

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 Steve Formoy, Finance Director

Welcome to June's edition of Market Focus. It's not a coincidence that I'm introducing this month's edition. As Finance Director of MOSL, June marks our annual reporting period – when we close the door on one year and begin thinking ahead to our next business plan.

It may seem surprising that our business planning starts at the beginning of summer, but it's important that we have a clear line of sight to how our programmes of work will progress into future years and give that clarity to trading parties.

Our Annual Report and Financial Statements is just part of how we do this. It gives a clear overview of what we've delivered across the last financial year in terms of our core services, improvement programmes and our expenditure. In this year's report, which we published on 3 June, we also give a reflection of what we've achieved in the delivery of our first three-year



strategy for 2021–24. As someone who joined MOSL just before this strategy was developed, it's been fantastic to see MOSL grow into a mature market operator with people and data at its heart. You can read more about the report on [page 4](#). As a reminder, trading parties will be asked to adopt the Annual Report and Financial Statements at the Annual General Meeting (AGM) on 22 July. More information to follow.

Also, in this edition we talk through proposed changes to MOSL's membership. Some of you may remember we set out some suggested changes via a consultation in August 2022. As we didn't receive consensus at the time to progress the work, we took some time to

Dates for your diary

26 June: [Market Performance Committee](#)

27 June: [In-person User Forum](#)

11 July: [Data and Digital Committee](#)

16 July: [Metering Committee](#)

17 July: [Strategic Panel](#)

consider different options. These are presented on [page 6](#) and are currently out for further consultation. We believe these changes reflect how the market has evolved and adopt best practice in terms of market governance. As these changes have a direct impact on trading parties, we encourage you all to respond. Contract Managers can also raise any concerns they may have with their Senior Engagement colleagues at MOSL. We look forward to hearing your feedback.

What's more, there is all the usual great content including improvement programme updates and the announcement of RWG Award winners. Well done to all the winners, including MOSL's very own "unsung heroes" Liz D'Arcy and Lisa-Ann Lott. Find out more on [page 15](#). Happy reading!

MOSL publishes Annual Report for 2023/24

On 3 June, MOSL published its Annual Report and Financial Statements for the year ending 31 March 2024.

As previous years, the report is divided into three sections: core services, improvement programmes and financial statements – setting out how we have delivered and our total expenditure for the year.

For 2023/24, we have maintained a strong level of service with 18 of our 20 KPIs performing at or above target levels. We have also delivered 98% of our business plan commitments, with all major milestones achieved. This year's report also provides a reflection on our first three-year strategy (which ran to 31 March 2024) and what we have delivered under our previous strategic priorities. Notable improvements since 2021 include:

- Trading party satisfaction scores have increased from 3.8 to 4.0
- Market Operator (MO) charges have reduced by 11% in real terms.

Our 2023/24 budget was £12,150k, covering operating and capital expenditures. Actual spend in the year was £11,811k, 2.8% below budget. Savings made in the year related to lower-than-expected levels of market-

related code change; lower delivery costs on improvement programmes, driven in part, by using internal rather than third-party resources; and savings on Panel and Committee costs.

In publishing the report, MOSL CEO, Sarah McMath said: "I believe this report is representative of the mature and confident market operator we set out to be three years ago and how far we have come on this journey. Not only does this maturity provide the framework to support our colleagues and their development, but it also enables us to be a reliable and robust market operator in the face of market and wider sector challenges."

You can find out more and read the full report on our [News page](#). If you have any questions, please email comms@mosl.co.uk.



MOSL publishes last quarterly report for financial year

At the end of May, MOSL published its Quarterly Report for the final quarter of 2023/24. The report features an overview of performance against our key performance indicators (KPIs) and improvement programmes for Q4.



The KPI report shows 19 KPIs at or above target and just two outside of target, demonstrating MOSL's continued strong performance in the delivery of its core services.

At the end of the financial year 2023/24, the report shows all programme milestones have been met, with an overall completion of business plan commitments at 98%. This 2% discrepancy consists of smaller programme tasks, which are not reported as part of the milestones set out in our business plan and quarterly reporting, but are used to calculate programme progress.

Key deliverables this quarter include:

- Strategic Metering Review: MOSL worked with the Strategic Panel to publish the first National Metering Strategy for the non-household market. The strategy aims to support wholesalers roll

out smart metering as efficiently as possible by providing guidance and identifying areas that will benefit from greater coordination or a common approach.

- Bilateral Transactions Programme: We successfully delivered Phase 11 (CPW139e) into the Bilateral hub. This phase introduced the M1 (Miscellaneous) process which encompasses 13 previously existing processes. Merging these into the M1 process provides a simpler and more efficient solution to raise them through the hub.

- Market Performance Framework (MPF) Reform: MOSL developed the code change CPW144 which supports the introduction of incremental improvements to the MPF. The introduction of these changes lays the foundation for a phased implementation of the reformed MPF and enables

benefits to be delivered for trading parties in advance of the new framework being finalised in spring 2025.

All of our quarterly performance reports can be found on our Quarterly Reports webpage. If you have any comments or questions, please email comms@mosl.co.uk.

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MOSL seeks feedback on membership changes

MOSL is seeking feedback on changes to its current membership structures.

Firstly, code change [MAC & MOSL Articles Duplication \(CPM059\)](#), will look to remove duplication from the Market Arrangements Code (MAC) where this overlaps with MOSL's Articles of Association (AoA) and the provisions related to membership, voting and the appointment of directors. These provisions will be deleted from the MAC, which will instead simply cross-reference to our AoA.

We will also be seeking feedback from trading parties on modernising the AoA. This will include the proposal to remove and update the outdated distinction between associated and unassociated retailers, to align with the Strategic Panel and its Committees. It also includes changes to voting arrangements and the appointment of industry directors to the MOSL Board.

The modernisation of the AoA will be presented as a proposed Special Resolution at MOSL's Annual General Meeting (AGM) on 22 July. It will contain the following five changes:

1. Combining the retailer category: This change looks to merge all retailers into one membership category, removing the obsolete categories of associated and unassociated retailers, aligned to wider market changes.

2. Industry directors: In line with the first change, this change looks to having four industry directors on the MOSL Board, two wholesalers and two retailers, rather than the current one wholesaler, one associated retailer and one unassociated retailer.

3. Selection process: This change recommends that industry directors continue to be nominated by members, however, rather than members voting on their preferred candidate, all nominees would go through a selection process. This process would be led by a Board sub-committee, with at least one wholesaler and retailer Board member on the interview panel. This seeks to align with the Strategic Panel and Code Change Committee selection process.

4. Member voting: MOSL holds an annual vote for members to approve its business plan and budget. It also requires an annual vote to reappoint the statutory auditors and to receive the Annual Report and Financial

Statements. This change looks to change the quorum to require a minimum of 50% of all members (across both membership categories) to vote. Additional protection will be in place so that a vote is only carried provided 50% or more of both the wholesalers and the retailers vote in favour, or 75% for the business plan and budget.

5. Regular review: This resolution looks to introduce a formal requirement under the AoA to consult on and review the membership structure at least every three years, considering any changes in membership numbers.

The [consultation can be accessed here](#) and runs until Monday 1 July. You can also read the [corresponding consultation document here](#).

We encourage all trading parties to give feedback on the potential changes in the consultation as it will have a direct impact on them.

If you have any questions or would like further information on the proposed changes, please contact company.secretary@mosl.co.uk.

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How the General Election effects MOSL

We have assessed the impact of the 4 July election on our business plan delivery and our wider commitment to the market.

While there are restrictions on what Defra, Ofwat and CCW can publish or say during the pre-election period, we do not envisage a material impact on the delivery of our key programmes of work.

Due to the election, PR24 draft

determinations will now be published on 11 July (previously 12 June). We will review the draft determinations once they are published and are working on options to ensure market participants are fully sighted on the key relevant proposals.

We will also monitor party manifestos and any water specific policies that may impact the market. Any risks will be incorporated and mitigated through our Corporate Risk Register. MOSL CEO, Sarah McMath, will be providing a brief overview of MOSL preparedness at the upcoming in-person User Forum.

In brief: the market welcomes two new entrants



Last month we welcomed two new entrants into the non-household market.

One Business Water is a retailer who entered the market on 13 May. It is currently going through the reassurance process due to a delay between completing its Market Entry Assurance (MEA) and being granted a licence, coupled with additional staff needing to be trained.

Advanced Water Infrastructure Networks Limited (AWIN) joined the market on 14 May as a New Appointment and Variation (NAV), with Castle Water eventually taking on its retail responsibilities. AWIN is part of the Advanced Utilities Network Group.

For the full list of MOSL members, please visit the [member page](#) of our website.

MOSL mailing lists

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Market Improvement Fund: Project No Flow

Last month, Wave Utilities published the final report from “Project No Flow” which sheds light on meters that are in use, but not recording consumption (known as “non-consuming” meters), and their impact on the non-household market and its customers. We spoke to Claire Stanness, Wave’s Metering Operations Manager, to find out more.



The aim of the project was to provide the market with real-world evidence on zero consuming meters – did the project achieve its aims?

“Yes, it did. We were able to establish a lot of data which has helped us provide the market with suggested actions for wholesalers and retailers.”

Why is conducting this type of research study so important to the understanding of the state of water meters in the market?

“[It is] so important to the market because it affects everyone involved – wholesalers, retailers and most importantly, the customer. Highlighting the issue and potential solutions allows the market to improve and to make sure meter replacement programmes, especially as we move towards smart metering, are being considered.”

From the sample, you determined that a large proportion of the meters were unreadable due to being highly degraded – what impact does this have?

“It has settlement impacts; an impact on retailer profit margins; wholesalers are not able to report on correct water usage as this is unreported water; and, finally, the customer is not billed correctly, which leads to

complaints and a poor customer experience. The environmental impact is big too, as we could be missing leaks when the meter is not recording.”

You highlighted several recommendations and areas for future industry projects – which one would make the biggest impact?

“A meter asset management programme for meters that reach five years – we need to make sure they are working correctly.”

Has Wave made any changes to its own processes because of the project?

“Yes, we have dedicated reports now that allow us to pick up non-consuming meters so we can raise the relevant bilateral form, but we are also having discussions with our customers too.”

What are the next steps?

“The report has been referred to in the [National Metering Strategy](#) and I am working as part of the Metering Committee on some Quick Start Projects to bring some of the recommendations forward.”

You can [read the report here](#) and find out more on other Market Improvement Fund projects on their respective [project pages](#).

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Market Improvement Fund: Project Pinpoint publishes final report following successful trial

The team behind the Market Improvement Fund Project Pinpoint has published its final report.

The project, led by Wheatley Solutions and sponsored by Bristol Water, trialled a hub which makes it easier for wholesaler operation desks to access meter asset, location and consumption data before dispatching an engineer to complete the assigned bilateral task. The hub is supported by a dedicated app to help the engineer locate the meter, allow inaccurate data to be corrected and other useful information to be collected and shared with retailers in near real-time.

Key functions and benefits of the Pinpoint hub are:

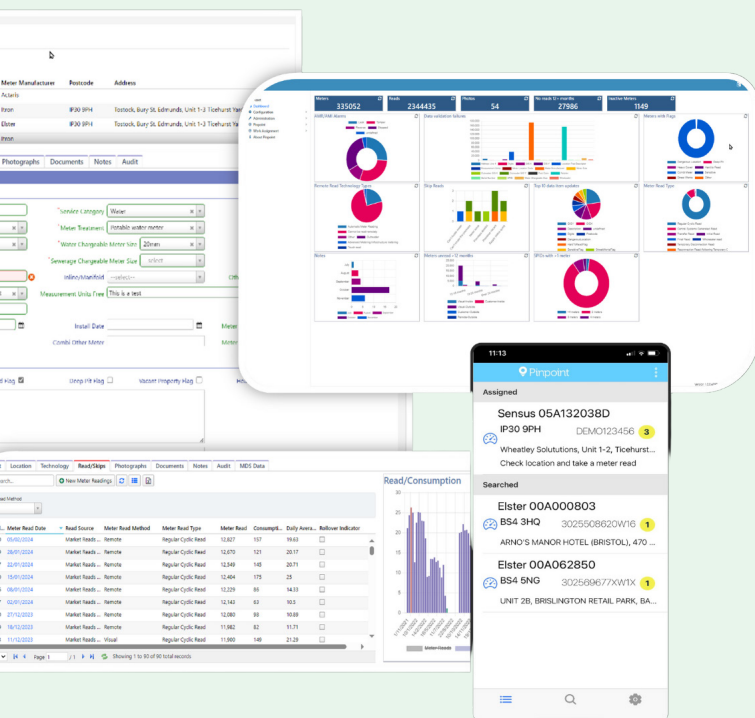
- Validation processes that can identify potential errors and omissions of the asset (e.g. manufacturer or serial number) or location data
- An interface that makes these errors easy to identify and correct
- A dashboard providing additional insights, such as meters for investigation
- The inclusion of non-market data items, such as health and safety concerns or flags that show the difficulty in accessing meters

- Ability to receive and handle all reads from all meter types to provide consumption information.

The trial also included the option to use Blicker AI, a tool that could obtain a meter read from a photograph. Overall, the trial demonstrated interesting results regarding the quality of meter data in the market. For example, on input of the trial market data shared into the Pinpoint hub, the spelling and format of the Meter Manufacturer was auto-corrected to allow 99% of meter records to pass validation for this data item – without this only 54% of the data would have passed validation.

It is important to note that for the purposes of this project, the hub had no API integration with CMOS and wholesalers had to manually enter any changes to meter data into CMOS.

Discussions are now underway about its potential future use. You can download the final report and summary from the project page [here](#).



MPF Reform: Market Performance Framework reaches milestone and prepares for consultation

Work to reform the Market Performance Framework achieved a milestone this month, with Ofwat's approval of the framework's governance structures.

The [MPF Reform](#) is being delivered in five parts, of which Governance was the first. The next part, which considers non-financial metrics, has been recommended for approval by the Code Change Committee and is awaiting consideration by Ofwat.

Meanwhile, MOSL is gearing up to publish the next consultation, which will focus on the design of financial tools.

Consultations with trading parties and other stakeholders such as CCW have played a key part in the process to reform the MPF, helping move from the widest possible scope to increasingly specific proposals.

The first consultation in October 2023 considered all potential risks and activities. This was narrowed down to a 'longlist' of

approximately 40 activities and 100 metrics in consultation two.

The third consultation, in September 2023, set out the MPF Model, consisting of:

- 9 focus activities
- 21 metrics (Key Performance Indicators)
- 8 financial tools and four levels of governance.

Following positive feedback on consultation three, MOSL has been working closely with trading parties on the Performance Advisory Group (PAG) and Code Advisory Group (CAG) to consider the detailed design of each programme phase.

The fourth consultation, which is due to begin on 8 July, will focus on the design of the MPF's financial tools. The consultation will outline:

- The proposed success criteria on which the proposed changes will be judged
- The principles that will be used to design the financial tools and performance standards
- Which financial tool is most appropriate for each MPF metric.

It should be noted that the consultation will focus on determining the design of the financial tools. The final value of charges and performance standards associated with each metric will be determined in autumn.

MOSL will be issuing a series of pre-consultation documents, each of which will go into more detail on the points above. The first document, which explains more about the consultation and sets the context, was issued on Monday 17 June followed by another release today, 24 June, on the financial tools and performance standards. The final release takes place on 1 July.

All documents will be [available in the MPF Reform area](#) of the MOSL website. Following this consultation, we will be publishing responses to comments raised to provide clarity to trading parties around feedback that has been taken forward and feedback that has been considered but will not form part of the future design. This information will be published on our website.

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

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Bilateral Transactions Programme: Events processes coming to the hub

Phase 12 of the Bilateral Transactions Programme (CPW139) is due to go live into the hub on 25 June, with all the implemented processes available from 26 June.

This release will see the introduction of the J2 'Accredited entities' and the E1 'Events' processes into the hub. The J2 process will streamline retailers' requests for hiring a third party 'accredited entity' to provide a service for a customer (under the condition a wholesaler has given permission to do so in their Wholesale Contract). The E1 process will allow wholesalers to notify retailers of any high-priority unplanned events, where a retailer may need to act (e.g. notifying a customer of a water outage).

These new processes aim to

improve the communications between wholesalers and retailers when managing unplanned events, particularly where there is an impact to business customer operations.

This release delivers what was set out in MOSL's 2021-24 Business Plan. The future phases – Phases 13-15 – consist of additional enhancements supported and driven by trading parties, which MOSL is able to deliver across 2023/24, as the programme is running ahead of schedule and within budget. This includes enhancements to the hub functionality and reporting, based on input and feedback from trading parties.

If you have any questions on this release, please raise them via My MOSL.

Single Sign On introduced to Bilateral Hub

MOSL has introduced Single Sign On (SSO) functionality to the Bilateral hub.

This functionality marks the final delivery of the Channel Management programme set out in MOSL's 2021-24 Business Plan. The programme will transition to BAU as we seek continuous improvement to My MOSL as one of our core market systems.

As of 11 June, existing CMOS account credentials can no longer be used to sign in to the Bilateral hub. Trading parties must now use their own account details (organisation email) to log on via SSO. We have sent communications to Contract Managers with information about how to

give access and guidance around the SSO process. The feature can be turned on for users via the 'User Admin' service in My MOSL. This is the only way to give users access to the hub, allowing trading parties to manage their own access, without having to raise a request to MOSL.

The integration of SSO will improve the user experience, meaning trading parties no longer need to switch browsers and/or accounts. It also gives full control to trading parties to manage and maintain who has access to the hub.

If you have any questions, please raise an IT Support request in My MOSL.

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Data Assurance Service: VOA integration delivers benefits

At the end of May, MOSL published the results of the Data Quality Audit (DQA), which included integration of the Valuation Office Agency (VOA) dataset.

The VOA integration was successful and has demonstrated improvements in address matching for eligibility. This includes a 4% increase in the billable address quality, a 9% increase in the 'exact' address matching and a 2% reduction in unmatched addresses. In total, 86% of the assurance levels for eligibility remain unchanged (i.e. Level 1, 2 and 3).

Of the 14% (approximately 12,700 supply points) that have moved, 12% of this movement is a result of the VOA integration, as a result of more accurate address matching, and 2% is a variable change based on continuous standard changes to external datasets and CMOS data. As we communicated to trading parties, we anticipate that there will always be small movements in the volumes as external datasets and CMOS data is updated. To support the communication of the DQA, we

have also provided a [guidance document](#) and useful [Glossary of Terms](#) for frequently used programme terminology.

Since April, we are delighted to have seen an increase in wholesalers and retailers working jointly to assure supply points and a 5% increase in approval rates. We encourage trading parties to continue this strong progress and to raise any concerns they may have to the MOSL team.

We have also undertaken the first two pilot tests for Phase 2, premises and address data, with the programme working group. These pilots will continue until the end of August and feedback from working group members will be fed into each iteration before its launched to the wider market in September. We realise the next phase also requires a lot of work by wholesalers during a particularly busy period, but you can find out more about the benefits in the Business Stream case study [on the next page](#).

The working group is also gathering and reviewing the requirements for Phase 3, customer data, which will move into pilot

activity in September. You can find out more about the Data Assurance programme, by [visiting the webpage](#). Matt Labrum, Programme Lead, will also be presenting and running a workshop on eligibility at the in-person User Forum on 27 June. Find out more and [read the agenda here](#).



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Data Assurance Service: Trading party case study

As work on the Data Assurance Programme continues, we asked one trading party member to share their experience of the programme so far. We spoke to Trevor Nelson, Regulation and Compliance Manager at Business Stream and member of the working group (as well as retailer member of the Market Performance Committee) to share his reflections:



“The importance of good-quality data in CMOS cannot be overstated. Trading parties rely on accurate market data to provide great service and improved outcomes for customers. Therefore, Business Stream has always been supportive of the Data Assurance Service.

It felt natural that the first phase focused on eligibility to ensure the market is correctly sized and retailers only bill non-household customers. Business Stream has been working in collaboration with wholesalers during the pilot and in business as usual to identify supply points that require deregistration. Having this market-led focus has meant coordination that we would not have seen if trading parties cleansed data independently. It has also given wholesalers and retailers access to databases they might not have accessed before, along with the expertise of a market-leading data insights consultancy. Like most trading parties, we have prioritised the Level 1 supply points, many of which did require deregistration. Our experience is that customers have successfully moved from one market to another with minimal impact.

The Data Assurance Service Working Group has allowed Business Stream to engage with wholesalers and MOSL on this vital part of the market. We have been able to put forward our rationale while listening and responding to the

views of others. Being involved in the pilots also meant we could help shape the enduring solution and be prepared for the business-as-usual phase.

Although there are significant benefits derived from the eligibility work, we are confident the next phase of the programme focusing on the address and premises data will see the greatest wins. Certainty of the supply point address and Unique Property Reference Number (UPRN) and Valuation Office Agency (VOA) references will allow the teams to trace occupiers, read previously unread meters, improve bill accuracy, and provide enhanced customer service levels. It won't come without input from us. As the supply point data is being cleansed, we will see an increase in transactions, engagement with wholesalers and discussions with our customers but this will yield improved outcomes for customers as well as confidence in the accuracy of CMOS data.”

Trevor will be retiring at the end of August. On behalf of MOSL, we would like to thank him for his dedication and contribution to the market over the last 7+ years. Trevor has been an integral part of driving market improvement and has offered his expertise and time to numerous industry groups. We wish you a very happy and well deserved retirement, Trevor!

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Strategic Metering Review: Wholesaler RFI to help determine how to share data from smart metering

Following the Strategic Panel's publication of its [National Metering Strategy](#) and findings from independent research, MOSL and the Metering Committee are now considering how the data from smart metering could be shared.



Photo: Chris Dawson

To inform the process, MOSL has issued a [request for information \(RFI\)](#) for wholesalers to understand how they are currently sharing data with retailers, or intend to do so.

The RFI, which closes at the end of June, asks wholesalers to provide more information about their plans, processes and progress, as well as any risks and issues they have identified.

As a part of this work, MOSL is developing a series of 'use cases' outlining how granular consumption data can be used to generate benefit for the market and its customers. The insight from the RFI and use cases will be used to propose a data sharing mechanism that defines what, where and how data should be stored – and by whom.

Commenting on the work, Chris Dawson, Market Design Lead at MOSL said: "To help meet the DEFRA target to reduce overall NHH consumption by 9% by 2038, wholesalers are proposing significant smart metering investment programmes for AMP8. Unlike traditional meters, which need to be read

manually, smart metering can provide meter readings as frequently as every 15 minutes.

This increase in data allows valuable insights into customers' consumption patterns, enabling wholesalers to use water more efficiently by identifying continuous flows and leaks more quickly and retailers to develop innovative products and services.

The challenge that all wholesalers face is what to do with the mountain of data that smart metering produces and how best to share it with retailers, customers and other stakeholders.

We are keen to find an efficient solution to this challenge, whether that means everyone adopting a common approach or protocols, or even centralising the data in some way. The first step is to get wholesalers' input via the RFI."



RWG Corner

Hear updates from the Retailer Wholesaler Group (RWG) Co-Chairs, Ray Porter and Mike Rathbone.



Photo: Liz D'Arcy receiving her Unsung Hero award

In-person event

Around 40 colleagues attended and, in addition to receiving an update on the various activities in each sub-group, discussed a range of topics. This included power outage planning, Business Assessed Volume Methodology, customer contact details and Customer Protection Code of Practice, effectively capturing the customer view and highlighting further areas of potential focus for the RWG in the coming year.

RWG Awards

The following awards were presented at the event:

- **Andrew Bamber Award 2023–24** – Oli Shelley (Wave Utilities)
- **RWG Retailer Chair Award** – Fallon Wilkinson (Water Plus)
- **RWG Wholesaler Chair Award** – Gerard Lyden (Thames Water)

Unsung Hero Awards:

- Alex Greenhalgh – Wave Utilities
- Liz D'Arcy – MOSL
- Paul Baker – Business Stream
- Lisa-Ann Lott – MOSL

Our thanks to all who voted in the Andrew Bamber Award and to Chris Dawson at MOSL for managing the voting process. The slides from the event can be [accessed here](#) and further details regarding the RWG can be found on the [MOSL website](#). Thank you to everyone that was able to attend and contribute to a very productive day.

Call for volunteers

The RWG is currently looking for volunteers to join the reconstituted Eligibility Sub-Group, with Mike Rathbone as Chair, and the newly founded Customer Contact Details Sub-Group, with Gerard Lyden as Chair. If you are interested in joining, please email panel.secretariat@mosl.co.uk, stating which sub-group you wish to join.

[mosl.co.uk](mailto:panel.secretariat@mosl.co.uk), stating which sub-group you wish to join.

RWG Chairs election

An election for the role of RWG retailer and wholesaler Chairs will take place in July. To introduce a future annual stagger between retailer and wholesaler chair elections, as required under RWG Governance, the retailer Chair will be elected for a one-year term before returning to a two-year term from July 2025. The election of the wholesaler Chair will remain on a two-year term.

A call for nominations was circulated on 12 June. Details and the nomination form can be [found on the RWG page](#). The nomination window closes at 6pm on Wednesday 3 July.

If you would like to hear more about RWG activities, you can [sign up for updates here](#). New members of subgroups are always welcome.

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Strategic Panel to launch consultation on draft Roadmap to a Flourishing Market

Strategic Panel Chair, Trisha McCauley, provides an update on the upcoming consultation.



“The Strategic Panel has been progressing work to develop a Roadmap to a Flourishing Market. The workstream was established with a Panel sub-set following the outputs of MOSL’s CEO Forum in 2023, where it was agreed that a line of sight was needed to establish what a ‘flourishing’ competitive market could look like to enable price protections to be loosened in the future. The workstream was driven by the Panel, in line with its priority market outcomes, and supported by industry stakeholders such as Ofwat and Defra.

I am pleased to confirm that following months of development, informed, in part, by independent research on other markets, we will be launching a market consultation on the draft roadmap at the start of July. Feedback from the consultation will inform the final draft, which we aim to publish in September ahead of our annual Open Forum.

We recognise that July is a busy period for trading parties, particularly with the delay to Ofwat’s Draft Determinations, however, we encourage all parties to respond to the

consultation to ensure we have a good cross section of views. Responses are requested by email to panel.secretariat@mosl.co.uk by close of business on Friday 2 August 2024.

In addition to providing written responses, interested parties will be able to attend an online Panel Roundtable in the second half of July, where will be discussing and seeking feedback on the draft roadmap. Invitations to the roundtable will be issued directly to key stakeholders, but it is an open event and anyone involved in the non-household water market is welcome to register an interest in attending by contacting panel.secretariat@mosl.co.uk.

The Panel’s next scheduled meeting will be held in London on 17 July. In the interim if you would like to know more about any areas the Panel is working on, please contact panel.secretariat@mosl.co.uk.”



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Making changes

Your change proposal update

New changes

On 11 June, the Code Change Committee assessed WRC Housekeeping (CPW151) against the Acceptance and Prioritisation criteria and accepted it into the change process. This change seeks to correct errors identified in the Wholesale Retail Code (WRC), Schedule 1, Parts 1 & 2 and Code Subsidiary Documents 0001, 0003, 0006, 0203 and 0301.

Ofwat decisions

Ofwat has published decisions on the following code changes and is not expected to publish any further decisions before the General Election:

Market Performance Framework Reform – Governance (CPM058 & CPW149 ‘a’) was approved on 23 May 2024 for implementation on 26 June 2024. This change delivers the initial phase of the MPF Reform, including its governance arrangements. Implementation includes the Strategic Panel recruiting and appointing the new Performance Assurance Committee (PAC).

Transfer Read Notifications for Outgoing Retailers (CPW148) was approved on 24 May 2024 for implementation on 6 December 2024. This change modifies CMOS so where there has been any change to a Transfer Read, notifications are sent to the Outgoing Retailer as well as the Incoming Retailer. This should enable timely and accurate final bills and avoid double charging by both retailers for the same consumption.

Consultations

A consultation on Market Performance Framework Reform (CPM059 & CPW149) is anticipated on 8 July. This will seek views on proposed incentives, penalties and performance targets for trading parties under the new Market Performance Framework. More information on page 10.

Implemented changes

No code changes have been implemented since the last report. The next release on 26 June will comprise parts of the Bilateral hub (CPW139f) and the Market Performance Framework Reform (CPM058 & CPW149 ‘a’).

MOSL to update Market Training

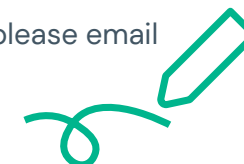
Work is underway to update MOSL’s **Market Training** and will be live on the **MOSL website in the second quarter of 2024/25**.

MOSL’s Market Training was first developed in 2019 and is used by trading parties to enable new starters to understand the complex structures, operating terms and processes in the market. Since 2019, there have been significant changes to how the market operates, particularly around market governance, meaning that some of the content is now out of date.

The updated version will ensure that market information is accurate and future proofed. We will also be moving to a new format that will enable us to make updates more regularly, as required.

We would like to thank trading parties for their patience as we have made these updates. We will communicate when the material has been updated in due course.

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





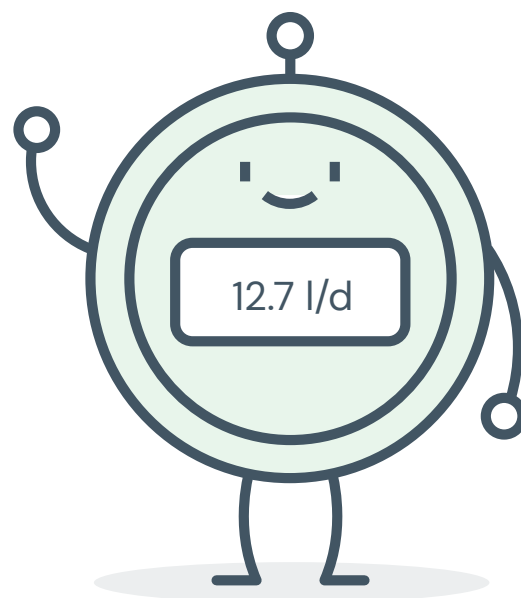
Monthly Market Stat

The numbers game

The average pupil consumes 12.7 litres of water each day at school, but this varies by phase of education. The average nursery school pupil consumes 22 l/d while the average secondary school pupil consumes 9.55 l/d.

Benchmarking water usage by industry sector using additional size scaler data (the data that indicates size of site) e.g. pupils in schools, can help consumers, service providers and local planners make like-for-like water usage comparisons and understand appropriate levels of water usage.

Benchmarking allows good practice to be established and outliers to be identified, prioritised and managed. A consistent and transparent way of benchmarking water usage by sector is increasingly required to ensure limited water resources are managed fairly, especially in areas flagged as water scarce.



Be sure to take a look at Market Improvement Fund [Project Discovery's COCOA schema](#), which can be used to benchmark non-household properties, including schools based on building size and how much water they use and when.

Source: MOSL school analysis on best 18-month average view of water volumes by SPID linked to DfE data on schools visualised along with new slicers on the [MOSL school benchmark dashboard](#).)

CMOS stats May 2024

Number of High Volume Interface (HVI) transactions submitted	577,972
Number of Medium Volume Interface (MVI) transactions submitted	273,192
Number of Low Volume Interface (LVI) transactions submitted	38,108
Total transactions submitted	889,272 – 8% increase from April
CMOS Notifications sent	1,675,128
Number of active users in CMOS (GUI)	4,508
Maximum number of concurrent users	494
Unplanned outages	1
Number of Unplanned Settlement Runs (USRs)	69
Number of Market Dataset (MDS) reports generated	15,143



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Behind the mailbox: Simon Powell

This month we're learning more about MOSL's Chief Information Officer (CIO), Simon Powell.



"Hi, I'm Simon. It's been six months since I started at MOSL and it has been quite a learning curve, especially as I have not worked in the water industry before.

What I found when I joined MOSL was a highly capable, driven team and an ambitious three-year strategy focused on performance excellence and market transformation. Within the Data and Digital team there is a strong mix of customer focused operations, digital transformation experts and skilled data analysts.

This year we are embarking on our market systems modernisation programme that looks to transform MOSL's systems in preparation for smart meter data, smart tariffs and smarter settlement. This is a really exciting time for the water industry and these steps will improve customer billing accuracy as well as help address water scarcity.

Prior to moving to MOSL, I spent 26 years at 3M, a global manufacturing conglomerate, in various IT leadership roles across many different countries. There are definitely technology parallels between the water industry and manufacturing. Firstly, there is complexity. Cutting edge, AI driven apps interact with legacy systems and it is IT's job to coherently mesh these together to provide

business value. While MOSL's applications are not legacy (not in the same sense), a shift to smart metering means that we need to modernise our systems.

Secondly there is data and more specifically the volume of it. Moving from six monthly meter reads to four an hour, will have a huge impact on the volumes of data. Similarly, when high-speed production lines are producing products every couple of seconds, the data volumes mount quickly. The trick here is to identify what is important and what value can be derived.

Finally there is cyber security. There have been many high-profile cyber breaches recently, so it is imperative that we stay cyber-vigilant, irrespective of the sector.

This is an exciting time for MOSL and I'm delighted to be part of this journey. I've been out and about recently meeting stakeholders and learning more about the water industry. I delivered my first keynote as CIO of MOSL at the Future of Utilities Conference on 19 June and am excited to be presenting a session 'meeting the future needs of data' at the upcoming in-person User Forum. I look forward to seeing you there!"

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MOSL on the Move

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

IWater Development Day

Sarah McMath and Head of Market Engagement and Communications, Lyv Nabarro, spoke at the Institute of Water Development Day on 19 June. MOSL hosted the event on behalf of the IWater South East Area Committee, which was an opportunity for South East area members to gain skills, top tips and experience of presenting in a safe environment.

Future of Utilities Conference

On 19–20 June, Lyv Nabarro and Simon Powell joined speakers at the Future of Utilities conference. Lyv joined a Panel exploring 'An industry fit for today's consumer: driving engagement in water' – how we can rebuild trust and improve the way we engage customers and change behaviours. Simon presented a keynote on the first day of the conference, looking at 'defining the vision of the water sector' and the role technology and

data can play in tackling water scarcity and increasing environmental challenges.

Waterscan Water Matters Conference

On 20 June, Sarah McMath spoke at the Water Matters Conference and joined Panel of experts, including Chair of the Strategic Panel, Trisha McAuley. The Panel, Chaired by Editor of the Water Report, Karma Loveday, discussed the biggest challenges the market faces and the potential opportunities through PR24 and wider environmental and political change.

International Women in Engineering Day (INWED)

Sarah spoke at the industry-wide INWED event on 21 June, which was hosted by Thames Water and IWater to commemorate the contributions of female engineers in the water and wastewater industry. Sarah was joined by a panel of industry professionals and shared her experiences as a woman working in STEM in the water industry. MOSL colleagues, Abu Rashid, Angela Day and Silpi Mitra were also in attendance.

Photo: Lyv Nabarro (left) at the Future of Utilities conference

June User Forum

The June in-person User Forum takes place on Thursday 27 June at Etc. venues Westminster Bridge in London. The forum will give trading parties the opportunity to hear from MOSL's Senior Leadership team and members of the Strategic Panel, to discuss, raise questions and workshop topics throughout the day. This includes a workshop on Eligibility, being led by MOSL and CCW and a Q&A session with our Young Person's Cohort to explore what change is needed in the sector to meet new and evolving challenges –whether that's environmental challenges or attracting the next generation of workforce. You can find the agenda on [the event page](#).

