

# Quality of Bilateral Request Resolution Audits (September 2025 to March 2026)

## Problem Statement

The reformed MPF metrics M15 and M18 assess timeliness of requests resolution but not quality. Given the strong incentives on timeliness via BR-MeX going forward, it is important to ensure bilateral requests are being completed for the benefit of customers and not only to maintain good performance scores on the MPF metrics.

Associated risk or issue	Customer Impact
CSE013 Inadequate wholesaler service - with HH customers prioritised over NHH customers and inconsistent application of policies	9 – Critical Impact

## Potential audit

This audit would aim to assess whether requests completed within SLAs were resolved to the customer's satisfaction. It would be conducted via spot checks of bilateral requests across different processes. It would also aim to determine whether trading parties are complying with their obligation to raise bilateral requests via the Bilateral Hub.

## Other factors

- There have been concerns recently raised at the PAC about bilateral requests being abusively closed by wholesalers and needing to be resubmitted by retailers.

## Outcome

Included in 2025-26 planned audits