICES LTD

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

MOSL publishes 2023-26 Business Plan

On 7 February, MOSL published its [2023-26 Business Plan](#) for member voting.

The plan sets out MOSL's expenditure for 2023-24 and the delivery of its core services and key programmes of work.

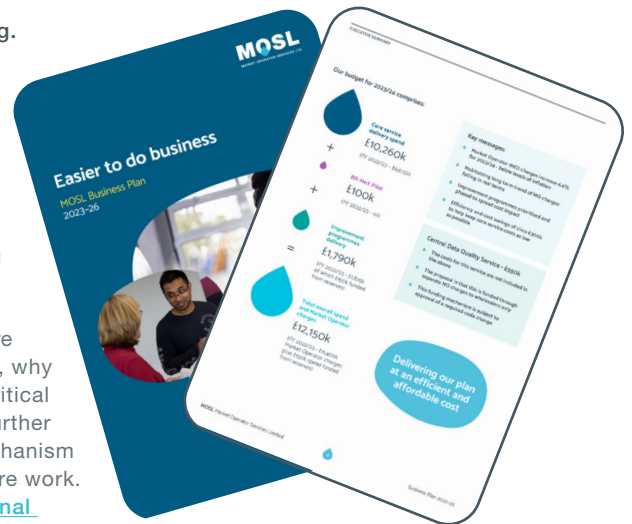
The publication of the final plan follows extensive engagement with trading party members and key stakeholders including through the dedicated consultation which ran from 11 - 25 January.

[Consultation responses](#) showed strong support for the overall level of core MO charges, with 95 per cent of respondents supportive. There was also clear support for the next phase of the [Bilateral Transactions Programme](#) (95 per cent of respondents supportive). There was greater challenge, however, on the scope and funding of the [Central Data Cleanse service](#). Whilst most respondents were supportive of the programme itself (65 per cent), 10 out of 20 trading parties raised concerns including how the work will complement existing data cleansing initiatives by wholesalers, and

how improvements will be incentivised.

Following a review of the responses, we have undertaken further extensive engagement with those members expressing concerns, including CEOs. This has enabled us to provide clarity on how their concerns are addressed within the proposals, why we believe that the service is critical for the market and to provide further assurance that the funding mechanism will not set a precedent for future work. We have also published [additional benefits](#) outlining the potential benefits of the service.

For full transparency, we have published the full anonymised responses and a summary of the feedback we received (including changes made) [alongside our plan](#).



Members will now have the opportunity to vote on the two special resolutions (see below). Voting runs from 7 – 23 February. If you have any questions on the business plan or the voting, please email comms@mosl.co.uk.

MOSL to hold General Meeting for business plan and Central Data Cleanse service approval

MOSL will hold an online [General Meeting](#) to approve [MOSL's 2023-26 Business Plan](#) and [Central Data Cleanse service](#).

On 7 February 2023, the Notice of Meeting was circulated to members. Eligible members should have also received an email with details on how to vote using our electronic voting platform.

At the meeting, which takes place on 23 February 2023 at 3.30pm, two resolutions will be put to MOSL's members. The resolutions recommend approval of:

- ◆ MOSL's 2023-24 annual budget of expenditure (the budget is detailed in MOSL's 2023-26 Business Plan)

- ◆ The scope and charges for MOSL's proposed Central Data Cleanse service (as further detailed in the associated code change [CPM050: 'Central Data Cleanse funding'](#)).

Full information on the resolutions and the meeting details are provided in the [Notice of Meeting](#). We encourage all eligible members to vote, if they have not done so already, electronically in advance of the meeting. We would also like to remind members that these are two separate votes and that the Data Cleanse service is proposed to be

funded outside of core Market Operator (MO) Charges. We would also like to remind retailers that although the Data Cleanse service resolution proposes this be funded by wholesalers only (for the initial service in year one), retailers are still required to vote on this resolution to ensure we meet quorum.

Should you have any questions on the voting or the General Meeting, please contact company.secretary@mosl.co.uk.

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CEO Forum Outputs

At its CEO Forum on 18 January, MOSL's Finance Director, Steve Formoy, and our CIO, John Davies, talked through elements of our 2023-26 Business Plan. This included our proposed level of Market Operator (MO) Charges and the scope and phasing of two pieces of work – the [Bilateral Transactions Programme](#) and the [Central Data Cleanse service](#). We then opened up to a Q&A with members and stakeholders in the room.

We also led two workshops focused on the environmental and regulatory landscape and held an Industry Panel session chaired by The Water Report Editor, Karma Loveday.

For full transparency, we have published the outputs of the



Steve Formoy at the CEO Forum

forum [on our website](#). This includes:

- ◆ Video recordings of the presentations, the Industry Panel and workshop feedback shared in the room
- ◆ The presentation slide deck
- ◆ Answers to questions raised, but we didn't have time to respond to during the event (responses from MOSL, Ofwat, Defra, CCW and the Strategic Panel).

We encourage people to watch the video recordings which have been split by agenda item to make it easier to view.

If you have any questions on any of the outputs or the event, please email comms@mosl.co.uk.

Market Performance Framework Reform consultation - 'You said, we did'

MOSL has published its response to the feedback provided to its [consultation](#) on the Market Performance Framework (MPF) Reform programme which took place in October.

Respondents were asked to consider different components of a proposed new MPF (i.e. the market activities required to achieve good outcomes, risks and issues and intervention types). In particular, respondents were asked whether any components were missing, should be excluded, or were prioritised too highly or too low.

Further to the [summary of responses](#) published in December, the report published today shows where components have been amended. Most of the amendments seek to make the activities, risks and issues

clearer. The full report can be downloaded [here](#).

The outputs of this consultation will shape the development of other components of a proposed MPF - including metrics and intervention tools - which will form the basis of the next consultation due to be released at the end of this month.

We will continue to work with the [Performance Advisory Group \(PAG\)](#) as we progress this work.

If you have any questions, please contact mpfreform@mosl.co.uk.

The R-MeX survey is live

Following feedback from trading parties, the deadline to submit responses to the [Retailer Measure of Experience \(R-MeX\) survey](#) has been extended until Friday 3 March.



The R-MeX gives retailers the opportunity to provide feedback on the services provided by their wholesalers. The survey follows the same format as previous iterations. A copy of the R-MeX survey can be found in retailers' SharePoint folders – full instructions on how

to complete the survey are available in the [accompanying document](#), as well as within the 'help' tab in the survey. We ask that retailers please send all completed surveys to performance@mosl.co.uk.

The results will be published and shared with wholesalers in mid-March. You can find the results of the previous surveys, including an interactive dashboard, on the [R-MeX webpage](#).

If you have any problems completing the survey, please contact the Performance team via the email above.

Data Digest

Your monthly round up of outputs and updates from MOSL's Data Insight team.

Data services catalogue released in 2023/24.

MOSL has published a catalogue of its data services for the non-household market.

The document categorises our non-code mandated services into eight areas and provides information such as level of access for data and its location. This document will provide trading parties and other stakeholders with a single source of information on our data services and the breadth of information trading parties have access to. As a living document, it will also provide information on any upcoming service offerings. It is available via the [Market Insight section](#) of the website or can be downloaded [here](#), along with an [Excel version](#).

Following this publication, MOSL will be publishing any data service refresh dates on the MOSL calendar, and continue to develop an interactive online catalogue of services, which will be

Weekly data extracts

In response to feedback from trading parties and to further support data quality improvements, we are now providing additional weekly views of meter and premises files.

Based on the existing monthly extracts, this additional weekly extract will be uploaded every Monday, and provide trading parties with a weekly position on the meters and premises they are responsible for. This increased frequency will enable trading parties to get a more up to date view of data quality metrics throughout the month to be able to manage and resolve data quality issues more proactively. The weekly files will be provided on trading parties' SharePoint sites under Market Performance\Data Share\Latest.



MOSL publishes Q3 performance

MOSL has published its [quarterly report for Q3](#) and performance against its Key Performance Indicators (KPIs).

The reports show good performance across our core services and notable deliverables in the third quarter for our 2022-25 Business Plan commitments, notably the delivery of the Ofwat-mandated Bilateral Transactions Programme.

Following positive feedback, the Q3 continues to be presented as an interactive dashboard, making it easier for trading parties to access the information and track our performance.

[Settlement-based Consumption Dashboard](#). It highlights that over 57 per cent of non-household water is used by 1.97 per cent of supply points - just one per cent of customers. This month our cover includes a QR code to explain the theme in more detail.

You can access the report [here](#). We always welcome your feedback, if you have any suggestions on how we can improve these reports please email comms@mosl.co.uk.

Cover image

Each quarter we choose a cover image to reflect a sector of the water industry. This quarter's theme is 'big industry' linking to our



MOSL responds to draft Water Resources Management Plans

On 10 February, MOSL published its responses to wholesalers' draft Water Resources Management Plans (WRMPs) as part of the consultation process.

In a letter to water company CEOs, MOSL CEO, Sarah McMath, highlighted the next WRMP period is particularly significant for non-household customers as it is the first time since the market opened in 2017 that it has been through a full planning cycle.

Having reviewed all water companies' draft plans and the best-value regional plans, we do not believe that they are currently considering the needs and potential of the non-household market sufficiently. Sarah noted, we are pleased to see some commitments to the non-household market in draft WRMPs, including some commitments to rolling out smart meters. Overall, however, we are disappointed by the lack of

acknowledgement of the role of the non-household market in reducing water consumption and wastage, and the lack of detail or targets.

In the letter, Sarah sets out what we'd like to see in the final WRMPs later this year, including clear recognition of the size and importance of the market and the role it has to play to deliver Defra's nine per cent water reduction target for non-household consumption.

MOSL's responses are available [here](#). We look forward to working with wholesalers as they finalise their WRMPs. If you have any questions on our response, please email comms@mosl.co.uk.



Data models

We will be publishing new data models within the [Market Data Strategy section](#) of the MOSL website.

The market conceptual data model shows high level market dimensions (e.g. supply points, meters, trading parties) and activities (e.g. meter reading and switching) and how these relate to each other, whether this is on a one-to-one or one to many basis. The market conceptual data model is ideal for those new to the market or can be used as a navigation tool for directing users to more detailed information on a subset of the market.

The logical data model gives more detail on specific areas of the market, focusing on Bilaterals, the Medium Volume Interface (MVI) and MOSL's internal data warehouse. This data model gives further detail on the data that is held against each market dimension. It has been produced as a resource for business analysts and solution designers to understand the 'as is' position, as well as informing future capabilities when requesting new data services or solutions.

Data flows

Where trading parties are directly interacting with market data, we produce further information on the data flows behind each process. Next month we will be publishing these data flows for Bilaterals and the MVI, giving greater transparency to the newer areas of the market data architecture that trading parties have direct touchpoints with. This will enable trading parties to better understand how MOSL processes the data it receives, the validation checks that are performed and when notifications are triggered.

Data dictionaries

We appreciate that there have been a significant

number of outputs in the last year, from the delivery of the Bilateral Transactions programme to the publication of various interactive dashboards and maps. In the interest of transparency and supporting our members in understanding capabilities when requesting new data services, we will be publishing data dictionaries, outlining the names, definitions and attributes of each data element, focusing on non-code mandated data items we hold in our Bilaterals production environment and the MOSL Azure data warehouse, which inform our data services.

Esri features consumption map on Living Atlas

We are pleased to share that MOSL's Consumption by Postal Sector map has been entered into the Esri [Living Atlas](#) catalogue. The map presents a colour scale view of the levels of water consumed by non-household supply points for each of the 9,000+ postal sectors in England and Wales. This piece of work joins a vast collection of geographic information from around the world, featuring maps and data from subjects such as the environment, infrastructure and the economy. You can view the map on the Esri website [here](#).

Legacy folder removal

MOSL is also undertaking some housekeeping on trading party SharePoint sites and will be removing a number of legacy directories. All folders that will be removed have been marked as "legacy to be removed end of Feb 2023". Trading parties are encouraged to review their folders and download any required files by 27 February 2023.

If you have any feedback or questions on any of the outputs, please email performance@mosl.co.uk.

Market Improvement Fund: Pennon Water makes progress on attenuation tank project



'Leveraging Underground Rainwater Assets' is a [Market Improvement Fund](#) round one project being led by Pennon Water Services and delivered in partnership with Sustainable Draining Systems Ltd. The project aims to use existing underground attenuation tanks to provide on-site grey water services to reduce the need for potable water use. The team recently hit a significant milestone by completing its first installation. We spoke with Greg Dugmore, Head of Commercial at Source for Business (part of the Pennon Water Group), to find out more:

You've recently completed your first installation at Plymouth Argyle – what was that process like and what learnings have you taken from this?

"Plymouth Argyle was a fantastic learning experience as the largest and most complicated job within the project scope. The process whilst seemingly simple required more site visits, redesigns and delivered more on-the-job bespoke learnings than expected. Whilst challenging, it provided some clear insights for future jobs, including the need to engage with all parties simultaneously prior to job commencement, including senior customer stakeholders and not just those authorised to make decisions concerning utilities.

For example, the above ground storage solutions which take the feed from the attenuation tank have been challenged as unsightly. The cosmetic nature of the install was not previously considered to be a critical factor. Customer use of their sites also seems to be more fluid than anticipated which has rendered some initial site visits and drawings out-of-date as the project has moved through customer discussions for approval."

Have you encountered any challenges you were not anticipating, and how did you overcome those?

"At a high level there have been several unforeseen challenges:

- The site had to be resurveyed as in-between the initial site visit and scoping, Plymouth Argyle designated the land for another purpose, so the install location had to be moved and resurveyed with the system design

needing to be changed and costings revised

- A main sub-contractor originally engaged in the project failed to meet commitments and had to be replaced which cost the project over two months of delays
- Silt build up affecting pump filters was not initially expected to be a problem. A team needed to reattend the site to dig down to the bottom of a catchment pit to ensure all silt was fully removed as we had observed a drop off in the speed at which storage tanks were filling despite rainfall. Ingress into future systems is a consideration during install
- During the Plymouth Argyle installation, the work area where pipes were being laid was excavated to plant a row of trees, something the project manager at Plymouth Argyle knew nothing about. This caused a delay and some additional costs
- Post commissioning of the system, Plymouth Argyle experienced a power failure and attributed it to the attenuation tank install, not knowing that the pump involved was drawing roughly the same power as a single bar domestic heater. Education across the business, outside of the team involved in the installation was needed to increase awareness of the minimal impact of the install on operations."

What are the next steps for this project and what do you think may be the barriers for the market delivering these solutions at scale?

"We are continuing to scope the remaining installations in conjunction with customers

and revised costings based upon learnings from the work undertaken with Plymouth Argyle. There are a number of barriers to a commercial roll out at scale. These include legal questions of asset ownership, a lack of a centrally held register and the difficulty in desktop profiling. These issues point to challenges in drawing up prospect lists which can be reviewed with potential customers, who in most cases seem to have little to no knowledge of the attenuation tank, location, status or ownership.

However, assuming that opportunities can be profiled in time, the biggest impediment is likely to be an acceptable return on investment. Installation costs for the pilot are far higher than we originally expected. Whilst some of this is down to the bespoke nature of the installation and a 'learning on the job' cost premium, the location of the asset is also an issue. Attenuation tanks are often a significant distance from the location where non-potable water can be used. As such the cost of underground pipework and pump sets are likely to make the installation more expensive than other traditional rainwater harvesting projects and behind alternative water sources such as boreholes. However, the option may form part of a toolkit of measures businesses can consider given not all traditional options or alternatives will be available. The pilot learnings to date suggest the opportunity may be more niche and lacking in broader appeal but further installations will provide additional insights for us to consider."

How do you plan on encouraging more customers



Above ground water storage tanks at Plymouth Argyle

to sign up to have attenuation tanks installed?

"Much will depend upon the payback on the commercial investment i.e. reduced potable water cost vs cost of installation, but also business sustainability targets and ESG metrics. Future regulation and possible grant funding may also play a part in the attractiveness of such schemes. Rebates for businesses utilising non-potable water and greywater schemes supplemented by potable supply may reduce payback on investment in line with other water efficiency opportunities.

We are proving through the pilot that the water can be harvested and used. This is an important step in the proof of concept needed to interest all market stakeholders in the possibility. Should this flow into funding models and future attenuation tank design we could begin to see such solutions become more financially viable. We hope to produce simple to understand decision trees which will facilitate future scoping of opportunities."

You can find out more about the progress of this project in a [video presentation](#) given at our CEO Forum last month (Workshop 1, Sally Mills, CEO of Pennon Water Services, presenting - timestamped 10.26 minutes in).

In brief: Metering Roles and Responsibilities and Data Interoperability Standard webinar

MOSL hosted an extended [webinar on 1 February](#) to update trading parties and other stakeholders on the progress of two key strategic metering workstreams.

Metering Roles and Responsibilities

Working on behalf of the [Metering Committee](#), MOSL has been working with PA Consulting to consider potential changes to the current metering responsibilities in the market. Twelve options were originally identified that could potentially improve the efficiency of the market, six of which were taken forward for more detailed analysis.

Following further assessment of the shortlisted options, the following recommendations were presented to stakeholders at the webinar:

- That responsibility for reading non-household meters should transfer from retailers to wholesalers in defined circumstances (e.g. for hard-to-read and legacy long unread meters)
- Wholesalers should also be responsible for reading 'smart' meters (and the associated data services to CMOS).

Following trading parties' comments and subsequent Metering Committee approval,

these options will go forward into the code change process, which will involve further analysis, impact assessments and market consultation. A third option, to consider roles and responsibilities relating to a potentially centralised data platform, is now subject to further investigation, market testing and service design.

The webinar included an overview of [Anglian Water's Project 'AMIDST' \(Advanced Metering Infrastructure Smart Data Transfer\)](#) – a [Market Improvement Fund](#) project, which is piloting the transfer of monthly readings from smart meters directly into CMOS. The current 'interim' solution requires retailers to validate the transfers. The longer-term ambition is for this requirement to be removed, allowing settlement-affecting data to flow directly into CMOS. Retailers would retain the ability to withdraw certain reads if necessary.

Proposal for Data Interoperability Standard

Artesia Consulting presented the findings of its research into a potential data standard that

could enable trading parties to share granular consumption data.

Following extensive engagement, Artesia outlined the minimum mandatory fields it recommends for Advanced Metering Infrastructure (AMI) meters, Automatic Meter Reading (AMR) meters and data loggers, and presented the data template and format for each. Subject to further trading party input following the webinar, MOSL will now engage with wholesalers ahead of the publishing of the data standard in March.

Commenting on the webinar, Martin Hall, Market Improvement Lead at MOSL, said: "We were delighted to be joined by more than 100 attendees, including trading parties, customer representatives and manufacturers.

Six years on from the opening of the market, now is the ideal opportunity to review how meter-related roles and responsibilities are working in practice. Following excellent engagement at the webinar, we are confident that the two



proposed changes can now go forward into the code change process. We are also pleased to have support for the data interoperability standard, which Ofwat explicitly asked MOSL and trading parties to develop in its PR24 Final Methodology.

As smart meters become the default standard and the amount of data in the market increases considerably, having a simple data standard in place will help make the capture and sharing of data between wholesalers, retailers, and customers as easy as possible – which will be essential in helping deliver the market's business demand reduction targets."

A recording of the webinar and associated slides are available on the [MOSL website](#).

Monthly Market Statistic

"There are 2,116 supply points (0.08 per cent of those in the NHH market) that are Group Three customers, consuming or discharging over 50 megalitres of water per year (MI/yr). A further 379,606 (14.6 per cent) consume or discharge 0.5-50MI/year and are Group Two customers and 2,200,288 supply points (84 per cent) have a consumption or discharge volume of less than 0.5MI per year, meaning they are Group One customers. The remaining 22,430 supply points either can't be categorised or are shown as having negative consumption due to a reconciliation adjustment."

Source: CMOS settlement data, best view of 18-month previous settlement volumes, water consumption for water SPIDs and discharge volume for sewerage SPIDs, as at 1 January. This segmentation is also shown on a monthly basis on the [MOSL Supply Point dashboard](#) (supply points by consumption section, toggle to Ofwat Bands).

Ofwat's Retail Exit Code (REC) sets out price protections for business customers who have not engaged in the market, defining requirements for price and non-price terms in the default tariffs offered to these customers. Price protections are different for customers based on their levels of water consumption, with three groups of customers being defined. The smallest consuming customers (Group One) have the most price protection, with higher consuming customers receiving increasingly less protection. In December 2022, following two public consultations, Ofwat decided to make changes to the price protections that apply to smaller consumption business customers. Full details of the revised REC can be found [here](#).

An overview of MOSL's Channel Management improvement programme

In May 2022, MOSL introduced My MOSL – its new Query Management System - with the launch of the Unplanned Settlement Run process.

The intention of My MOSL was to simplify the platforms through which trading parties access our various services and create a 'single front door' into MOSL through our website.

Since it launched in May, we have continued to move processes in the new platform which has resulted in us decommissioning Kissflow and allowing trading parties to access these services through Single Sign on (SSO) via our website.

We would like to thank members of the trading party beta group for supporting the development and testing of these new processes – your feedback has been invaluable in helping us to develop a service with greater usability and a more intuitive user experience. We continue to deploy improvements across the various processes to improve how trading parties use this platform and access information.

Below is an overview of what we've delivered as part of the Channel Management programme and changes to the processes and services you access.

May 2022 – We went live with the first process, Unplanned Settlement Runs (USRs), which we migrated from Kissflow. Whilst essentially a "lift and shift" of the existing process, we sought to streamline the raising of USRs. The biggest time-saving was as a result of trading parties no longer

having to login through Kissflow. USRs can now be raised by logging in to our website via SSO using trading parties' own business credentials.

June 2022 – We migrated the Medium Volume Interface (MVI) from the MO Portal to enable trading parties to access the MVI via SSO. This is part of our wider plan and target architecture to move away from the MO Portal as an additional platform for trading parties to have to log in to. We are currently looking at the migration of trading party charts from the MO Portal to be available on My MOSL.

December 2022 – Following significant work on the requirements and taking onboard feedback from MOSL colleagues and trading parties, we went live with the General Queries process. The intention of the general queries process is to enable trading parties to raise tickets or questions to MOSL centrally and provide greater visibility of all the queries they've raised rather than needing to search through emails. The general queries process includes any queries raised to the IT support, Bilaterals, Performance and Operations teams.

Not only does this new process provide trading parties with greater visibility of their queries, but it also provides clear Service Level Agreements (SLAs) for the resolution of different queries and an option to escalate a query if it is not resolved within the SLA. To

support this new functionality, we have introduced additional internal reporting that provides an overview of open and escalated tickets so that we can address issues more quickly and look at ways to improve.

Following the initial launch of these processes, we then developed a 'pre-dispute' query type, which allows trading parties to contact MOSL regarding potential disputes with a view to resolving them before raising a formal dispute.

January 2023 - We launched the final highest volume process into My MOSL- Gap Site Opt in/ Opt outs, enabling retailers to be allocated gap sites (supply points which have been identified as eligible but are not in the market).

To support trading parties using My MOSL, we have created a series of training videos and updated guidance documents. The training videos are available on the [Training and Guidance](#) page of our website. Further information is also available in the [Contract Manager guidance](#).

Further processes have been moved out of Kissflow to allow us to decommission

The screenshot shows the My MOSL dashboard. At the top, it says 'Welcome back, Alex! You are logged in with MOSLTEST W' and has a 'Create a new request' button. Below this are four summary cards: 'Total requests: 22', 'Open requests: 1', 'Updated Today: 0', and 'Closed Today: 0'. A 'My requests' section follows, with a search bar and filters. Below is a table of requests:

Query ID	Query Type	Query Status	Date Raised	Raised By	Last Updated	SLA Due
25455	Pre-Disputes	Closed	27/01/2023	Alex Crobbie	27/01/2023	05/02/2023
25492	IT Support	Awaiting Supplier Response	27/01/2023	Alex Crobbie	30/02/2023	30/02/2023
25491	Bilaterals	Closed	27/01/2023	Alex Crobbie	27/01/2023	05/02/2023
25450	Performance	Closed	27/01/2023	Alex Crobbie	27/01/2023	05/02/2023
25482	Operations	Closed	27/01/2023	Alex Crobbie	27/01/2023	05/02/2023

the platform. Due to the low volume of these additional processes, we have developed different approaches for managing these – with further guidance available through dedicated pages on our website.

This includes:

- ◆ [Data Subjects Rights Requests](#) – Go to website footer > GDPR > scroll down
- ◆ [Disputes](#) – Go to Services > Market Operations > Disputes
- ◆ [Interim Supply Allocation](#) – Go to Service > Market Operations > Interim Supply Allocations.

We are continuing to make enhancements to My MOSL as the service becomes part of 'business as usual' activities. These improvements are in direct response to feedback from trading parties, so we ask that you continue to tell us how we can improve the platform. If you have any feedback on My MOSL, please email comms@mosl.co.uk.

MOSL responds

MOSL has published its response to CCW and Ofwat's Forward Programmes for 2023-24.

CCW

We welcomed CCW's plans to reduce complaints from business customers by 10

per cent by March 2024, but asked for clarity on whether the target is the same as last year's forward plan which had

the same goal with a target end date of March 2023. We also ask CCW to consider its approach to protecting

business customers and reducing complaints by looking beyond the level of customer





bills and towards some of the structural issues in the non-household market that could unlock better customer outcomes. Read our response [here](#).

Ofwat

In our response to [Ofwat's consultation](#) on its Forward Programme, we agreed that action to resolve market frictions remains

a priority and outlined that our [business plan](#) aims to continue to deliver against resolving these. We also highlighted the need to drive structural change in the market in parallel, and at pace. Read our full response [here](#).

RWG Corner

The latest updates from the Retailer Wholesaler Group (RWG):

- ◆ A new Settlement Group has been proposed with a focus on abnormal R-process arrangements. The Steering group will review the proposal and, providing the group moves forward, will be sharing more information on how you can get involved in the coming weeks
 - ◆ We're still looking for a venue for the next face to face RWG meeting, currently scheduled for late April. If you're able to accommodate approximately 40-50 people with presentations and hopefully lunch, please get in touch with [Ray](#) or [Mike](#) to volunteer your space
 - ◆ The first of the [sub-group meetings](#) on 'Access' was held this month. We'd welcome more members to gather a wider view of the challenges related to access and to ensure that the output represents the full breadth of the access issues retailers and wholesalers face when serving customers. If you are able to join this group, please contact Mike or Ray
 - ◆ The RWG has been invited to work with the Strategic Panel Water Efficiency Workstream to see where the RWG can support the Panel's work in this area - look out for more news on this next month
 - ◆ The RWG awards are coming. The winners will be announced at the April User Forum and presented in person at the April meeting. As a reminder, the main award is named after the late Andrew Bamber (a former chair) and is chosen by the RWG membership via a voting process. Keep your eye out for the email with full instructions from MOSL. The second award is chosen by the current RWG chairs. The Steering Group will oversee the awards to ensure fairness and, in case of a tie, make the final decision.
- If you are interested in getting involved with one of the RWG sub-groups, please contact the respective Chair via the [RWG webpage](#).

MOSL on the Move

Find out what industry events MOSL will be attending this month:

7 March: Waterwise Conference

MOSL CEO Sarah McMath will be taking part in the Waterwise Conference which takes place across six sessions on Tuesday and Thursday mornings in March.

This year's conference title is Running out of Water – water efficiency's key role in affordability, growth, and resilience. Sarah will be taking part in the session focused on the theme of 'accountability' as part of an 'in conversation' with Waterwise Managing Director, Nicci Russell.

We looking forward to supporting the conference and our continued work with Waterwise. You can find out more about the conference on the [Waterwise website](#).

20 March: Future of Utilities Conference

We are delighted to be taking part in the upcoming Future of Utilities conference in March. Sarah McMath will be speaking as part of the Customer Engagement in a Digital Era workstream focusing on how we can engage business customers to realise the true value of water and the need to reduce demand.

You can find out more about the conference on the [Future of Utilities website](#).

Making changes: your change proposal update

Implemented changes

No changes have been implemented. The next planned releases will take place on 3 March (code only changes) and 12 May (CMOS affecting code changes).

Ofwat changes

On 8 February Ofwat published its decision to reject [CPM046 and CPW133: 'Approved Codes of Practice'](#). It did not consider that the change sufficiently demonstrates how the proposed Approved Codes of Practice (ACoP) Framework will deliver added value to business customers that cannot be realised through existing market change mechanisms.

Code Change Committee (CCC)

At the Code Change Committee on 8 February the committee was presented with a plan for [CPW136: 'Drawing Credit Following Retailer Exit'](#). This change enacts Ofwat's [decision](#)

on un-invoiced wholesaler charges in the event of an unplanned retailer exit from the market. As this change is a result of a consultation by Ofwat in September 2021, it was proposed as an Authority Timetabled Change. The committee proceeded to making its recommendation to Ofwat to implement this change during the same meeting.

The committee also considered the plan for [CPW138: 'Housekeeping changes post CPW070 and CPM043'](#). CPW138 makes several housekeeping changes and clarifications to Code Subsidiary Documents and Operational Subsidiary Documents based on feedback from trading parties involved in implementing the Bilaterals Hub. The committee agreed to delegate this low materiality change to MOSL to recommend directly to Ofwat.

Consultations

The consultation on proposed improvements to the change process closed on 30 January. The committee received initial feedback at its meeting in February and will discuss it further at its March meeting.



Dates for your diary

16 February: [MPC meeting 70](#)

22 February: [PAG meeting 16](#)

23 February: [General Meeting](#)

1 March: [Bilateral Programme Planning Update](#)

8 March: [Code Change Committee meeting 13](#)

14 March: [Metering Committee meeting 24](#)

15 March: [PAG meeting 17](#)

15 March: [User Forum](#)

CMOS stats - January 2023

Number of High Volume Interface (HVI) transactions submitted	614,016
Number of Medium Volume Interface (MVI) transactions submitted	215,856
Number of Low Volume Interface (LVI) transactions submitted	43,179
Total transactions submitted by trading parties	873,051 46 per cent increase from December 2022
CMOS Notifications sent (.M)	5,157,349
Number of active users in CMOS (GUI)	6,050
Maximum number of concurrent users	481
Unplanned outages	0
Number of Unplanned Settlement Runs (USRs)	28
Number of Market Dataset (MDS) reports generated	14,511

Behind the Mailbox - Meet the Team

In this month's edition of Behind the Mailbox, we are introducing Fabrizio Zamburlin, Senior Market and Data Analyst at MOSL.



Hi, I'm Fabri. In a previous life I had an exciting career in the betting industry, the highlight of which was as a Sportsbook Director. Eventually, that job (as most betting jobs) moved offshore so I decided to focus on one of my core skills - data analysis.

When I joined MOSL, in January 2020, I didn't have to wait long to transfer my analytical experience because, in less than two months, we went into the first Covid lockdown and I was swiftly involved in developing tools to monitor the operational and financial

effectiveness of the water retail market.

Since then, I have specialised in unlocking the value of non-CMOS market data and in the automated production and distribution of customised reports, such as the R-MeX and carbon emissions. More recently, I have enjoyed refreshing the look and feel of MOSL's dashboards and maps and have curated MOSL's [data services catalogue](#). I am a strong advocate for continuous improvement, which means I want to improve every process to enhance workflow efficiency and automation.

I am very proud to be part of a progressive organisation that is committed to driving improvements for customers, the market, the environment and ultimately society as a whole – an organisation that is based on clear ethical values and truly lives up to them. If you wish to get in contact directly, my email is fabrizio.zamburlin@mosl.co.uk.

News in Brief

User Forum

This month's User Forum took place yesterday at 3pm. Highlights included updates from the RWG Tariff sub-group, Market Improvement Fund projects Dev Pool and Project No FloW, and a debate on meter accuracy and replacement meters in the non-household market. The recording will be available shortly via the event detail page [here](#).

Want to give us
feedback?

Email us at
comms@mosl.co.uk.