

2024/25 MOSL Quarterly Report

Each quarter MOSL publishes its key performance indicators (KPIs) and improvement programme status against our Business Plan.

[View Q1 and Q2 performances](#)
(Power BI reports)

[View Q3 performance](#)

Q4 performance
coming May 2025



Quarterly Report: Q3 2024/25

We are pleased to present our quarterly report for Q3 2024/25, which outlines progress against our [2024-27 Business Plan](#) and performance against our key performance indicators (KPIs).

Business progress overall summary

21

KPIs on or above target

0

KPIs below target

68%

Completion of business plan commitments

[View detail for Improvement Programmes](#)

[View detail for KPI performance](#)

The Royal Borough of Kensington and Chelsea
PORTOBELLO ROAD, W.11.



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Q3 Improvement Programmes

This section of the report includes a summary of the key deliverables within our improvement programmes, focusing on Quarter 3 milestones.



Overall progress

68%

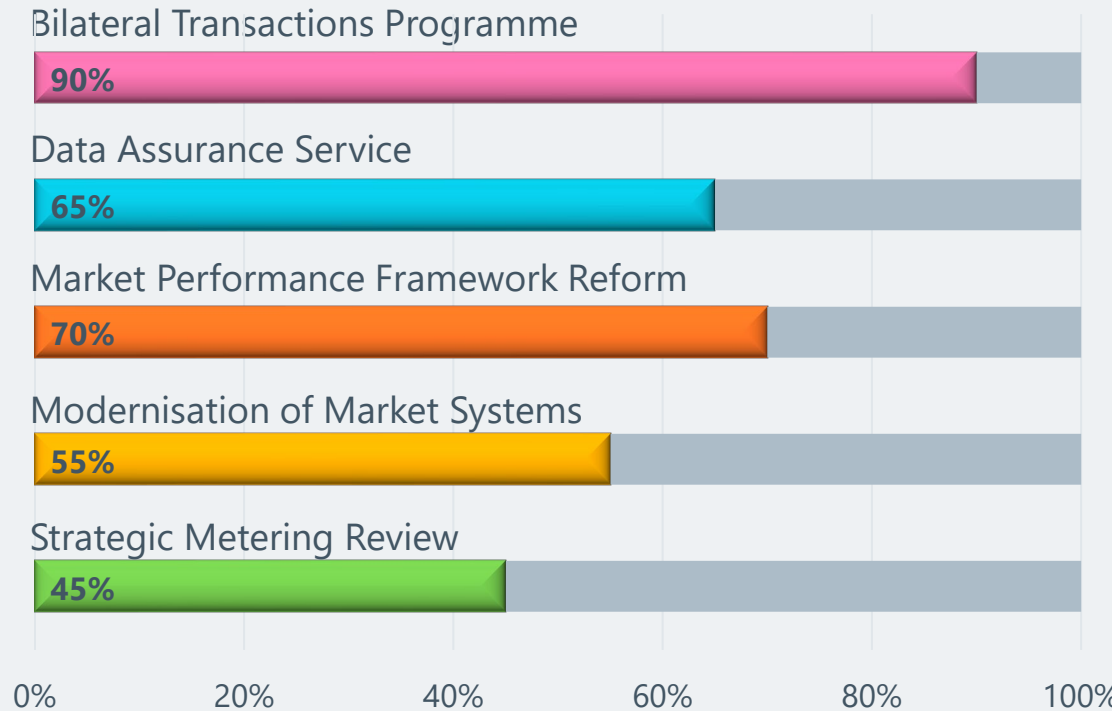
Milestones Completed

21

Milestones Scheduled

20

Improvement programme completion rates



Bilateral Transactions Programme

Data Assurance Service

Market Performance Framework Reform

Modernisation of Market Systems

Strategic Metering Review

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Bilateral Transactions Programme



In Quarter 3, MOSL carried out assurance testing, and then successfully released Phase 14 deliverables to the live environment. Code documentation for Phase 15 was released early to trading parties in December. This milestone was originally scheduled for Quarter 4.

For more information, visit the [Bilateral Transactions Programme page](#) on the MOSL website.

Overall Progress

90%

Q3 Milestones Completed

6

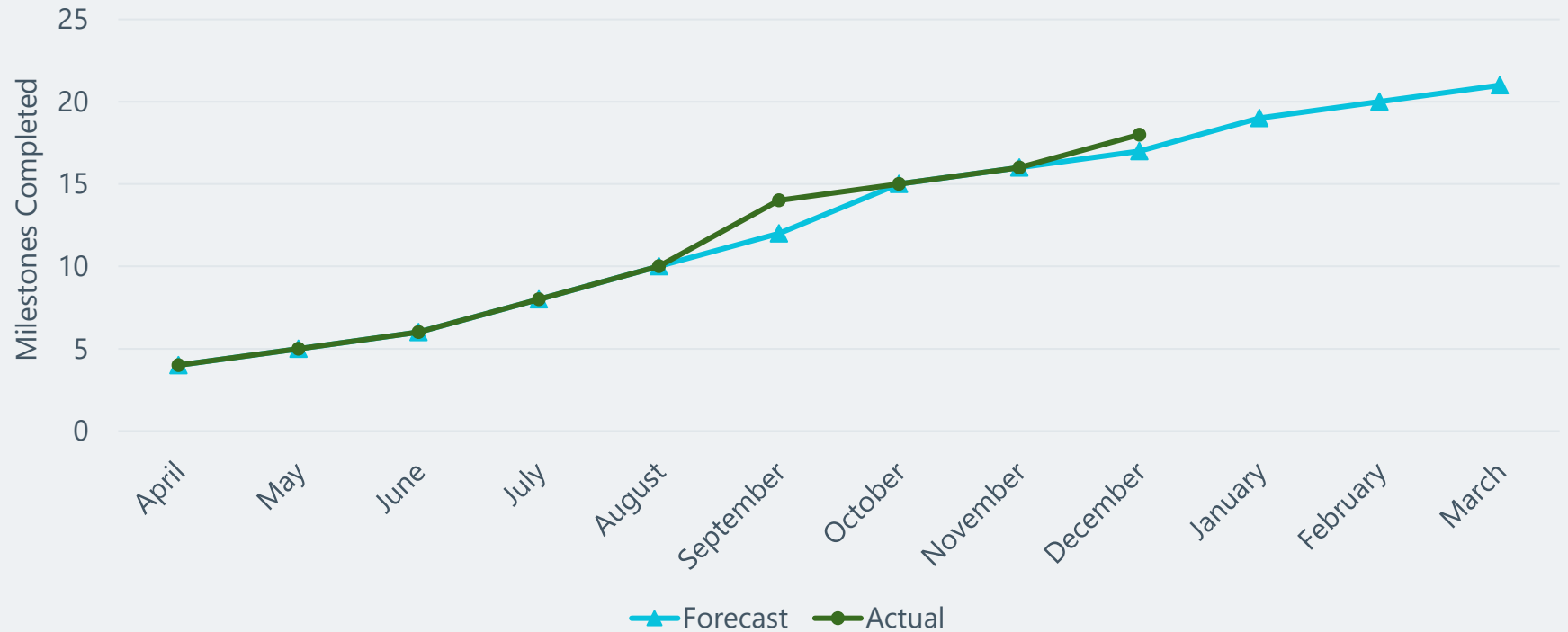
Q3 Milestones Scheduled

5

Total milestones completed

18 of 21

Milestone Progress





Bilateral Transactions Programme

90%



Q3 Milestones

| Project | Title | Milestone Description | Date |
|----------|---|---|------------|
| Phase 15 | Phase 15 (CPW139i) Code Change Committee approval | Code documentation was delivered, enabling trading parties to develop appropriate integrations with a timely manner ahead of the release to the live environment. | 01/10/2024 |
| Phase 13 | Phase 13 released to the production environment | Phase 13 deliverables were released to the production (live) environment for trading parties to use in the hub. Enhancements: <ul style="list-style-type: none"> Wholesaler-to-wholesaler functionality Retailer-to-Retailer functionality Increased visibility of add comment functionality. | 01/10/2024 |
| Phase 14 | Phase 14 released to pre-production environment | Phase 14 deliverables released to the pre-production (test) environment ahead of December go-live. | 29/10/2024 |
| Phase 14 | Trading party assurance testing completion | Trading parties using the High Volume Interface (HVI) completed assurance scenarios and tested their integrations with the Bilateral Hub. | 29/11/2024 |
| Phase 14 | Phase 14 released to the production environment and Single Sign On. | Phase 14 deliverables were released to the production (live) environment for trading parties to use in the hub. Enhancements: <ul style="list-style-type: none"> H3 - Additional CON validation errors to prevent submission of unrelated data items - backend B7 - Additional CON validation errors to prevent submission of unrelated data items – backend Linking a No SPID ORID to a SPID when a SPID is created Site visit failure - new valid set options Linking service requests Attachments within the submitted transaction and two additional file types CPW139h also includes a new wholesaler transaction, 'T231.W FOLLOWONVIST' Access to the Bilateral hub pre-production environment is now available through Single Sign On (SSO), improving user experience. | 12/12/2024 |
| Phase 15 | Code documentation released to trading parties | Publication of code subsidiary documents (CSDs) and operational subsidiary documents (OSDs) for trading parties' visibility. | 30/12/2024 |

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Data Assurance Service



In Quarter 3, MOSL and our third-party data supplier worked to gather requirements for Phase 3 of the programme (Customer Name and Occupancy) and provided the working group with pilot data. We also carried out an audit of Phase 1 (Eligibility), concluding that it would be beneficial to continue the assurance activity beyond 12 months. This milestone will be marked as complete in Quarter 4 once the 'Business As Usual' process for this is agreed. For more information, visit the [Data Assurance Service page](#) on the MOSL website.

Overall Progress

65%

Q3 Milestones Completed

4

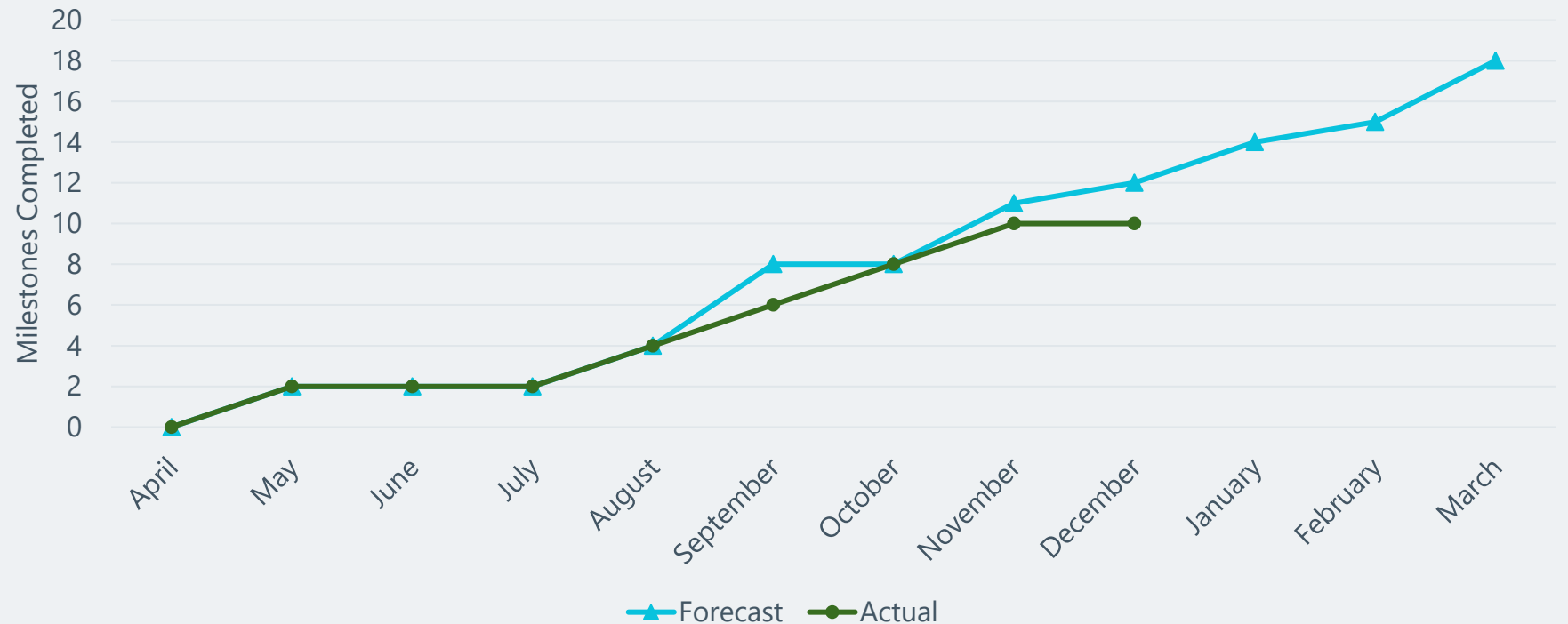
Q3 Milestones Scheduled

4

Total milestones completed

10 of 18

Milestone Progress





Data Assurance Service

65%



Q3 Milestones

| Project | Title | Milestone description | Date |
|--|---|---|------------|
| Data Quality Scorecard | Data Quality Dashboards | Two dashboards were published by MOSL: one enabling trading parties to monitor the progress of their Data Quality Assurance, and another operational dashboard to assist parties in Assurance Activities. | 01/10/2024 |
| Phase 3: Customer Use Case and Occupancy | Requirements gathering for Customer Use Cases and Occupancy | Following work between MOSL, the third-party data provider and the Data Assurance Service Working Group, the requirements for this phase have been agreed. | 24/10/2024 |
| Minimum Data Standards | Publishing of Minimum Data Standards documentation | A Best Practice Guide and Process Documentation were published detailing Minimum Data Standards for Premises and Address Assurance. | 05/11/2024 |
| Phase 3: Customer Use Case and Occupancy | Launch of Customer Use Cases and Occupancy Status Pilot | MOSL, our third-party supplier and the Data Assurance Service Working Group have started the Pilot activities for Phase 3. | 06/12/2024 |

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Market Performance Framework Reform



In Quarter 3, the Strategic Panel appointed the new Performance Assurance Committee (PAC) members. The first PAC meeting was held in November. Both the metrics and the requirements for Phase 1 were reviewed by the Performance Advisory Group (PAG). We also implemented Part B (non-financial tools).

For more information, visit on the [MPF Reform page](#) on the MOSL website.

Overall Progress

70%

Q3 Milestones Completed

5

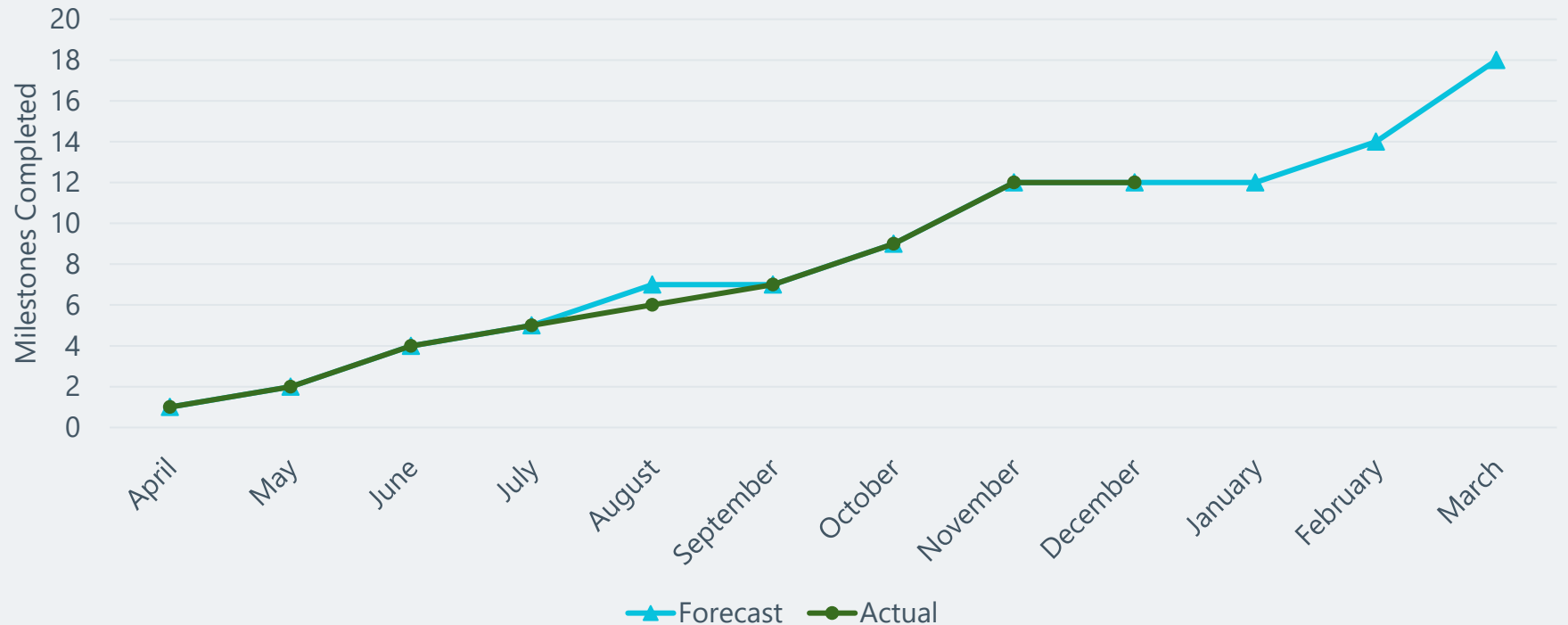
Q3 Milestones Scheduled

5

Total milestones completed

12 of 18

Milestone Progress





Market Performance Framework Reform

70%



Q3 Milestones

| Project | Title | Milestone description | Date |
|------------------------------|---|--|------------|
| Programme Governance | Recruitment for the Performance Assurance Committee (PAC) | Recruitment process for the new PAC, which succeeds the Market Performance Committee (MPC). New members have been confirmed and signed off. | 31/10/2024 |
| Phase 1 Requirements | Phase one Bilateral Hub metrics requirements signed off | All proposed 18 key performance indicators have been reviewed internally by MOSL and presented to the Performance Advisory Group (PAG) for review. Proposals were then presented to the Code Change Committee. | 31/10/2024 |
| Phase 1 Metrics | Phase 1 data accuracy metrics requirements signed off | All proposed 18 key performance indicators have been reviewed internally by MOSL, presented to the PAG for review, and presented to the Code Change Committee. | 20/11/2024 |
| Programme Governance | First PAC Meeting | The PAC has taken over responsibility for administering the current and future MPF. | 27/11/2024 |
| Part B - Non-financial tools | Non-financial tools (Part B) implemented | Implementation of non-financial tools (Part B): <ul style="list-style-type: none">• T01 Market entry assurance• T02 Assurance statements• T06 Additional metric monitoring• T07 Targeted audits• T08 Rectification & escalation. | 27/11/2024 |

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Modernisation of Market Systems



In Quarter 3, MOSL achieved the Cyber Essentials certification, a government-backed scheme which helps to keep organisational and customer data safe from cyber attacks. This tracks the programme ahead of schedule as this milestone was originally scheduled for Quarter 4.

Overall Progress

55%

Q3 Milestones Completed

2

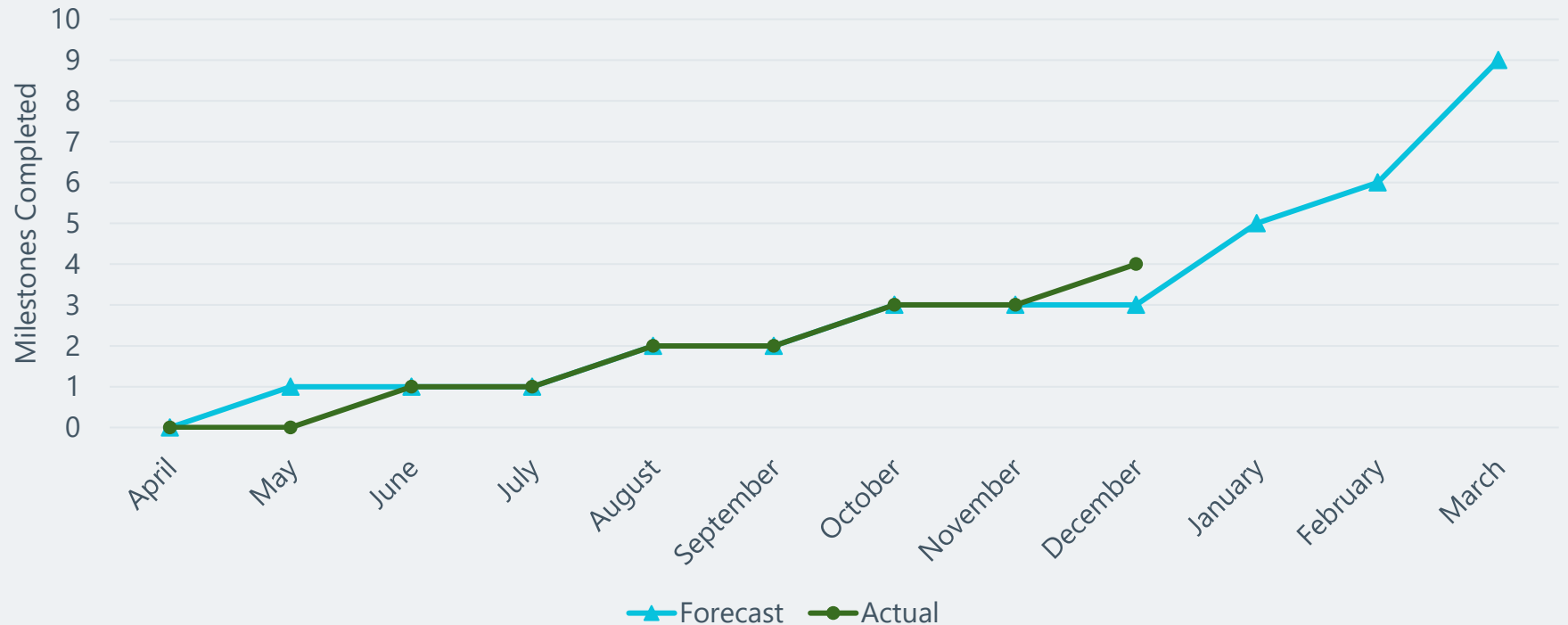
Q3 Milestones Scheduled

1

Total milestones completed

4 of 9

Milestone Progress





Modernisation of Market Systems

Q3 Milestones

55%



| Project | Title | Milestone description | Date |
|-----------------|--|--|------------|
| CMOS | CMOS user experience (UX) and user interface (UI) evaluation – Phase 1 | A two-phase project to improve the CMOS user experience and interface. Phase 1 assessed the current state of the system and identified areas for improvement by conducting stakeholder research through surveys, interviews and usability testing. | 31/10/2024 |
| System Security | Cyber Essentials Certification | Cyber Essentials certification awarded. | 02/12/2024 |

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Strategic Metering Review



In Quarter 3, MOSL reviewed the Strategic Metering Review milestones due to changes in the approach taken for the Data Sharing Solution. This has meant that the milestone for publishing of guidance documentation for Data Sharing was moved from Q3 to the end of the financial year. In October, the Metering Committee developed use cases for meter data sharing, and in November it produced a guidance document for the conversion of large and medium size meters to smart metering. For more information, visit on the [Strategic Metering Review page](#) on the MOSL website.

Overall Progress

45%

Q3 Milestones Completed

4

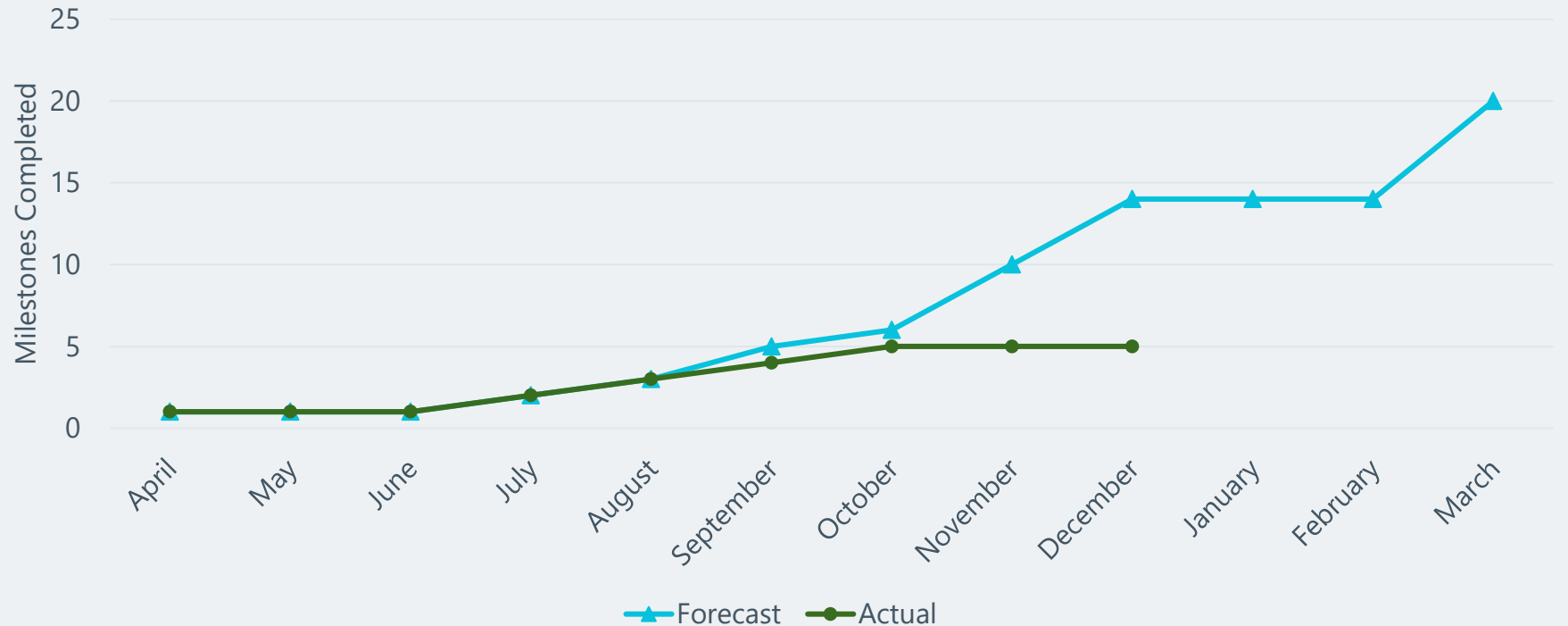
Q3 Milestones Scheduled

5

Total milestones completed

5 of 20

Milestone Progress





Strategic Metering Review

Q3 Milestones

45%



| Project | Title | Milestone description | Date |
|------------------------------------|---|--|------------|
| Meter reading data sharing process | Instigate research into data sharing 'use cases' (DS1b) | The Metering Committee developed 'use cases' for data items and considered how far back historic data should be made available to customers. MOSL considered recommendations, and provided a position statement and actions needed to ensure the approach to data sharing complies with data protection requirements. | 07/10/2024 |
| National Metering Strategy | NMS1 - Smart metering roll out prioritisation communication and engagement | The Metering Committee developed a guidance document for the conversion of large and medium size meters to smart metering, working with all relevant parties involved (during 2024-25). The Committee developed a sound understanding of the smart metering solution for medium and large sized meters (and particularly for those greater than 30 mm) for both the meters and the communication systems (during 2024-25). The Committee identified the challenges and developed a Good Practice Guide to support trading parties. | 30/11/2024 |
| National Metering Strategy | NMS3 - Smart meter data sharing standard | MOSL agreed process for monitoring adherence to published data format standard and how to encourage improvement in its use. | 30/11/2024 |
| National Metering Strategy | NMS5 - Efficiency review on decreasing proportion of remaining traditional/AMR meters | MOSL reviewed meter related potential impacts and improvements that can be made on future settlement strategy as a result of better data availability. | 30/11/2024 |

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Key Performance Indicators (KPIs)



Our core services are delivered across four areas - [Market Operations](#), [Market Assurance](#), [Market Improvement](#) and [Governance and Support Services](#). These form part of our Market Services Framework and underpin the guiding principles in our [2024-27 Business Strategy](#) to maintain and evolve our services and systems to perform as market operator.

Market Operations – Market Operations

| KPI | Measure | Target | Score |
|-----|---|--------------------------|--------|
| 1 | CMOS availability | 99.9% | 100% ✓ |
| 2 | Number of defects in new CMOS releases | Up to 1 medium and 3 low | 0✓ |
| 3 | CMOS Service desk – priority 1 response time | 90% in 15 min | 100% ✓ |
| 4 | CMOS Service desk – priority 1 fault fix | 90% in 4 hours | 100% ✓ |
| 5 | CMOS Service desk – priority 2 response time | 90% in 1 hour | 100% ✓ |
| 6 | CMOS Service desk – priority 2 fault fix time | 90% in 8 hours | 100% ✓ |
| 7 | CMOS Portal responsiveness | 99% in 15 seconds | 100% ✓ |
| 8 | CMOS Transaction processing time | 96.5% in 15 minutes | 100% ✓ |
| 9 | Bilaterals hub availability | 99.9% | 100% ✓ |
| 10 | Bilaterals hub service desk – priority 1 response time | 90% in 15 min | 100% ✓ |
| 11 | Bilaterals hub service desk – priority 1 fault fix | 90% in 4 hours | 100% ✓ |
| 12 | Bilaterals hub service desk – priority 2 response time | 90% in 1 hour | 100% ✓ |
| 13 | Bilaterals hub service desk – priority 2 fault fix time | 90% in 8 hours | 100% ✓ |
| 14 | Bilaterals hub service desk - email response time | 90% in 1 hour | 100% ✓ |

21 KPIs
at or above target

0 KPI
outside of target

Commentary

All KPIs performing at or above target.



KPIs continued



Market Operations – Settlement

| KPI | Measure | Target | Score |
|-----|---|--------------------------|------------|
| 15 | Planned settlement runs delivered on time | 100% | 100% ✓ |
| 16 | Average days for unplanned settlement runs (USRs) | 20 business days or less | 6.6 days ✓ |

Market Assurance – Market Operator Compliance

| KPI | Measure | Target | Score |
|-----|--|--------------------|-------|
| 17 | Open high and medium risk compliance actions from external audit | 0 high/medium risk | 0 ✓ |
| 18 | Overdue compliance actions from internal audit | 0 high/medium risk | 0 ✓ |

Market Improvement

| KPI | Measure | Target | Score |
|-----|--|--------|-------|
| 19 | Percentage of changes assessed in line with agreed timetable | 75% | N/A ✓ |

Building Capability and Budget

| KPI | Measure | Target | Score |
|-----|-------------------------------------|-------------------|-------|
| 20 | Employee net promotor score (eNPS) | 50 or more | 57 ✓ |
| 21 | Latest forecast spend within budget | Budget = £14,060k | ✓ |

Commentary

All KPIs performing at or above target.

There were no changes presented to the Code Change Committee for a recommendation decision in Q3, therefore this score is recorded as N/A.



MOSL

Feedback

If you would like to feed back on our quarterly report, please contact comms@mosl.co.uk.

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