

The Bilateral Transactions Programme overview video transcript

The Bilateral Transactions Programme - MOSL is making the non-household water market easier to do business in, working with retailers and wholesalers to improve bilateral transactions.

What is a bilateral transaction? There are many things that retailers do for the customer on their own, or 'unilaterally'. When retailers and wholesalers need to work together, this is a two-way 'bilateral' relationship. A transaction is simply an interaction between retailers and wholesalers, such as a service request. These can be by form, email or IT 'portal'.

Let's look at the process to fix a meter.

1. A problem is identified
2. The retailer asks the wholesaler to look into it.
3. The wholesaler visits the meter and fixes it and the customer is happy.

In reality, the process is more complicated. The retailer first needs to identify the customer's wholesaler, then the wholesaler's preferred method of communication. Once an appointment time is agreed, the wholesaler visits the customer's premises to inspect the meter, and confirms the problem or fix to the retailer. The retailer informs the customer. Hopefully, the meter has been fixed and the customer is happy.

Even simple tasks can involve lots of bilateral transactions.

[Animation showing a counter increasing to 18 as the number of days to resolve the transaction increases to 22]

Things get much more complicated for customers with sites in multiple wholesaler regions. The retailer needs to work with potentially dozens of wholesalers, each with:

- Different methods of communication
- Different IT systems
- Different processes

All of which can affect the speed, quality and reliability of service customers receive.

A central bilateral transactions 'hub' will hold information about the status of each process. Instead of lots of different processes, retailers, wholesalers and MOSL will all use the hub.

The hub will help provide faster, more reliable processes, and improved data quality, saving time, cost and resource, which will benefit wholesalers and retailers, but most importantly, customers.

MOSL is working closely with retailers and wholesalers operating in the non-household market to develop the bilateral transactions hub.

Find out more about the programme or sign up to receive regular updates at www.mosl.co.uk/bilaterals.