

Market Focus **January 2023**

MOQL

Market Focus

News from the
heart of the market



Upfront | New and Notable | Improvement Programmes | Industry Speaks | In Every Issue

Welcome to the January 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.

03 **Upfront**

An introduction from our CIO, Simon Powell
Dates for your diary

04 **New and Notable**

MOSL publishes 2024-27 Business Plan
MOSL's response to government consultation on smarter regulation
Summary of non-household commitments in revised draft WRMPs
Retailers invited to sign up to Transfer Read Dispute Charter
Market Improvement Fund project updates
The evolution of My MOSL

09 **Improvement Programmes**

Bilateral Transactions Programme
Market Performance Framework Reform
Data Assurance Service
Strategic Metering Review

13 **Industry Speaks**

Strategic Panel updates
RWG Corner

15 **In Every Issue**

Monthly Market Stat
CMOS stats
Change updates
Behind the Mailbox - Meet Rhiannon Morgan
MOSL on the Move



Upfront | New and Notable | Improvement Programmes | Industry Speaks | In Every Issue

A message from Simon Powell, MOSL's CIO

Welcome to January's edition of Market Focus!



I am excited to be introducing our first publication of 2024 as the new Chief Information Officer (CIO) of MOSL.

I joined MOSL at the beginning of December, just in time for the successful rehost of the Central Market Operating System (CMOS) to Microsoft Azure. The rehost marks a significant milestone in MOSL's technology roadmap.

It provides cost savings and opportunities to further leverage cloud technology to make our systems more agile, secure and future-proof. I look forward to sharing more of this work in the coming months – keep an eye out for the CMOS 'special feature' in next month's publication.

It's a busy time for the water industry, particularly with PR24 plans in development, consultations underway, and a number of programmes of work requiring trading party input and collaboration.

Last week, we published our [2024-27 Business Plan](#) setting out our priorities for the upcoming year and total expenditure. We are consulting on the draft plan until 29 January and want to hear from you. It's important that our plan delivers value for our members and ultimately their customers, so please do respond to the consultation. You can find out more on [page 4](#).

This month, we also provide useful updates on Market Improvement Fund projects, an overview of our response to the government's smarter regulation consultation as well as the usual updates on our key improvement programmes.

Dates for your diary

30 January: [Webinar: Introduction to the new code change process \(CPM053 & CPW146\)](#)

5 February: [Strategic Panel](#)

7 February: [Disputes Committee](#)

13 February: [Code Change Committee](#)

14 February: [User Forum](#)

20 February: [Metering Committee](#)

I hope you enjoy reading this month's edition of Market Focus and I look forward to meeting you and your teams in the coming months.

Here's to a successful 2024 for the market!

Upfront | **New and Notable** | Improvement Programmes | Industry Speaks | In Every Issue

MOSL's 2024-27 Business Plan

On 15 January, MOSL published its 2024-27 Business Plan for consultation, the first plan informed by our new three-year strategy.

The plan continues to be built around our core service delivery and improvement programmes, setting out how we will 'perform as market operator and transform the market we operate'.

Our proposed 2024/25 budget is £13,740k. Of this, £13,640k will be funded through market operator (MO) charges and £100k from reserves. A further £550k of spend is proposed for the Data Assurance Service (formerly named the Data Cleanse Service), funded by wholesalers only.

Our priority for 2024/25 is to complete the design and build of the new Market Performance Framework (MPF) – following substantial progress made this financial year. Work will focus on the detailed design and implementation of the reformed MPF across five phases, with a view to go live in April 2025. This work will be closely coordinated with the development of enhanced Bilaterals reporting

and data quality assurance scorecards, both of which will be essential to the effectiveness of the future framework.

The plan sets out five key improvement programmes, all of which are a continuation of work already underway. These include:

- Market Performance Framework Reform
- Strategic Metering Review
- Data Assurance Service
- Modernisation of Market Systems
- Bilateral Transactions Programme.

In publishing the plan, MOSL CEO, Sarah McMath said: "This is an ambitious plan in terms of what we are seeking to deliver. Getting the Market Performance Framework Reform delivered is our priority and is dependent on a number of other programmes of work we have outlined.

While our plan shows an increase of 12% – driven, in part, by inflationary pressures – we believe our budget for 2024/25 is the required level of investment needed for us to deliver programmes of work to improve the operation of the market now and in the longer term."



The consultation will run from 15 January to 29 January. Trading parties are asked to respond to the consultation via the online form.

You can find out more and read the full plan by visiting the News page of our website. If you have any questions on the plan or consultation, please email comms@mosl.co.uk.

MOSL's response to government consultation on smarter regulation

MOSL has submitted a response to the UK Government's consultation that is looking at changes to "strengthen" regulation in the water, energy and telecoms sectors.

Our response focuses on several elements directly relevant to the business water retail market. We agree that the ability to change the Wholesale Retail Code (WRC) for uncontentious and non-substantive changes should be delegated from Ofwat. This would streamline decision-making and free up Ofwat's expertise and resources to focus on fewer, more substantive changes.

We also believe that the consultation requirements in the Water Industry Act for WRC changes could be removed as there is not a need to consult every time given the amount of time and effort involved, even when changes are uncontentious or non-substantive.

We welcomed government consulting on the potential for Ofwat to have the power to allocate a water retailer if the incumbent retailer becomes insolvent, but highlighted we see this as a backstop measure that should only be used if no retailers volunteer to step in to take on the customers within a reasonable period. If these changes are taken forward, it is important they complement the changes Ofwat has recently consulted on to create a mechanism for an interim retailer to recover the costs of stepping in to take on customers.

The Strategic Panel and Code Change Committee endorsed the key points in the response around code changes. The Strategic Panel also endorsed the key point around interim supply. The response can be found [here](#).


If you have any questions or comments, please email comms@mosl.co.uk.

In brief

MOSL publishes summary of non-household commitments in revised draft WRMPs

MOSL has published a summary of its interpretation of the non-household smart metering, water efficiency and demand reduction commitments in the revised draft Water Resources Management Plans (WRMPs). This follows the joint MOSL and [Strategic Panel open letter](#) published in December.

The summary highlights a number of positive changes from previous drafts in some plans, but also highlights areas where we believe more action is needed to align plans with the



['here and now' water security challenges](#) we face as a country.

In light of the helpful feedback received we have added additional narrative on our interpretations and clarified the water efficiency commitments is a qualitative assessment.

The summary can be found [here](#).

If you have any comments or questions please email comms@mosl.co.uk.

Retailers invited to sign up to Transfer Read Dispute Charter

The Metering Committee has published a new dispute process in the form of a Charter, which aims to manage disputed meter readings when customers change retailer.



When a customer switches retailer, the incoming retailer is responsible for ensuring the customer's meter is read and updated in the central system, CMOS. In most cases the retailer will arrange for the meter to be visited, while others invite the customer to submit a meter reading.

In some instances, retailers may have to use an estimated meter reading for the transfer read. However, this should be a last resort as it can lead to read disputes, for which there is currently no standard process to resolve them.

The Metering Committee took on this challenge as one of its 'Quick Start' projects.

Following research to understand retailers' existing approach, the Committee has introduced stricter reasons in the codes for using an estimated reading and is strengthening the relevant code document ([CSD 0102](#)).

The project team also reviewed MOSL's 2023 audit work and the findings on transfer reads, reviewed the Market Performance Standard

(MPS) 16 and measured the success of code change [CPW078: Priority Performance Regime Changes for April 2020](#).

Following retailer feedback on the existing processes, a [Transfer Read Dispute Charter](#) has been developed.

Claire Stanness, Project Sponsor from Wave Utilities, said: "One of the most important factors affecting a customer's experience when switching is the accuracy of the bill, so it's in everyone's interest to minimise transfer read disputes and make sure they're resolved quickly if they do occur.

Rather than introduce a code obligation, we are introducing a voluntary Charter, which we invite all retailers to adopt and display on their websites to show their commitment to following best practice in this important area."

The Charter is available to download on [the MOSL website](#).

Market Improvement Fund (MIF): Project updates

Project AMIDST publishes final report

The team behind the Market Improvement Fund Project 'Advanced Metering Infrastructure Data Strategic Transfer' (AMIDST) has published the final report for its initiative.

The project, led by Anglian Water in collaboration with MOSL, aims to investigate how meter readings from smart meters, using an Advanced Metering Infrastructure (AMI), can be automatically entered into the Central Market Operating System (CMOS). The project created an online pathfinder platform that allows wholesalers to directly share available AMI meter readings in a standard format.

The final report showcases the findings of the interim solution, which involved testing an Application Programme Interface (API) for the Medium Volume Interface (MVI) with two retailers.

It is hoped that the recommendations in the final report will be used in the decision making for [CPW142: Wholesaler Smart Meter Reads](#), which will change the responsibility for meter reading to the wholesaler where a smart water meter is installed, and enable one reading per month to be transferred into CMOS without requiring retailer approval. The intention is that the pathfinder platform will be used by all wholesalers to provide consistency in the approach.

You can download the final report and summary from the [project webpage](#) and listen to the latest update from Michelle Thompson, Continuous Improvement Manager at Anglian Water, at the [November User Forum](#) (at timestamp 01:02:25). You can also find out more information on the progress of the project on page 8 of [September's Market Focus](#).

MIF's Project Discovery

Project Discovery, being led by Artesia and sponsored by Anglian Water, showcased its initiative at the [January 2024 User Forum](#) (recording [here](#), at 19:43).

The team provided a demonstration of a consumption benchmarking tool, which would allow customers to be categorised using industry classification and size. They also provided a summary of the report findings and lessons learnt from

the case studies that supported the project.

The final report will be published by the end of January. We will provide more information in the March edition of Market Focus.

Remember, you can [sign up](#) to receive emails on the Market Improvement Fund to be notified of project milestones and publications.



Upfront | **New and Notable** | Improvement Programmes | Industry Speaks | In Every Issue

Developing My MOSL as a central 'self-serve' platform

In May 2022, MOSL introduced My MOSL to simplify the platforms through which trading parties access our various services and created a 'single front door' into MOSL through our website.

My MOSL has seen a lot of improvements over the last two years:

May 2022: We migrated the Unplanned Settlement Runs (USRs) process from Kissflow. This sought to streamline the raising of USRs.

September 2022: We migrated the Medium Volume Interface (MVI) from the MO Portal for trading parties to access it via single sign-on.

December 2022: Following significant work on the requirements, and taking on board feedback from MOSL colleagues and trading parties, we launched the General Queries process. This functionality provides greater visibility and

management of all queries raised to MOSL teams. It also provides clear Service Level Agreements (SLAs) for resolving queries and the option to escalate if not resolved within the SLA.

In December, we also developed a 'pre-dispute' query type, allowing trading parties to contact MOSL regarding potential disputes with a view to resolve them before raising a formal dispute.

January 2023: We launched the Gap Site Opt in/Opt out process, enabling retailers to be allocated gap sites (supply points identified as eligible but are not in the market).

April 2023: We migrated the Operational Performance Standards Data Upload from the MO Portal to My MOSL.

May 2023: We introduced market charts from the MO Portal to the new 'My Charts' section.

June 2023: We developed new functionality to enable Contract Managers to view all tickets raised by their organisation and respond and/or update tickets directly.

July 2023: We developed the User Admin functionality to enable Contract Managers to manage their own users within My MOSL by inviting and removing users and managing roles assigned to existing users.

August 2023: We launched the Self-Supply Sold Sites process enabling self-supply retailers to submit a request to relinquish supply points at premises no longer covered under their licence restrictions.

November 2023: We developed My Files, to support the Data Assurance Service (formerly Data Cleanse Service) activities, providing the ability for MOSL to share data files via a central location through single sign-on.

December 2023: We launched the Late Payments process to My MOSL, providing a consistent approach for wholesalers to submit notifications of Late Payments, making this process less resource intensive for trading parties and MOSL's operational teams.

To help trading parties make the most of My MOSL, we have created a series of training videos and guidance documents. Further information is available in the [Contract Manager guidance](#).

We would like to thank members for their support in developing these processes so far. In the coming months, we will be developing additional functionality to allow users to suggest improvements or raise bugs/defects directly through My MOSL. If you have any feedback in the meantime, please email comms@mosl.co.uk.

Upfront | New and Notable | **Improvement Programmes** | Industry Speaks | In Every Issue

Bilateral Transactions Programme: The end to the G4 process is in sight

Following the successful launch of Phases 9 and 10 in December, almost all OPS processes are now live in the Bilateral hub: all but one.

The G4 process (Trade Effluent Monitoring) will be removed from the code documents as part of the Phase 11 (CPW139e) code implementation on 13 March.

At the end of December, we proposed an approach to Ofwat to ease the transition away from self-reporting. Ofwat has shown support of the following:

- Wholesalers should stop self-reporting on processes that are reported on via the hub. In March, Phase 11 of the programme will look to remove G4, at which point, no new Operational

Performance Standards (OPS) processes should be self-reported.

- Wholesalers should resolve any ongoing OPS processes in their legacy systems by the end of March.
- If there are any outstanding OPS processes in legacy systems at the end of March, wholesalers should re-raise these processes via the Bilateral hub.

Ofwat's support of this approach means that self-reporting will cease from 1 April 2024.

This is another step forward in making the Bilateral hub a one-stop shop for trading parties: a centralised system for facilitating communication between wholesalers and retailers.

If you have any questions about these changes, or the programme in general, please get in touch via [My MOSL](#).

In brief

MOSL welcomes Cliff Kamara to the MOSL Board

On 1 January 2024 we welcomed Cliff Kamara to the MOSL Board as an Independent Non-Executive Director. You can find out more about his appointment on the [MOSL website](#).

Cliff will attend the Digital and Data Committee (DDC) as a member before being appointed Chair from 1 March 2024. He will also sit on the Remuneration Committee.

In welcoming Cliff, we would also like to thank Simon Orebi Gann,

who will be retiring at the end of his second term on the MOSL Board. Simon has been an integral part of MOSL's growth and evolution over the last six years and we would like to thank him for his expertise and insight, particularly as Chair of the DDC. Simon will formally step down at the end of February.

Cliff Kamara, new Independent Non-Executive Director on the MOSL Board



Upfront | New and Notable | **Improvement Programmes** | Industry Speaks | In Every Issue

MPF Reform: **Help shape the future of the non-household market**

Reforming the Market Performance Framework (MPF) is one of the biggest changes since the market opened in 2017.

The programme will determine which market activities are monitored, the metrics that are measured against and what happens when companies aren't achieving their targets.

Trading party input is essential to ensure the changes result in a simpler, more powerful framework that works for retailers, wholesalers and – most importantly – customers. We've had an excellent response to MPF consultations so far and our monthly Contract Manager planning updates are well-attended.

But what if you want to be more involved, or involved earlier in the process? How do you make sure you've had your say on the things that matter most to your organisation?

The answer is to attend the relevant Performance Advisory Group (PAG) meetings.

The PAG, which meets fortnightly, has a dozen core members representing retailers and wholesalers, as well as representatives from CCW and Ofwat. PAG members help develop and challenge different elements of the MPF before they are shared more widely, often through a series of detailed workshops.

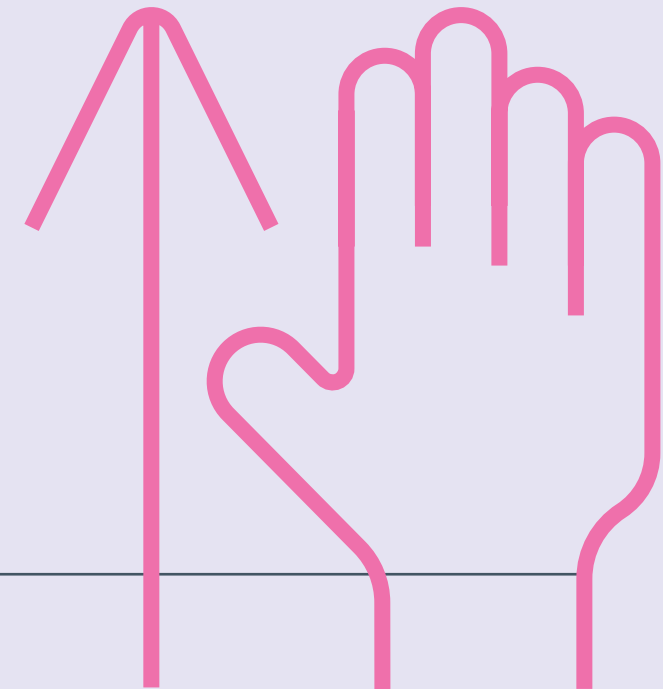
There is always room for additional trading parties to join the PAG as a guest, whether you wish to contribute or simply see how the group works.

Chris Dawson, Market Design Lead at MOSL and Chair of the PAG, said: "Members of the PAG are providing invaluable input and it's great to have such knowledge and expertise around the table. Although there are many different perspectives being represented, it is a very supportive group, and everyone is putting the needs of the market and customers first.

From February, we will be looking at the market tools in more detail over a series of two or three PAG meetings, plus potential workshops. If you would like to join us or would like advice

on how and when to contribute on the topics you'd like to discuss, please get in touch."

The team can be contacted at mpfreform@mosl.co.uk.



Upfront | New and Notable | **Improvement Programmes** | Industry Speaks | In Every Issue

Data Assurance Service: Market makes progress on assuring non-eligible premises

Trading parties have begun assuring premises deemed ineligible for the non-household market, as part of the Data Assurance Service (formally referred to as Data Cleanse Service).

On 22 November, trading parties were given access to their CMOS data, grouped as assurance levels 1, 2 or 3. Whilst trading parties have access to the entirety of their data, they are only required to review the Level 1 supply points (those highly likely to be ineligible for the market) within 12 months. For more information on the process, please see the [process specification document](#).

12 trading parties made progress on their reviews, with 74% of the supply points reviewed, jointly being approved as ineligible, 12% requiring discussion

between trading parties, and 14% being assured as eligible for the market (for reasons such as mixed-use, holiday lets, farms etc.) Throughout the year, we will continue to track progress as well as monitor post-review activities, such as de-registration timelines and any challenges trading parties encounter.

High-level market progress is now available via a dashboard on the MOSL website and will be updated monthly – please note you will need to be logged in to the website (trading parties only) to view the dashboard. Individual trading party progress is available in My Files areas on [My MOSL](#).

Pilot

The Address and Premises Assurance Review pilot has now begun. This is the third deliverable for the first year of the programme and focuses on ‘quick win’ premises data chunks (the process of breaking down large amounts of data into smaller, more manageable pieces) also known as ‘data buckets’, that will benefit wholesalers and the market in improving data quality.

This deliverable is split into five pilot activities, each activity focusing on one data bucket. The first activity involves wholesaler working group members testing the criteria that aims to identify and potentially rectify incorrect, missing, or unverified data within the bucket of: Unique Property Reference Numbers (UPRNs); Valuation Office Agency (VOA); and address data.

The results will determine whether an ongoing assurance service can locate and correct data in these fields. We will publish the results of the pilot at the end of Quarter 4.

Strategic Metering Review: Why quality matters when rolling out smart meter systems

In last month's Market Focus we argued that there is no such thing as a 'smart meter' and that a meter can only be part of a smart water system. We speak to Martin Hall, Programme Lead for the Strategic Metering Review, again this month to find out more.

"For a traditional or automatic meter reader (AMR) meter to become part of a smart water system, it needs to have a battery-powered communication device added on to transmit the meter reading. Lots of meters have devices added on by the wholesaler, retailer or even the customer – from loggers that monitor consumption or 'limpet' devices that can 'read' a traditional meter's register.

The growing number of add-on devices is likely to create new challenges. We know from experience that the quality and reliability of the devices will vary, as will the quality of installations.

With traditional or even AMR meters, the current situation is relatively straightforward: a meter is either read or it isn't. The concept

of smart metering may sound simple – automatically transferring a meter reading back via a network – but in practice things are likely to get more complicated.

Instead of a meter not being read, we may see instances where a device isn't reading the meter's register correctly, or meters that are only transmitting intermittently. The worst-case scenario is that customers receive large, incorrect bills, which could worry customers and undermine trust in the new smart meter systems. Rubbish data is worse than no data at all!

So, is the answer to standardise everything? Not necessarily. Smart energy metering systems adhere to very strict technical and hardware standards and even these can produce errors.

With so many solutions in the market, water companies, retailers, third parties and customers need to be able to choose technologies that are right for them. The important thing is to make sure they are gaining

appropriate evidence and assurance on the accuracy, quality and long-term reliability of the data generated by smart metering in every aspect of the rollout, from procurement to installation and life-time operation – and not just focusing on cost.

Ultimately the success of smart metering will be judged in terms of the benefits it delivers to customers, but only if the customer remains confident in the performance of water smart metering."

In the coming weeks, MOSL will be publishing the National Metering Strategy for the non-household market, on behalf of the Strategic Panel. The strategy is an evolution of the [Interim Metering Strategy](#) published last April and will set out recommendations for the market to transition effectively to smart metering. The work is being led by PA Consulting with support from MOSL and the Metering Committee. We will provide a comprehensive overview of the strategy in Market Focus following its publication.

Upfront | New and Notable | Improvement Programmes | **Industry Speaks** | In Every Issue

The Strategic Panel updates

Updates from the most senior industry group in the non-household market.

Strategic Panel recruitment

On 19 January, the Panel Nominations Committee (PNC) interviewed candidates for the two retailer vacancies on the Strategic Panel. The PNC subsequently met on 22 January to deliberate on the outcome of the interviews and agreed that the following two candidates have been successful in securing the roles of Retailer Panel Members:

- Johanna Dow from Business Stream
- James Cleave from Everflow.

Johanna will start her two-year term on the Panel from 1 March. James, who is a current Panel member, will begin his two-year re-appointment also from 1 March.

As confirmed by the PNC at its meeting on 27 November 2023, the wholesaler position on Strategic Panel was filled by the sole nominee, Andrew Beaver, from Northumbrian Water. Andrew is a current Panel member and will also begin his two-year re-appointment from 1 March.

The PNC would like to thank trading parties for submitting nominations for these vacancies.

Code Change Committee recruitment

The Code Change Committee (CCC) Nomination

Committee interviewed shortlisted candidates in January for the one wholesaler and two retailer roles where the current terms of office end in February 2024. The recommendation from the CCC Nomination Committee is to be considered by the Strategic Panel for approval, with a decision expected to be published in early February.

Disputes Committee recruitment

The Disputes Committee (DC) Nomination Panel met on 8 January to review the five nominations received for the ten trading party member vacancies that will arise when the terms of office of existing members end in March. All candidates met the criteria to progress to the interview stage.

While it is expected that a further push for nominations will be undertaken, the Strategic Panel will also consider amendments to the DC's Terms of Reference to ensure it is able to function in the absence of sufficient standing members. The DC reviewed and endorsed these proposed amendments at its January meeting.

Further details regarding all nominations can be found on [the MOSL website](#).

Letter on the Tariff Reform in the non-household retail market

In December, the Panel issued a letter to wholesaler CEOs regarding the Tariff Reform.

The letter set out the current tariff complexities and the work of the Retailer Wholesaler Group (RWG) – including a request for commitment to implement the recommendations in the two Good Practice Guides and the latest consultation on the options for harmonising volumetric charges. The letter also asked about any non-household tariff trials considered and/or implemented by each wholesaler.

The Strategic Panel would like to thank wholesaler CEOs for their responses and for confirming their support to the overarching points in the letter.

The next Panel meeting...

The Strategic Panel will next meet in London on 5 February. Find the agenda on [the MOSL website](#).

Upfront | New and Notable | Improvement Programmes | **Industry Speaks** | In Every Issue

RWG | **Corner** News, insights, views

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

Happy New Year to everyone from the RWG – it’s already shaping up to be an interesting and active year for the market’s biggest cooperative working group and I look forward to seeing you all soon.

Towards the end of 2023, the Water Efficiency sub-group’s Workplan and Roadmap was published on the [RWG page of the MOSL website.](#)

Work is beginning to restart the RWG Eligibility sub-group, which has been dormant for a short while. If you are already a member, look out for an email soon inviting you to the next session. If you haven’t attended before but would like to join, please email me at michael.rathbone@severntrent.co.uk.

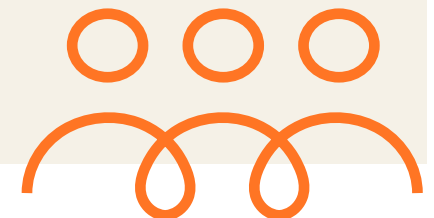
The Code Change Committee has approved for recommendation the code change to allow MOSL to support industry groups, such as the RWG. The RWG supported this change, which is now with Ofwat for approval. I would like to thank Fallon Wilkinson and Ray Porter for leading on the change proposal.

A new year is a great time to get involved in the group or role you’ve been interested in. We still have opportunities within the RWG, so if you’d like to get involved, please reach out to me or Ray to discuss your interest.

Reminder...

The next face-to-face RWG meeting is on 8 February in London.

If you haven’t already booked your place, there is still time to do so; please email harriet.george@mosl.co.uk to let her know you’d like to attend. Representatives from all trading parties are welcome.



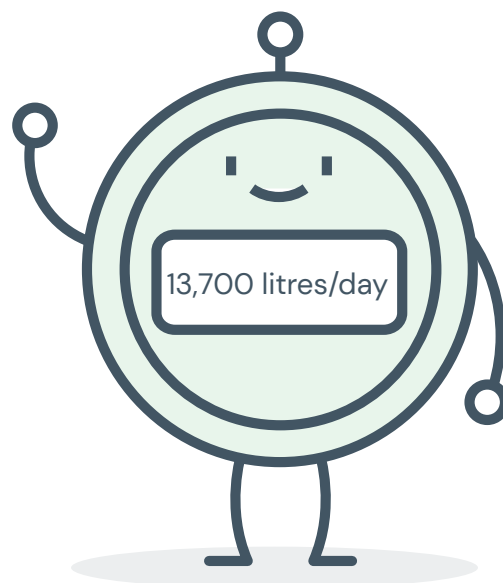
Monthly Market Stat

The numbers game

Supply points using over 13,700 litres per day (5MI/year) make up 1.6% of supply points in the market and consume 59% of the water but pay only 52% of the overall wholesaler settlement charge for water.

This 7% difference represents an overall saving for this top consuming segment of £7.8 million per month.

The difference is part due to bulk tariffs, which charge lower unit costs for water at higher consuming sites. Historically developed by water companies to reflect the lower economic cost of supplying larger consuming customers, these tariffs which reward and potentially incentivise increased water use, may

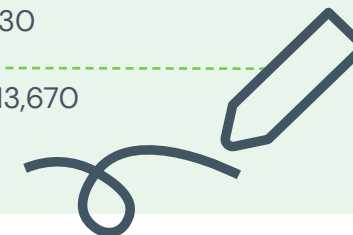


now need to be reviewed to consider the wider environmental cost of abstracting water from water scarce areas.

Source: MOSL, using best standard average 18-month view of wholesaler settlement data, Jan 2024.

CMOS stats December 2023

Number of High Volume Interface (HVI) transactions submitted	413,691
Number of Medium Volume Interface (MVI) transactions submitted	199,374
Number of Low Volume Interface (LVI) transactions submitted	30,891
Total transactions submitted by trading parties	643,956 – 20% decrease from November 2023
CMOS Notifications sent	1,485,948
Number of active users in CMOS (GUI)	4,535
Maximum number of concurrent users	407
Unplanned outages	0
Number of Unplanned Settlement Runs (USRs)	30
Number of Market Dataset (MDS) reports generated	13,670





Making changes

Your change proposal update

New Changes

- Market Performance Framework Reform (CPM058 & CPW149) – As the market operator, MOSL decided this change meets the initial acceptance criteria and presented it to the Code Change Committee on 11 January. The Committee agreed to accept CPM058 & CPW149 into the change process. This change seeks to amend the market codes as part of the programme to reform the Market Performance Framework (MPF). The change has been proposed by MOSL and is part of the Strategic Panel's 'Get the Incentives Right' priority area of work.
- Governance of Incentive Scheme Guidance Documents (PIP186) – As market operator, MOSL decided this change meets the initial acceptance criteria and will present it to the Code Change Committee once its progression has been planned. This change seeks to amend how guidance on incentive schemes is reviewed and the need to obtain Ofwat approval when updating incentive scheme information.

Consultations

- Transfer Read Notifications for Outgoing Retailers (CPW148) – This change seeks to amend central systems so that when a customer transfers from one retailer to another, both retailers are notified if a transfer meter read is changed. CPW148 is being consulted on between 8 and 26 January.
- Premises Vacant Transaction Link to DPID (CPW085) – This change, implemented on 29 November 2022, introduced validation into CMOS to prohibit a premises' occupancy changing to vacant if it has an active trade effluent discharge point ID (DPID) or a new DPID being created if a premises is vacant. It also introduced service levels for wholesalers to terminate trade effluent consents (process G6) so that premises with active DPIDs can be changed promptly to vacant occupancy. MOSL will request information on parties' experience of this change between 29 January and 16 February.
- Settling of Post RF Primary Charges (CPW126) – This change, implemented on 26 August 2022, amended restrictions on wholesalers

invoicing positive amounts to retailers after the final settlement run (RF). Wholesalers can now invoice retailers up to 28 months following the RF settlement run if the retailer has received the correct charge from the customer. MOSL will request information on parties' experience of this change between 12 February and 1 March.

Recommendations

- At the Code Change Committee meeting on 11 January, the committee recommended to Ofwat that Resource Support to Industry Groups (CPM056) be implemented. This change seeks to relax restrictions on MOSL providing resources to industry groups, such as the Retailer Wholesaler Group, for work to improve customer outcomes. If Ofwat approves this change by 11 March, it will be implemented on 4 April.

Change updates continue on the next page. >>>

Upfront | New and Notable | Improvement Programmes | Industry Speaks | In Every Issue



Making changes (continued.)

Your change proposal update

Implemented Changes

The following changes were implemented on 18 December 2023:

- [Change Process Improvements \(CPM053 & CPW146\)](#) – This change improves the code change process to make it more flexible and easier to propose changes whilst prioritising impactful change. The new process applies to all new code change proposals, whilst existing changes will continue to follow the old process. A webinar to explain how the new change process works will be held at [11am on 30 January](#).
- [Market Performance Framework Interim Improvements \(CPW144\)](#) – This change removed or suspended performance charges and reporting associated with certain Market Performance Standards (MPS) which failed to ensure appropriate accountability. Changes to performance and reporting came into effect on 1 January and will be reflected in the [Market Charts](#) from 22 February, and [Holistic Dashboards](#) from 4 March.

Ofwat Decisions

- On 9 January, Ofwat published its decision to approve [CMOS Data Escrow \(CPM055\)](#). This change will remove the obligation for MOSL to place a copy of CMOS data in escrow each month and align the market codes with MOSL's current arrangements for real-time replication and backup of CMOS data. This change will be implemented on 16 February.
- On 11 January Ofwat published its decision to approve [Bilateral Hub Phase 11 – Miscellaneous \(CPW139e\)](#). This change introduces miscellaneous enquiries into the Bilateral hub and will be implemented on 13 March.

MOSL mailing lists

Receive the updates you're interested in by keeping your email preferences up to date. Subscribe [here](#), and update your preferences at any time by selecting 'update subscription preferences' at the bottom of any email you receive from us.



Upfront | New and Notable | Improvement Programmes | Industry Speaks | **In Every Issue**

Behind the mailbox: Rhiannon Morgan

Hi, I'm Rhiannon! As one of the faces behind Market Focus, it's my privilege to be the first MOSLer 'behind the mailbox' you meet in 2024!



I joined MOSL in 2022 as a summer intern in the Comms Team. Since then, I've learnt a heck of a lot about MOSL and the market, from the Strategic Panel to a little thing called 'Bilaterals'.

Following my internship, I was offered a part-time role while I completed my final year at the University of Southampton studying German and Spanish. While part-time, I supported on the launch of our Instagram channel (@mosl.water) in January 2023.

Since September, I have been working full-time as a Communications Executive, running our social media channels, producing Market Focus editions, and supporting on various projects and programmes such as the Bilateral Transactions Programme.

Alongside my day-to-day work, I'm part of MOSL's Green Team and Young Persons' Cohort, drawing on both my passion for sustainable practices and for supporting the development of fellow Gen-Z colleagues.

There's so much more I have to learn about the market as it flourishes and changes, facing growing challenges in water security. Two years ago, I'd never heard of MOSL and today I feel so lucky to say that MOSL has been my first place of work as I enter into my career.



Join the conversation!

Follow us on social media

 Market Operator Services Limited (MOSL)

 @MOSL_

 @mosl.water

MOSL on the Move

From industry events to trading party visits, here's where we've been this month and where you can find MOSLers coming up.



Photo: CEO Forum on 18 January, credit: Pam Nash, CandC Holdings

CEO Forum

We would like to thank everyone who joined us for MOSL's in-person CEO Forum, which took place on Thursday 18 January.

The annual event welcomed senior leaders from across the market and wider industry with speakers from Defra, Ofwat, CCW as well as a number of trading party members. Editor of the Water Report, Karma Loveday also chaired a panel session with panellists including MOSL's CEO, Sarah McMath, Deputy Director of Water at Defra, Martin Woolhead, Interim CEO of CCW, Mike Keil, and Senior Director at Ofwat, Shaun Kent. The panel explored the question 'what has to change to deliver a flourishing market?'

We also led two workshops seeking input from market participants on 'the transition to smart metering' and 'managing planned and unplanned events'. We will be publishing a summary of the discussions and sharing more information in next month's Market Focus. The agenda and slide pack is available on the [Calendar page of the MOSL website](#).

January User Forum

MOSL hosted its monthly User Forum virtually this month on 17 January. Thank you to all those who joined the call and to guest speakers Stephen McIntosh, Mike Swallow, and the team behind the Market Improvement Fund's Project Discovery. As usual, the recording of the meeting will be available on our website shortly.

The February User Forum will be held online on [14 February](#). Subscribe to our [mailing list](#) for all User Forum updates and outputs.

Want this document in a more accessible format?
Email us at
comms@mosl.co.uk.