

# Market Focus

News from the  
heart of the market



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# Welcome to the June edition of Market Focus

Market Focus is MOSL's monthly publication to our members, bringing you the latest updates from our improvement programmes and events, as well as industry insights and news stories from the non-household water market.

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## A message from Sarah McMath, MOSL CEO

I'm pleased to present our June edition of Market Focus – you may notice that it looks a little different than it used to!

Market Focus is just one of MOSL's communication channels that is undergoing a refresh. The new look and feel reflects who we are today – a vibrant, dedicated and purpose-led market operator.

Market Focus is one of our most widely distributed publications so it is important that it is informative, engaging and accessible for all. The publication has evolved over the course of the last few years, becoming a great resource to our members and the wider market. The new look and feel it is a continuation of that evolution. Not only will we bring great content together in one place, but we now have accessible navigation and clear content sections to make it easier for you to locate and read the information that is most relevant to you and your organisation.



We hope you like our new look as much as we do and I hope you enjoy reading this month's jam-packed edition.

As always, we welcome your feedback. If you would like to share your comments or be featured in a future publication, please email our Market Engagement and Communications Team at [comms@mosl.co.uk](mailto:comms@mosl.co.uk).

### Dates for your diary

- 28 June: [Disputes Committee meeting 31](#)
- 12 July: [Code Change Committee meeting 17](#)
- 13 July: July Market Focus publication
- 14 July: [Strategic Panel meeting 11](#)
- 18 July: [Metering Committee meeting 28](#)
- 19 July: [July User Forum](#)
- 26 July: [Annual General Meeting](#)

### Join the conversation

 @MOSL\_

 Market Operator Services Limited (MOSL)

 mosl.water

Want to give us feedback?  
Email us at [comms@mosl.co.uk](mailto:comms@mosl.co.uk).



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## MOSL announces third round of the Market Improvement Fund

We are pleased to announce that the third round of the Market Improvement Fund will take place in November 2023.

The Market Improvement Fund is the only fund dedicated to improving the non-household water market and launched in September 2021. To date, the fund has released over £1.5m to projects that seek to pilot, test, analyse, and drive improvement in the non-household market.

At its May meeting the Strategic Panel approved a third round of funding to take place between 1-10 November. In this round applicants can apply for £10k – £200k funding for their project from a £1m pot.

Whilst the Panel said it would encourage all bids that add value to the market and drive improvements for customers and the environment, those that align with the Strategic Panel's priorities are encouraged.

MOSL, as the administer of the fund, will provide further updates in due course, including updated governance and application documents.

In order to support parties applying for funding, we have set up an 'Expression of Interest' form. If you are looking for MOSL to be involved in a bid in any capacity (i.e., sponsorship or data sharing), please fill in the form as soon as possible and we will contact you.

If you have any questions, please email [MIF@mosl.co.uk](mailto:MIF@mosl.co.uk).

## My Charts: Important info

In May 2023, the new service for accessing market charts went live as part of a planned migration and streamlining of the charts from the MO Portal to My MOSL. Trading parties can now access market charts via Single Sign On through our website rather than needing to log in to the MO Portal.

To access this service, it is important that Contract Managers or authorised deputies submit a list of users, (along with their email addresses) who will require access to My Charts reports. Please submit these lists via My MOSL to IT Support before tomorrow, Friday 23 June 2023.

Please note, access to the market charts via the MO Portal will be removed on 23 June at 1pm. To find out more about the services My MOSL provides for trading parties please visit the News page on our website.



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## MOSL's Charity of the Year

As part of our Sustainability Plan, MOSL developed a charity framework to enable colleagues to co-ordinate support for their charitable activities. In April colleagues voted Naomi House and Jacksplace as its first Charity of the Year. We asked Connor Phillips, Naomi House and Jacksplace Fundraising Co-ordinator to explain what they do:



Tell us about Naomi House and Jacksplace.

"Naomi House and Jacksplace are hospices for life-limited and life-threatened children and young adults aged from birth, all the way up to 35 years old. We are based just outside of Winchester and support over 550 families from across central southern England, providing a calming and supportive space where the whole family can recharge their batteries. Mum and Dad get the chance to forget about being carers and instead, focus on having fun with their child. This could be having their first swim together in our hydrotherapy pool or some chill time in our sensory room."

What services do you offer to families?

"We offer our families a range of services which include respite, family support, end of life care and bereavement support. We are and always will be there for our families on the good days, the difficult days and the last days."

**"Mum and Dad get the chance to forget about being carers and instead, focus on having fun with their child."**

Connor Phillips

How are you funded and how important are donations to maintain services?

"Donations are vital to be able to provide our families with the support they need, it currently costs around £8 million per year to run a full year of services with typically 11% or less coming from government sources. This means we are heavily reliant on the community and companies like MOSL to help raise vital funds for our hospices."

HF Egan, MOSL's Brand Engagement and Sustainability Lead, says: "We are thrilled to be raising money for Naomi House and Jacksplace. We put the decision in the hands of our colleagues, who will now be able to focus fundraising efforts and use their company volunteering days to support this great charity."

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## Strategic Metering Review: Interim strategy welcomed by trading parties

The Strategic Panel's Interim Metering Strategy for the non-household market has been well-received according to feedback from wholesalers.



In February, Defra set water companies the target to reduce overall non-household consumption by 9% by 2038. The Strategic Panel believes that smart meters are "fundamental" to achieving this target. The strategy was developed to help guide and support companies as they finalise two key documents: their Water Resource Management Plans (WRMPs), which set out how they will meet the growing demand for water over the next 25 years, and their PR24 business plans for AMP8 (2025-30).

In responses to the draft WRMPs, the Panel and MOSL highlighted the lack of reference to the non-household market and smart metering, and called for this to be addressed before final plans are published this summer. It is particularly important that there is a consistent approach across the market to avoid a data 'fast lane' and 'slow lane' emerging, whereby the services a retailer can offer customers differ significantly between wholesaler areas.

The strategy recommends wholesalers accelerate the rollout of smart meters to non-household customers in AMP8 in one of two ways:

- Wholesalers with large-scale plans to roll out smart meters to household customers in AMP8 should also include non-household customers at the same time to maximise efficiency, or
- Wholesalers that do not have large-scale plans should focus on ensuring all medium (25-50mm) and large meters (50mm plus) are smart. In doing so, targeting just 13 per cent of meters – around 165,000 – will ensure that nearly three quarters of consumption is smart metered.

To make the rollout of smart meters as efficient as possible, the strategy recommends companies propose replacing traditional meters before the end of their life where necessary, on the grounds of 'technical obsolescence' rather than age. Following the publication of the strategy, MOSL has been engaging wholesalers to find out how it has been received.

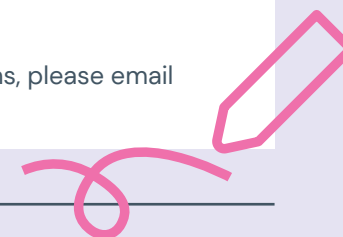
Martin Hall, Market Improvement Lead for the Strategic Metering Review, commented: "We've been extremely pleased by the response we've had to the strategy. Everyone we've spoken to has found it useful in helping make the case for smart metering for non-household customers. When we published the interim strategy we were very aware that companies are in the process of finalising their WRMPs, but it sounds like it came at the right time. We look forward to reading companies' plans for smart meters later in the year."

### Keep up to date

We provide regular updates on the Strategic Metering View via the following channels:

- [Strategic Metering Review webpage](#)
- [Market Focus](#)
- [Mailing list](#)

If you have any questions, please email [comms@mosl.co.uk](mailto:comms@mosl.co.uk).



## Data Cleanse Service: Programme appoints governance groups

The Data Cleanse Service has established its governance structure by appointing trading party and independent members to its Steering and Working Groups.

The Steering Group is responsible for ensuring that the service is delivered on budget and on time, and upholds the commitments outlined in MOSL's 2023-26 Business Plan. The group is made up of the following members:

- John Davies – MOSL CIO and Programme Sponsor (Chair)
- Steve Formoy – MOSL Director of Finance
- Shaun Kent – Ofwat
- Steve Hobbs – CCW (customer representative)
- Mark Wilkinson – Northumbrian Water Group (wholesaler representative)
- Trevor Nelson – Business Stream (retailer representative).

The Working Group will be responsible for assisting MOSL and our service provider,

Sagacity, in the creation and execution of the enduring solution. The group is made up of representatives from Business Stream, Castle Water, Northumbrian Water, Portsmouth Water, Southern Water, South West Water, Thames Water, United Utilities, Water Plus, Wave and Wessex Water. These organisations represent a mix of membership types and sizes to provide diverse insight into the programme. The Working Group sessions are now underway, with the group currently establishing optimal supply point standards to identify “what good looks like” for data improvement. Working Group materials are available to logged in website users via the Key Documents webpage.

John Davies says: “We are pleased at the level of enthusiasm from trading parties wanting to be part of these groups. Industry collaboration is fundamental for creating a solution that works effectively, therefore, it’s important that we seek input from wholesalers and retailers of different sizes, as well as members that represent the interests of business customers.”

## Market Performance Framework (MPF): Consultation two responses published

MOSL has published a response document to the second MPF consultation.

The document outlines a summary of the 29 responses we received from the consultation, which ran from 28 February to 21 April. We have also published the full responses which are available here.

We heard clearly from respondents that the new MPF should be simple and should not incorporate all the components put forward in the consultation. A number of respondents also expressed a preference for a simplified governance structure to minimise costs.

This supports MOSL’s direction of travel and the key principles which were developed with the industry, which include proportionality, simplicity, and a focus on customer outcomes. We have listened to feedback on the complexity of the consultation and have worked with the Performance Advisory Group (PAG) to streamline the new framework to no more than 10-12 activities. We will consult on the proposed MPF model later this summer.

We will also shortly be releasing a “MOSL talks” interview featuring Adam Richardson, our Market Development Director, to respond to the feedback and provide a view of the direction of travel for the programme.

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## **Bilateral Transactions Programme:** **More processes expected as programme moves ahead of schedule**

Following strong progress, the Bilateral Transactions Programme is set to deliver more processes in the current financial year than originally planned.



The Ofwat initiated phase of the programme was successfully completed in November 2022, with 16 of the most important bilateral processes live in the hub.

The team is now working with trading parties to deliver the remaining 49 lower-priority processes by the end of March 2025. Adding the remaining processes will generate an estimated £1.1m of efficiency savings per year, on top of the £2.4m per year already achieved. It will also allow wholesalers to de-commission their current bilateral systems. Thirteen processes were due to be delivered in three phases this financial year. Following agreement with trading parties, a fourth phase has been brought forward to March 2024.

Spencer Mattias, Programme Manager, said: “We’re making good progress and are on course to deliver the next three phases as planned, including the remaining processes with operational performance targets. As our experience grows, we are seeing lots of incremental improvements in efficiency that are making a big difference to our progress, whether it’s gathering user requirements more quickly or re-purposing forms from previous processes. As a result, we have been able to accelerate the programme delivery by two months and are aiming to continue this momentum as we look ahead at the future phases.”

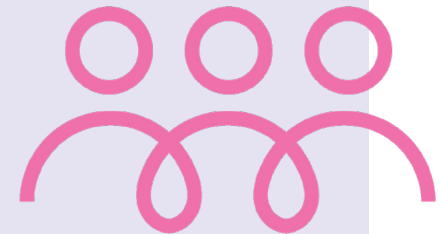
If you have any questions on the Bilateral Transactions Programme or Bilaterals Hub, please raise them via the bilaterals section of [My MOSL](#).

### **Code Advisory Group vacancy**

One of the key strengths of the Bilateral Transactions Programme has been MOSL’s ability to work closely with trading party representatives on the Operational Advisory Group (OAG) and Code Advisory Group (CAG).

We are currently looking for two new trading party members to join the CAG. You can read the group’s Terms of Reference [here](#).

For more information, please raise a bilateral query through [My MOSL](#).



## Strategic Panel roundtables

Last month the Strategic Panel held two stakeholder roundtable discussions as part of its annual Engagement Plan. Strategic Panel Chair, Trisha McAuley, tells us more:



“The first roundtable was held on 15 May, and focused on gaining feedback from stakeholders as the Strategic Panel looks to develop a roadmap to a “flourishing market”. The Panel and I noted the feedback from the discussions, including that the market needs a clear destination, but that it would also benefit from taking some immediate actions to remove perceived barriers sooner. We plan to publish an initial roadmap for trading party feedback in the autumn, with the final roadmap being published in May 2024. A recording and summary of the discussions are available [here](#).”

The second roundtable was held on 24 May and focused on water efficiency. There was support for this being a priority area for the Panel, and positive feedback around the need to develop a common approach to defining, measuring, and reporting on water efficiency. In addition, the Strategic Panel recognised the challenge raised in establishing how it would effectively “move the dial” and “add value” in driving the market forward given the work already being undertaken in this area.

The Panel noted it was considering commissioning a report to identify how the behaviours of countries can be influenced when managing water scarcity and what steps have been taken by nations, states and other markets when faced with a demand for a limited commodity. This report would aim to inform the strategic approach that the non-household market could adopt.

The Strategic Panel also set out its intentions to continue to work collaboratively with the Retailer Wholesaler Group (RWG) on the development and delivery of a water efficiency roadmap.

A recording and summary of the discussions are available [here](#).

The Panel has also engaged with stakeholders through the following opportunities:

- A number of Strategic Panel members facilitated sessions at the MEUC’s Major Water Users’ Ideas Exchange Webinar on 14 June 2023, including an introduction to the Strategic Panel as well as discussions on the Panel’s market priorities – Customer Service Excellence, Value Creation and Water Efficiency is Core. Panel members heard directly from customers on the challenges they have faced in customer service and areas of market complexity, including developer services and Temporary Building Supplies (TBS). Panel members who joined the call will take their reflections back to the wider Panel at its next meeting.
- The Strategic Panel will shortly be issuing a survey to trading parties and wider stakeholders asking for feedback on the Panel’s ability to influence and drive change in the market. The survey will be sent directly to stakeholders through MOSL’s email platform, and should take no more than 10–15 minutes to complete.
- In September, the Panel will be hosting its annual Open Forum. Invitations will be issued shortly. Prior to this, the Panel will be publishing its first Annual Report, setting out the progress made against its market priorities for the year 2022/23.

The next Strategic Panel meeting will be held on 14 July 2023 at the MOSL office in Southampton. The agenda and papers for the meeting will be published one week in advance of the meeting.”

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## Corner News, insights, views

Retailer Wholesaler Group (RWG) Co-Chair, Mike Rathbone, gives us an update on the latest from the trading party group:



“Last month the RWG hosted an in-person meeting in London on Thursday 25 May. It was well attended by approximately 40 attendees from across the retailer and wholesaler community, as well as MOSL and CCW representatives. There were updates on the activities of several subgroups including the Settlement Group, Water efficiency Group and the Tariffs Group.

The focus then turned to a workshop, looking at the RWG’s future and areas that could benefit from RWG group work. Suggestions posed will be worked through by the RWG Steering Group and we’ll be looking to get new groups off the ground after that, so watch this space!

The RWG would like to thank Castle Water for hosting the session – without their generosity it would not have been possible.

We’re looking at dates in November for the next face-to-face meeting, which will likely take place again in London to help with transport links for attendees. We will provide further information in due course.”

### RWG vacancies



We’re looking for nominations for the following positions within the RWG:

#### **Chair – Settlement sub-group**

Applicants should have a good working knowledge of the settlement process, associated code requirements and the ability to chair meetings effectively. The role requires a moderate time commitment, with meetings held approximately monthly.

#### **Deputy Chair (wholesaler) – RWG**

Applicants would have in-depth knowledge of wholesaler operations within the non-household market as well as the market codes. The role requires a moderate time commitment, requiring meetings approximately once per month to assist with the governance of the wider RWG, with work to drive the RWG agenda forward outside of meetings. Promoting the RWG and its work across the industry, with drive and industry credibility, would be welcomed.

If you would like to be considered for a position, please contact [me](#) or Co-Chair [Ray Porter](#).

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## Making changes

### Your change proposal update

#### Ofwat Decisions

The following changes have been approved by Ofwat:

- [Data Cleanse Funding \(CPM050\)](#) was approved on 11 May and implemented on 22 May 2023. This creates a Data Cleanse Charge that will be paid by wholesalers to fund the initial phase of the [Data Cleanse Service](#). The first charges are expected to be paid this month.
- [Bilateral Hub: Allowances and Adjustments \(CPW139a\)](#) was approved by Ofwat on 18 May and was implemented on 20 June 2023. This change introduces the H1 process (Application for an allowance and/or Volumetric Adjustment) as a new standalone process in the Bilaterals Hub and merges the H2 process (Application for a Contribution Offer in respect of installing a meter at an Unmeasured or Assessed Service Component), alongside the B1 and B7 metering processes that already function within the Bilaterals hub.
- [Housekeeping changes post CPW070 & CPM043 \(CPW138\)](#) was approved by Ofwat on 18 May and was implemented on 20 June 2023. This is a housekeeping change to Code Subsidiary Documents (CSDs) and Operational Subsidiary Documents (OSDs) to improve the clarity and consistency of code drafting effected by [CPW070 & CPM043 \(Bilateral Transactions\)](#) and ensure these accurately reflect the build of the Bilaterals hub.

#### Code Change Committee

At the Code Change Committee on 7 June the committee approved the change plans for:

- [Wholesaler Smart Meter Reads \(CPW142\)](#) – This change proposes that where an Advanced Metering Infrastructure (AMI) smart meter is installed at a premises, the wholesaler will be responsible for submitting settlement affecting meter reads into CMOS. This change was originally presented to the committee at its meeting last month, but the committee requested MOSL review the proposed plan to see whether (subject to Ofwat approval) implementation could be brought forward to the May 2024 CMOS release.
- [Wholesaler Maintenance of YVEs for Non Market Meters \(CPW143\)](#) – This change aims to improve the accuracy of volume estimates for mixed use properties by allowing wholesalers to amend and add Yearly Volume Estimates (YVEs) for non-market meters.
- [Credit Support and Wholesaler Credit Ratings \(CPW132\)](#) – This change seeks to reduce the credit supplied by a retailer to a wholesaler that could be drawn down if the wholesaler is in financial distress. The change has been on hold pending the outcome of Ofwat’s discussion paper ‘[Financial resilience in the water Sector](#)’. Following the publication of its [decision document](#) in March 2023, the proposer has confirmed they wish to progress with minor

modifications to the solution.

The committee also recommended the implementation of the following changes to Ofwat:

- [Interim Supply: Customer Data Provisions \(CPW137\)](#) – This change seeks to improve the availability of customer data to interim suppliers if a retailer has an unplanned exit from the market. It proposes that all retailers provide monthly submissions of customer data to MOSL which can be issued to interim suppliers to assist in setting up customer billing. This change will be implemented 25 August 2023 if Ofwat approves it by 31 July.
- [Clarifying read definitions \(CPW141a\)](#) – This change seeks to clarify the definitions of ‘visual’ and ‘remote’ meter read methods so that data provided from smart meters and add-on devices can be formally accepted. The change will be implemented on 25 August 2023, if Ofwat approves it by 11 August.

#### Consultations

Vacancy Change Application request for information – MOSL is requesting information to understand the issues that trading parties experience with the current vacancy change application process. Feedback will be used to assess if there is a business case for a code change. The request is expected to run from 26 June to 14 July 2023.

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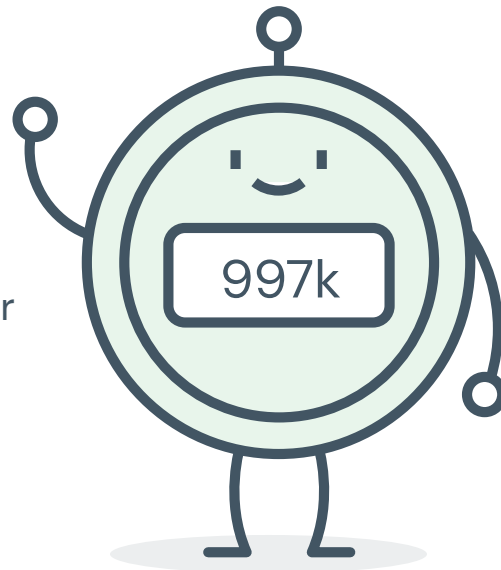
## Monthly Market Stat

### The numbers game

Non-household water consumption for the 2019/20 financial year totalled 997k MI (megalitres) or an average of 83k MI each month. A 9% reduction (as set out by Defra by 2038) equates to 90k MI per year and a 15% reduction (by 2050) equates to 150MI per year.

Source: Water consumption taken from CMOS Final Settlement (RF) runs 2019–20 also visualised on [Settlement Based Consumption Dashboard](#)

The non-household water reduction target set out in the [Environment Act](#) uses 2019/20 consumption data as the baseline year and specifies a 9% reduction in non-household water consumption by 2038 and 15% by 2050.



(Please note, this data is set out for information only and is not currently part of Defra's official calculations on water demand targets.)

## Data Digest

### Catchment and River Health dashboard and maps

Last month Defra published its '[Plan for Water – our integrated plan for delivering clean and plentiful water](#)' in which particular focus is given to adopting a catchment-based approach in driving behaviour change and reducing water demand. To support this MOSL released new Catchment-based maps and a dashboard:

- [The Catchment and River Health map](#) provides a view of catchments and water company boundaries coloured according to the catchment's ecological status
- [The Catchment dashboard](#) shows non-household SPIDs and their water consumption by each catchment and ecological status. It also shows water consumption by wholesaler and retailer
- [The Water Body Meter map](#) provides a view of catchment sub-areas, water bodies and the number of non-household

meters within each water body, alongside catchments and water company boundaries

- A Geographic report is available in trading parties' SharePoint folders providing granular details of the enriched geographic data for the meters they own, including Surface Water Management Catchments (SWMCs) and Water Resource Management Planning (WRMP) region.

Non-household meter points have been linked to [SWMCs](#) based on location, with further data on River Health taken from Defra's plan. These outputs aim to highlight non-household customers' usage in different catchments, which can support retailers with targeting water saving messages to customers. It can also be used to identify opportunities for collaboration with other partners active in their catchment. If you have any questions, please contact us via [My MOSL](#).

## Behind the mailbox: HF Egan

"I'm Heather-Fiona, also known as HF, and I joined MOSL's Communications team in 2019.

A passionate, hands-on communicator with over 20-years' experience, I have worked primarily in the defence and public sectors working with leadership teams on transformational change in complex environments. I developed my skills by climbing the corporate ladder working at BAE Systems, where I progressed from Marketing Assistant in a shipyard in Glasgow to a Senior Communications Manager with a global remit. However, following a near-death experience due to a bout of meningitis whilst pregnant, I wanted more flexible work experience. I also wanted to work on projects I truly cared about, where I could combine my business knowledge with a creative flair to inform strategy and deliver targeted and memorable campaigns and events. Put simply, I wanted to make a difference and for my work to mean something.

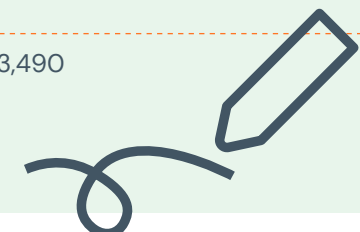
I wanted to work for an ambitious, purposeful organisation that was also inclusive, friendly, and safe. It took me some time, but I found MOSL. I had never thought of working for the water industry, but it was easy to get behind the market and water efficiency themes. Being part of a small team, I can get involved with a wide range of projects across digital and traditional channels.



In recent years I have managed our social media channels, internship programme and business and performance reporting such as the Annual Market Performance Report and Quarterly Report. This month I was promoted to Brand and Sustainability Lead, and I'm really excited about my new role. I'm currently studying for a MBA in Brand Management and leading on a refresh of our brand. I also led on MOSL's first Sustainability Plan, which was published in March. It focuses on practicing what you preach and working collaboratively, and I now have the chance to deliver what it promises – something that has purpose and meaning. If you have any feedback or want to get involved in any of the activities outlined in our plan, please email me at [hf.egan@mosl.co.uk](mailto:hf.egan@mosl.co.uk)."

### CMOS stats May 2023

Number of High Volume Interface (HVI) transactions submitted	571,777
Number of Medium Volume Interface (MVI) transactions submitted	153,588
Number of Low Volume Interface (LVI) transactions submitted	41,946
Total transactions submitted by trading parties	767,311 – 49% decrease from April 2023
CMOS Notifications sent (.M)	1,593,862
Number of active users in CMOS (GUI)	4,391
Maximum number of concurrent users	470
Unplanned outages	0
Number of Unplanned Settlement Runs (USRs)	58
Number of Market Dataset (MDS) reports generated	13,490



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## MOSL on the Move

From industry events to trading party visits, here's where you can find MOSL:



Left to right: Michele Marshall-Jackson, Head of Customer Operations at Water Plus, Ricardo Wissmann-Alves, Jane Downing, Echo Managed Services, Mark Whittall, Market Process Improvement Lead at Water Plus, Asanka Perera, Dan Proctor, Senior Analyst in Market Operations at Water Plus, Michael Floyd at United Utilities. Image credit: Water Plus

### 13 June: Operations and Release Working Group (ORWG)

Last week MOSL visited the Water Plus offices for the first face-to-face ORWG meeting in more than three years. Ricardo Wissmann-Alves, Head of IT Operations and Asanka Perera, Senior IT Support Analyst were joined by Water Plus colleagues and wholesaler representatives from United Utilities and South Staffs Water (more trading parties also joined the meeting online).

Michele Marshall-Jackson, Head of Customer Operations, who manages the relationship between wholesalers and MOSL at Water Plus, said: "We were delighted to welcome colleagues from MOSL and wholesaler representatives to our offices. While the regular ORWG meetings work well online, there is added value from face-to-face conversations and being in the same room. We look forward to further opportunities to collaborate in this way to continue all our work together to help customers and streamline approaches and interactions in our industry."

### 20 June: Future of Utilities Summit

Sarah McMath spoke at the Future of Utilities Summit in London, talking about the work MOSL is doing to improve business customer outcomes and how engaging with non-household customers on water efficiency is essential in the context of our water scarcity challenges. Find out more about the conference [here](#).

### 21 June: In-person User Forum

Our June User Forum was held yesterday in London. By holding the forum in-person we wanted to give trading parties, specifically Contract Managers,

the opportunity to hear more about MOSL's key improvement programmes directly from members of our Senior Leadership Team, who are sponsors of this work. There were also opportunities to discuss, raise questions and workshop topics throughout the day to understand the impact of programme deliverables to operational teams. A recording will be made available via the webpage shortly.

### 22 June: Self-supply Users Forum

MOSL will also be attending and speaking at Waterscan's Self-Supply Users Forum in London. Sarah McMath will be providing updates on the Strategic Metering Review and how it is supporting water efficiency opportunities in the market and wider industry. She will also be providing an update on the Market Improvement Fund and the opportunities for self-supply members to get involved in bidding for project funding.

### 22 June: British Water Skills Gap Conference

Angela Day, MOSL's Head of People, Risk and Compliance, will be speaking at the Addressing the Skills Gap Conference 2023 (Part 1) at Cranfield University. Attendees will take part in a variety of discussions with people from within the water industry and adjacent sectors to explore what more can be done to make our sector one that attracts and retains talented people. Angela is hosting a panel of experts discussing the importance of inclusion and how the water sector can be seen as a career of choice to people in the communities that we serve.



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## News in Brief: Bitesized news from MOSL

### MOSL gives feedback on Customer Protection Code of Practice

The Customer Protection Code of Practice (CPCoP) sets out the minimum standards that all retailers must comply with in their dealings with non-household customers and has only been subject to incremental improvements since the market opened. In our response we set out our view that the CPCoP should be proportionate and

must align with the ongoing work MOSL is leading on the Market Performance Framework (MPF) Reform. Our response can be found [here](#).

If you have any questions on our response please email [comms@mosl.co.uk](mailto:comms@mosl.co.uk).

### Holistic Dashboard changes

At the May Market Performance Committee (MPC) meeting, members agreed that from next month the complaints and Retailer Measure of Experience (R-MeX) metrics will be removed from the performance escalation framework triggers. These metrics will be kept within the tables for information only but will not influence the rankings within the charts.

Trading parties will likely see movement in rankings due to the removal of these metrics. Previous months' tables will also be affected by the update due to the nature of the calculations. If you have any questions, please contact our Performance team via My MOSL.

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