

Market Focus

News from the
heart of the market



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Welcome to the September 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 John Davies, CIO

Welcome to the September edition of Market Focus.

It is with great pleasure, and a little sadness, that I am introducing this month's edition. As some of you will know, September marks my last month at MOSL, in what has been a fantastic four years.

I still remember attending my first CEO Forum, prior to officially starting at MOSL, and recognising both the scale of the challenges the market faced, but also the enthusiasm across the market to make it succeed and enable customers to benefit.

It has been a privilege to have led a number of programmes that have and continue to deliver improved outcomes for customers. I've seen the data capability of our teams grow and am proud of the insight MOSL provides to the market. I've seen significant progress made in our systems architecture and cyber security. And I've seen the conversations evolve on the needs and benefits of smart metering and data quality. It's easy to forget that all these developments have happened at the same time as we have built back from COVID-19, faced a cost of living and energy crisis and national droughts.



While it's customary for this introduction to highlight key areas of the publication, I would like to use it as an opportunity to thank everyone who I have had the pleasure of working with over the past four years. Your expertise, commitment, and the generosity of your time across our engagement and various working groups has been hugely valuable to our programmes of work and to me personally, as part of my learning in the sector.

As MOSL looks to publish its next three-year strategy, I have no doubt the non-household water market will go from strength to strength. Take care and enjoy this month's Market Focus!

Dates for your diary

25 September: [Disputes Committee 34](#)

2 - 21 October: [Mid-Year Trading Party Survey](#)

4 October: [Technology Advisory Group \(TAG\)](#)

5 October: [Data Cleanse webinar](#)

11 October: [Code Change Committee meeting 20](#)

12 October: [September/October Bilaterals and MPF planning update](#)

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 Market Operator Services Limited (MOSL)

 mosl.water

Strategy development

MOSL is currently reviewing its strategy for 2024–27.

Having defined our purpose and vision in July 2020 and set out our first three-year strategy for 2021–24 we have undertaken work to review the delivery of our current strategy and what our priorities should be for the next three years (from April 2024).

As part of this work, we have proactively engaged with our stakeholders and a number of trading party members across August to get input and feedback on our proposed strategic principles. We have also considered the context in which we are currently operating, including wider water industry challenges – with a clear focus on delivering the best outcomes for customers.

In September we will be running through the strategy with colleagues as part of our annual Away Day – exploring specifically the reasons

for the proposed priorities and their impact on the market.

The finalised strategy, with colleague and stakeholder feedback incorporated, will be shared with the MOSL Board at the end of September for final approval. We will be publishing the strategy in mid-October and talking to it at the in-person User Forum in October and the virtual CEO Forum in November (being held 25 October and 23 November respectively).

The new strategy will inform our regular business planning, which is currently underway for 2024/25. As per the business plan cycle, the plan will be put to trading party consultation in January 2024.

Further information on the strategy work will be included in October's Market Focus once the strategy has been published.

In brief

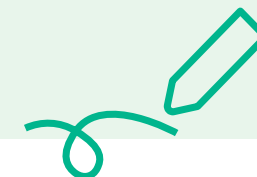
MOSL and IWater: upcoming DEI Conference

MOSL and the Institute of Water (IWater) will be hosting a Diversity, Equality and Inclusion (DEI) Conference on 17 October at CGI's offices in Reading. The theme for this year is: Using our Power and Privilege for an Inclusive Water Sector.

We all have some element of privilege in our lives, whether that relates to ethnicity, gender, class, education, health or housing. Those of us with the most privilege sometimes are not aware of it, or aware of the power that comes along with it. These colleagues can make the most impactful changes, transform

workplace policies, remove systemic issues, and enable people from all backgrounds, especially those from marginalised or underrepresented groups, to truly be themselves and thrive.

We encourage everyone to be involved. We particularly want to see people at the conference who have never engaged with DEI conversations before to explore what can be learnt and applied in our individual and workplace lives. Further information on the event can be found on [IWater's website](#).



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MOSL's Mid-Year Trading Party goes live on 2 October

MOSL's mid-year Trading Party Survey will be issued to Contract Managers next month. The survey will help us understand trading parties' experience in interacting with us through our various services and support how we measure and report against them.



In the [July edition of Market Focus](#), we highlighted some of the feedback we received from our last annual survey (issued in March 2023) and actions we have taken to address issues and progress areas for improvement. This can be found on page six of the publication.

The next mid-year survey will open on 2 October and close at 5pm on 20 October. As previous years it will comprise of seven questions with open text boxes to welcome as much feedback as trading parties would like to provide.

MOSL will review all the responses and publish the findings in November.

As always, we value your feedback and the opportunity to continue to improve the services MOSL provides to the market. We highly encourage you to complete the survey and respond fully. As we develop our next strategy for 2024–27 we will also be looking at how we evolve the survey to better align to our full suite of services.

If you have any suggestions on how we can improve the survey for 2024/25 or questions regarding the current survey, please contact comms@mosl.co.uk.

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Business Customer and Retailer Measure of Experience (BR-MeX) update

Updates on the preparation and research behind the future BR-MeX design.



What is BR-MeX?

The Business Customer and Retailer Measure of Experience (BR-MeX) is a new performance commitment for all companies whose systems are wholly or mainly in England. This measure will reflect the experience of business customers and retailers, as well as other key aspects of wholesaler performance in the market, such as data quality.

MOSL, Ofwat and IFF, the consultant firm chosen to deliver the BR-MeX pilot, will be working with market participants in 2023 and 2024 to design and test the future BR-MeX. The final design will be presented in Ofwat's Final Determinations, due to be published in December 2024.

The change proposal, [CPM052](#) and [CPW140](#), provides further details on the BR-MeX survey.

Where are we now?

In August, IFF concluded the Retailer Measure of Experience (R-MeX) interviews with retailers. The team has now started analysis of the interview responses to see what, if any, changes should be recommended for the BR-MeX survey. At the beginning of September, IFF began the process of recruiting and completing the online interviews on the B-MeX survey, due

to run until early October. As with the R-MeX, the aim of this stage is to collect feedback on what works in the surveys currently and any improvements that could be made. These suggestions will be taken into consideration within the main stage of the BR-MeX pilot. These interviews have taken longer than originally planned; however, the insights gained from them will be key to shaping the BR-MeX.

On 18 August, Ofwat and MOSL held a working group to consider the role of Market Performance Framework metrics in the future BR-MeX. Further details from all working groups and workshops are available on [Ofwat's website](#).

What is next?

Fieldwork to test the B-MeX and R-MeX will continue throughout 2023. Due to the longer time given to the interview stage, the pilot has been pushed to now take place from mid-October, with further follow-up interviews in December and January to test the refined survey questions and explore any additional issues that might arise during the pilot.

If you have any questions please raise them via My MOSL to Performance.

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Appointments of new Board members

MOSL is pleased to announce the appointment of two new Board members.

Following a comprehensive recruitment process, Chris Pond has been appointed as the new Independent Non-Executive Director.

Chris brings a wealth of NED experience and has held senior roles in both the private and public sectors, including Private Secretary to HM Treasury and Minister for Work and Pensions.

Separately, MOSL has led the nominations for the elected Associated Retailer position of the MOSL Board, following the end of Lucy Darch's term on 17 September.

Following the Nominations Meeting held on Friday, 15 September, Anita Adam, Legal and Regulatory Director at Water Plus, was appointed as the new Associated Retailer Non-Executive Director of the MOSL Board.

Chair of the Board, Anne Heal, said "I am delighted to welcome both Chris and Anita to the MOSL Board. I would also like to thank Lucy Darch for her hard work and contribution – her experience and commitment to customers has been an asset over the last three years."

Further information about the appointments is available on the [News page](#) of the MOSL website. The full biographies are available on the [MOSL Board page](#).

The interviews with our new Board members will be featured in next month's edition of Market Focus.

Chris Pond
Independent
Non-Executive Director



Anita Adam
Associated Retailer
Non-Executive Director



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Strategic Metering Review: Pathfinder project enables smart meter reads to be transferred into CMOS

A collaboration between Anglian Water and MOSL has demonstrated how wholesalers can share smart meter data with retailers, which could lead to meter reads being transferred directly into CMOS.

Retailers are currently responsible for reading all water meters and entering the data into CMOS for customer billing and settlement purposes.

However, with smart meters able to transmit data automatically, Anglian Water has been investigating how wholesalers can make the data available to retailers – or even transfer it directly into CMOS.

Anglian Water solved the first challenge in 2021 by developing a process to share smart meter data with retailers either via an Application Programming Interface (API), or by making the data available to download.

The Market Improvement Fund's 'Project AMIDST' (Advanced Metering Infrastructure Data Strategic Transfer) takes this a step

further. Working with retailers Wave Utilities and Everflow Water, Anglian Water has demonstrated how wholesalers can transmit monthly smart meter reads in a standard format using a medium volume interface/API solution for retailers to approve and submit into CMOS.

Everflow's Darren English said: "As a national retailer, we spend approximately 600 hours a year checking and converting the meter read data from different meter read service providers. Removing a large percentage of this means we could drive more contact around water efficiency and leak checks.

"Using the AMIDST process, 97% of the reads went in perfectly. The other 3% went through a quality check, with most passing as a re-read. We expect the first-time success rate to increase, further reducing the time spent quality checking.

"Accurate smart meter reads coming into the market once a month means we can support our customers with accurate bills and less contact, allowing them to get on with running their businesses."

Following its successful launch, this process is now available for other wholesalers and retailers to adopt. The goal, however, is for wholesalers to be able to transfer smart meter reads directly into CMOS without the need for retailer approval, while ensuring retailers can challenge or recall data if necessary.

Thanks to the success of AMIDST, the code changes needed to allow this 'enduring' solution are underway and have been recommended for approval by the Code Change Committee.

Commenting on the project, Michelle Thompson, Continuous Improvement Manager at Anglian Water, said: "Rolling out smart meters isn't just about swapping hardware – a key challenge is how you capture, transmit and store the ever-growing amount of data.

We're delighted to have developed a solution that takes advantage of smart meters' speed and accuracy to benefit retailers, wholesalers, and customers. We very much hope that the AMIDST API will become the industry standard for years to come."

Have your say on the proposed Market Performance Framework

The third consultation on the proposed Market Performance Framework (MPF) is now open. Trading parties have until Friday 20 October to respond and support shaping the model for the future framework.

As part of this consultation, we are asking trading parties' input on four of the key components of the MPF, each of which is available on the MOSL website:

- The nine key **activities** the MPF will focus on
- The proposed **metrics** or key performance indicators (KPIs) to be used to measure performance
- The eight intervention 'tools' that can be used to monitor companies' performance and intervene in the event that companies are missing KPIs
- The revised **governance** arrangements.

MOSL hosted a webinar on Wednesday 6 September to provide more information about the MPF Reform programme – explaining the component parts, and providing a number of worked examples.

All consultation documents and outputs from the webinar, including a recording of the session, are available on the [MOSL website](#).

Commenting on the webinar, Adrian Smith, Communications Lead, said: "We were delighted by the interest in the webinar and the number of important questions that were raised.

We listened to trading parties' feedback on the previous consultations and have worked hard to make this latest stage as clear and simple as possible. We also published each of the four documents well in advance of the consultation, giving trading parties early sight of the proposals.

Following detailed work with members of the Performance Advisory Group (PAG), we are now proposing just nine activities, 21 KPIs and fewer than 10 intervention tools.

The new MPF aims to be more agile than the current framework, allowing it to adapt as the market evolves, while continuing to provide certainty by giving maximum notice of changes.

It is envisaged, for example, that proposed changes to elements such as KPIs, which require code changes, would only take effect in the next Performance period, while more minor changes would only come into effect at the start of the subsequent financial year."

To stay up to date with the programme, you can find upcoming events and consultations on the Calendar on the MOSL website. Alternatively, you can subscribe to our dedicated [MOSL mailing list](#).

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The Bilaterals Transactions Programme launches Phase 8

Phase 8 of the Bilaterals Transactions Programme is due to go live on 27 September.

This phase of the programme will see the introduction of two new processes:

- C4 (Identified Missing Service Components) – which will allow trading parties to request the addition of service components to a supply point. For example if a charging component might have been missed when the supply was set up.
- C7 (Supply Point Address Amendment) – which will allow trading parties to request the verification of address details for a supply point. This process is similar to a C1, which allows parties to request a check on meter details.

As we launch Phase 8, we also look ahead to December. This month, the Code Change Committee approved plans for [Phase 10 \(CPW139d\)](#) of the programme. This phase, due to be implemented on 12 December, pending Ofwat approval, is proposing to standardise and streamline unmetered charge reviews and changes in tariff and implement them into the Bilateral Hub.

Towards the end of September, we will be publishing an initial review of the programme's benefits. This report will be a high-level summary of the benefits delivered from the Bilateral Hub since the initiation of CPW139, which aims to deliver 49 processes to the hub by June 2024. By the end of September, MOSL will also have published a training video to guide training parties through the new changes to the hub.

To stay up to date on these new publications coming out in September, subscribe to our mailing list on the [MOSL website](#).



Please note:

Due to the upcoming go-live date, the monthly planning update has been moved to 12 October. Additionally, due to a clash between the October update and the in-person User Forum on 25 October, that update has been cancelled, the following meeting will take place on 29 November. For more information and the meeting link, visit the [Calendar](#) on the MOSL website.

Data Cleanse Service: MOSL, Sagacity and trading parties complete pilot phase 2

After running a second Data Quality Assessment of premises and address data in CMOS in May 2023, the Data Cleanse Service Working Group (DCSWG) has continued piloting the verification and assurance of potential non-eligible premises.

Data Quality Assessment

Matt Labrum, Programme Lead, says: "Since the first phase of the pilot, there has been a real improvement in data quality. This has been driven by the introduction of the data quality additional performance indicators (APIs), which has resulted in improvements to Unique Property Reference and Valuation Office Agency reference data.

Whilst we're pleased to see that the accuracy of market data is improving, there's still a long way to go to ensure data reaches and maintains the standards needed, particularly CMOS address data quality."

Pilot

The pilot, which started on 5 August and will end around the middle of October, involves sending samples of potential non-eligible (household) premises data for assurance to working group members. This is to test the capability of Sagacity databases to identify household supply points erroneously in CMOS. We are also assessing how wholesalers and retailers work together to reach decisions on the consumption of these non-eligible, and therefore non-market, supply points. We are

also beginning to surface associated challenges or complexities in market processes that may need to be addressed in the future. The pilot has surfaced the potential need for additional flagging in CMOS for types of premises such as mixed use properties, such as pubs or shops with residential flats above.

We are hosting a webinar on Thursday 5 October to provide information to trading parties on the next steps of the assessment service. The next phase will be dependent on the results of the pilot, which will be detailed in the full Data Quality Assessment (DQA) document, due to be published upon completion of the pilot.

Provided that the DQA shows confidence in Sagacity's databases, the next phase will focus on a market-wide assurance test to identify further non-eligible supply points. For more information on the upcoming webinar, visit the [Calendar](#) on the MOSL website.

For more information on the programme, visit the [Data Cleanse Service webpage](#).

If you would like to receive updates on the Data Cleanse Service, please sign up to our dedicated [mailing list](#).

The Strategic Panel

The Strategic Panel delivered two significant outputs this month with the publication of its first Annual Report, published alongside its updated priorities document, and its Open Forum which it hosted in London.

Annual Report and updated priorities document

The Panel published its first ever [Annual Report](#) on 11 September, which set out its deliverables and costs for 2022/23. The report sets out the areas the Panel has sought to drive positive change in the non-household water market and provide strategic direction to its committees and their programmes of work.

Published alongside the Annual Report was the Panel's [updated priorities document](#) determining a more streamlined set of priorities based on feedback from market participants. Also included as part of the publication was a [summary of responses](#) and the [full anonymised](#)

[results](#) from the Panel's first annual survey which it issued in July 2023. Whilst Panel members noted a lower response rate (18 respondents), it was encouraged by the positive feedback, particularly in the Panel being a respected voice in the market and where respondents felt it had made the biggest impact; notably in raising the profile of water efficiency and metering.

The Annual Report also outlined the areas the Panel has sought to influence in 2022/23, stating its overarching priority as PR24 – the first time the non-household market has had the opportunity to fully input to a price review.

The Annual Report, the updated priorities document and survey responses can be found on the [News page](#) of the MOSL website as well as the [Strategic Panel publications page](#).

Open Forum

The Panel hosted a successful Open Forum on 14 September. By its nature, the forum is open to all and Panel members welcome trading parties, stakeholders and customer representative

groups across the market to attend. The event was attended by around 50 people, including senior leaders from Defra, Ofwat and trading party members.

Learn more about the discussions and outputs from the event [on the next page](#).

Wholesaler member recruitment

The nominations window for the wholesaler vacancy closed on 12 September. One nomination was received, details of which can be found on the [Strategic Panel Nominations page](#).

The Panel Nominations Committee met on 19 September to review the application and determine their suitability to progress to interview. Further updates will be provided in next month's Market Focus.

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Strategic Panel Open Forum

Following the publication of the Strategic Panel Annual Report, the Panel held its second annual Open Forum on 14 September.



Panel members presented a number of agenda items including updates on its priorities (as outlined in the [Annual Report](#)), survey feedback and led workshops on the future challenges for the market – looking specifically at Trade Effluent, Developer Services, Open Data, Settlement and Tariffs.

The Panel also welcomed speakers from MOSL to present on metering and the Market Improvement Fund and Shaun Kent from Ofwat, who presented [Ofwat's State of the Market report](#), which was published the same day.

The full agenda and slide pack is available on the [Calendar page of the MOSL website](#).

Rick Hill, Independent Panel member, who Chaired the forum in Trisha McAuley's absence, said: "We were delighted by the level of engagement during the forum. These sessions are critical to us as a Panel to really listen to the issues that are causing the most frustration to market participants and of course, their customers.

What was really positive to hear is that in some areas, the conversations have moved on.

Metering, for example, we are no longer talking about why we need smart meters and trying to influence that debate, instead we are focused on when non-household customers will get them, at what pace and how we get the most benefit out of the data from them.

However, as these conversations progress, new issues are raised. For me, the most pressing issues for us to consider as a Panel as we look to our medium term (and our flourishing market roadmap) are tariffs and settlement and how we remove the complexity and drive consistency in approaches at a national level. The Panel has a job to do to take that away and examine the role we can play in supporting and driving strategic direction for the market in these two areas.

I'd like to thank all trading parties and stakeholders who gave up their time to attend and be part of these valuable discussions."

Although the session was not recorded, a summary document is available on the [Calendar page](#) and [Strategic Panel publications page](#). If you have any questions about the Open Forum, please email panel.secretariat@mosl.co.uk.

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Corner
News, insights, views

Updates from the Retailer Wholesaler Group (RWG) Co-Chair, Mike Rathbone:



The RWG would like to welcome James Lancaster, Pricing and Tariffs Analyst at Thames Water, as the new Chair to the RWG Tariff sub-group. We're sure that you'll all make James feel welcome in his new role and will support the work of the group going forward, as many of you have up to this point. If you'd like to know more about the Tariff sub-group or its work, please reach out to James and he'll be happy to help with any questions you might have.

On a continuing theme of RWG recruitment, we are still looking for a Deputy Chair of the RWG for wholesalers. If you'd like to know more or would like to volunteer, please email michael.rathbone@severntrent.co.uk.

In other news, Ray and I were invited to the Strategic Panel

Open Forum to represent the RWG in the discussions about the direction of the market and the role that the RWG and the expertise of all of its members can play within it. We were pleased to see conversations focused on the challenges of tariffs and settlement and how the Panel can support in these areas.

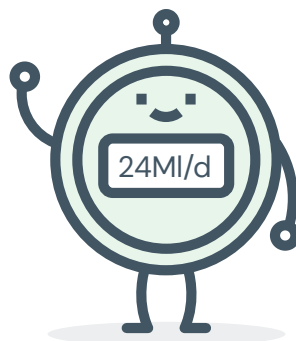
The RWG Settlement sub-group is making excellent progress towards its initial objectives and is close to being in a position to issue a consultation to gather some wider views on the proposal. Please keep an eye out for the consultation and respond if you're able; the more input the RWG has, the more complete the proposed solution is likely to be.

Monthly Market Stat

The numbers game

Of the 18,675 (81%) of English schools MOSL has matched to CMOS data, 8,490 schools (45% of the matched schools) have a 'litres per pupil usage' higher than the 'average litres per pupil benchmark'. If these over-consuming schools reduced their per pupil usage to meet the average, it would result in water saving of 24 megalitres per day (MI/d) which equates to 8,714MI/year, almost 10% of the required 9% non-household (NHH) reduction of 90kMI/year by 2038.

Non-household customers are diverse and have different challenges within which they are operating. The issue of concrete school buildings has made headline news this month as pupils return after the



summer break. This highlights some of the wider investment challenges of maintaining site buildings that are specific to schools. Segmenting NHH customers will enable the market to better understand sector-specific challenges and develop tailored and targeted messaging and solutions that will have more chance of resonating with customers.

Furthermore, segmenting the market by customers would allow the water industry to take a more strategic, data-led approach to NHH demand reduction by identifying which sectors offer the most saving potential, and so are the best to target for interventions.

Source: CMOS data, enriched with schools' data from Department of Education pilot to understand school sector and benefits of sector-specific water usage benchmarking by pupil. Benchmark and consumption data as of July 2023 can be viewed on the [Schools Benchmarking dashboard](#).

CMOS stats August 2023

Number of High Volume Interface (HVI) transactions submitted	540,171
Number of Medium Volume Interface (MVI) transactions submitted	164,684
Number of Low Volume Interface (LVI) transactions submitted	40,925
Total transactions submitted	745,780 – 2% increase from July 2023
CMOS Notifications sent	1,637,533
Number of active users in CMOS (GUI)	4,495
Maximum number of concurrent users	475
Unplanned outages	1
Number of Unplanned Settlement Runs (USRs)	61
Number of Market Dataset (MDS) reports generated	15,576



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Making changes

Your change proposal update

Implemented Changes

- [Clarification of read definitions \(CPW141a\)](#)
– This change clarifies the definitions of ‘visual’ and ‘remote’ meter read methods so that the outputs from smart meters and add-on devices can be formally accepted in the market codes. This change was implemented on 25 August.

Ofwat Decisions

- [Bilateral Hub – Verifications \(CPW139b\)](#)
– This phase of the Bilateral Transactions Programme proposes to standardise and streamline the C4 (Identified Missing Service Components) and C7 (Supply Point Address Amendment) processes and implement them into the Bilateral Hub. Ofwat approved this change on 24 August for implementation on 27 September 2023.
- [Interim Supply: Customer Data Provisions \(CPW137\)](#) – This change seeks to improve the availability of customer data to a retailer acting as an interim supplier in the Interim Supply Allocation process. It will mandate

the monthly submission by retailers of specific customer data items to MOSL, assisting an interim supplier in setting up a customer’s account for billing. Ofwat approved this change on 25 August for implementation on 27 October.

Code Change Committee

On 13 September, the Code Change Committee approved the change plan for:

- [CMOS Data Escrow \(CPM055\)](#) – This change seeks to update the code requirements for backing up central market data from physical to cloud-based in line with current practice. The committee considered this change low materiality and delegated MOSL to make a recommendation directly to Ofwat.
- [MPS18 & 19 clarification \(CPW147\)](#) – This change seeks to confirm how successful and failed meter reads are accounted for MPS 18 and MPS 19. This will clarify the incentive to provide regular meter reads on all meters and therefore provide customers with accurate bills. It will also confirm

how multiple reads in the same month are treated which is more likely as remote or smart metering is installed. As this change is confirming current arrangements the committee decided a consultation was not required and it would recommend the change to Ofwat in October.

- [Wholesaler Smart Reads \(CPW142\)](#) – This change seeks to make wholesalers responsible for reading Advanced Metering Infrastructure (AMI) smart meters. Following input from the Metering Committee the Code Change Committee amended its plan for this change. The change will now be consulted on in October and the Code Change Committee will make its recommendation in the new year with implementation planned for December 2024.>>>



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- Deductions and withholdings under Dispute Process (CPM054 – CPW145) – This change seeks to bring the deductions and withholdings currently allowed by the Business Terms under the formal Disputes Process. The Code Change Committee reviewed and confirmed its existing plan for this change. The committee agreed a consultation would not be required to inform its recommendation as it would be unlikely to provide an accurate and complete baseline of amounts currently deducted or withheld.

The Code Change Committee recommended Ofwat approve the implementation of the following changes:

- Change Process Improvements (CPM053–CPW146) – This change seeks to implement improvements to the code change process arising from the Code Change Committee’s review. The committee hopes to implement these improvements following its December 2023 meeting provided approval is received from Ofwat by 18 November 2023. Changes raised after implementation will be subject to the new acceptance criteria.
- MPF Incremental Improvements (CPW144) – This change seeks to incentivise use of

the Bilateral Hub to resolve meter reading issues and suspends or removes certain Market Performance Charges where they charge unaccountable parties. It will be implemented 18 December 2023 if Ofwat approval is received by 18 November 2023.

- Bilateral Hub – Assessments (CPW139d) – This phase of the Bilateral Transactions Programme is proposing to standardise and streamline unmetered charge reviews and changes in tariffs and implement them into the Bilateral Hub. This change will be implemented 12 December 2023 if Ofwat approval is received by 10 November 2023.

Consultations

- Wholesaler Smart Reads (CPW142) – Where an Advanced Metering Infrastructure (AMI) smart meter is installed at a premises, the relevant wholesaler will be responsible for submitting settlement affecting meter reads into CMOS. This consultation is expected to run 2 – 20 October 2023.

In brief

MOSL’s response to Ofwat’s Water Efficiency Fund

MOSL has responded to Ofwat’s first consultation on its Water Efficiency Fund as part of PR24.

We welcome the Water Efficiency Fund as a means of driving a substantial reduction in water demand across the country.

In our response document we highlight the need for the non-household market and its customers to be considered equally in water efficiency opportunities – including investment and proposed solutions.

Our full response document can be found on the MOSL website. If you have any comments or questions on our response, please email comms@mosl.co.uk.



Behind the mailbox: Flo Monea

Hello everyone! I am Florentina Monea, but people call me Flo (it's a lot shorter and easier to remember). I am a Market Design Analyst and I joined MOSL in May 2020.

I studied International Business Management at Solent University in Southampton and as part of my coursework I was able to join the Operations department of Utilita Energy. This was the start of my journey within the utilities sector. I developed a strong interest in this sector as I got to understand the amount of work needed to ensure an undisturbed supply of electricity and gas for each household and business site.

In May 2020, I joined MOSL's Market Development team as

a Market Design Analyst. This is where my journey in the water world started, and each day I got more and more interested. My day-to-day work revolves around different change proposals. The variety of changes we process allows me to improve my knowledge of different areas of the market. My current priority is progressing Wholesaler Smart Meter Reads (CPW142). Working on this change allows me to analyse and test my knowledge from different perspectives, such as governance and operational. My time at MOSL has allowed me to not only get involved in projects and changes, but also to interact and collaborate with market experts.

Since starting at MOSL, I have been able to focus on becoming my 'best self'. MOSL has supported me in completing a



business analysis course and, most recently, in gaining my Managing Successful Programmes (MSP) qualification. If I were to pick what I love the most about MOSL and about being a MOSLer, it would be the organisation's culture. The ease of coming to work and going about your day knowing you are making a difference, with constant support from all levels of management, makes this a great place to work.

MOSL mailing lists

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MOSL on the Move

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



British Water's 'Women on Water' Conference

MOSL's CEO, Sarah McMath, will be speaking at the 'Women on Water' Conference on 28 September, hosted by British Water. As a member of the Board for the Women's Utilities Network (WUN) and with 28 years of experience in the water industry, Sarah has a strong understanding of the challenges women in the water industry face today. The conference will take place in London between 3pm and 7pm, find out more on the [British Water website](#).

Elexon Career's Week

On 4 October, MOSL CEO, Sarah McMath, will be sharing her career journey at Elexon's first Career's Week. The aim of the week is to provide Elexon's 230 colleagues with information, webinars and talks to encourage them to think about their career paths in the utilities sector and beyond.

Sarah will be talking about how her career developed from studying microbiology to becoming CEO of MOSL before opening to questions and discussion.

Find out more about Elexon by visiting [their website](#).

September User Forum

The September User Forum took place on 13 September. At the virtual event, MOSL provided updates on the Strategic Metering Review, the Market Improvement Fund, and an overview of code change updates. We also heard from Syndiso Bango-Dube, Head of Market Development at Waterscan, who discussed trade effluent (TE) and challenges we face managing TE as a market.

To find out more about the discussions from the event, you can view the slide pack and watch the meeting recording on the [Calendar event](#).

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