

## M01 Exemptions Audits (January to July 2026)

### Problem Statement

The reformed MPF metric M01 is designed in a way that meter reads due are not classed as “failed” if a bilateral request (under process B5, C1, or C5) is open against the meter. This means that retailers could manage to raise bilateral requests in a way that maximises their score on M01 rather than for the customer’s best interest.

| Associated risk or issue   | Customer Impact   |
|--|-------------------|
| CSE012 Meter reads not taken due to Retailer performance issues (either direct or in supply chain) | 3 – Medium Impact |

### Potential audit

This audit would assess evidence supporting the submissions of B5, C1, and C5 requests to determine whether the requests were needed (i.e. no spurious requests) and were raised at the appropriate time to support customer interests.

### Other factors

- PAG expressed a desire for MOSL to audit aspects of new MPF metrics.
- Exemptions for B5 and C1 requests are already in place since December 2023 for MPS18 and 19, and we saw an increase in B5 and C1 requests (4.4% increase in B5s and 11.9% in C1s when comparing three months pre and post implementation). This may need investigating as the task volumes for all other standards combined fell by 5% over the same period.

### Outcome

Included in 2025-26 planned audits