

Planning update

Market Performance
Framework & Smart
Meter Read Hub

[Link to recording](#)

MPF: Beginning – 27:20

Hub: From 27:20 (demo from 44:00)

February 2026



Market Performance Framework

Contract Managers' planning update

February 2026

Miles Robinson
MOSL



MPF Reform

- **Headlines and progress overview**
- Delivery plan
- Programme closure
- Coming up
- Questions



Headlines

Overall status

Time 

Quality 

Budget 

Overall

- Time, quality and budget for the programme status remain green
- Planning towards programme completion in July

Phase 1:

- Market Codes for Phase 1 went live on 1 December; reformed MPF came into effect
- Phase 1 included three cyclic meter read and two transfer meter read KPIs. They joined the three BR-MeX KPIs that went live in April
- First Performance Reports published on Monday 26 January based on December data – delay due to identification of omitted data on Friday 23 January; webinar held on 29 January
- February Performance Reports due to be published on BD16 – 23 February; webinar on 26 February

Phase 2




- Requirements for Phase 2 Additional Metrics now with technical team - slight delay
- Working with Performance Assurance Committee to finalise process documentation for core services, e.g. monthly performance reporting pack, 'BAU' processes


























































Delay in publication of January performance reports

1. Initial reports for key performance indicators published on Friday 23 January were found to contain omitted data and were immediately withdrawn; trading parties were notified.
2. The issue was investigated, corrected, the reports were re-run over the weekend and republished on Monday 26 January.
3. 21 invoices were affected, totalling about £4,000; payment windows have been extended and trading parties informed.
4. A non-compliance notification has been raised with the Performance Assurance Committee.



MPF reform progress overview

-  Completed
-  In progress
-  At risk

Part	Deliverables	MOSL	PAG	CAG	Doc Issued	Web-inar	Pre-CCC	CCC	Build	Test	Ofwat	Implement
Part A	Governance								N/A	N/A		
Part B	Non-financial tools								N/A	N/A		
Part C	BR-MeX											
	KPIs					N/A						
Part D	Financial tools					N/A						
Part E	Market indicators & additional metrics			N/A	N/A		N/A	N/A			N/A	April 26
Part F	Core Service Model			N/A	N/A		N/A	N/A			N/A	April 26

Delivery overview

Part	Description	Including	Status
A	Governance	<i>Performance Assurance Committee</i>	Live
B	Non-financial tools	<i>Assurance, audits, escalations</i>	Live
C	Ofwat BR-MeX KPIs (x3)	<i>Premise data, bilaterals</i>	Live
C	KPIs (x5)	<i>Cyclic and transfer meter reads</i>	Live
D	Financial tools	<i>Standards and charges, audits</i>	Live
E	Additional Metrics & Market Indicators	<i>Company and market-level insights</i>	April 2026
F	Core Service Model	<i>How the MPF will continue to evolve</i>	April 2026

MPF cutover and comms overview

1

New KPIs implemented in Market Codes

1. High-level animation to describe MPF and changes
2. High-level introductory video(s) for new metrics and reporting
3. Website navigation updated

1

New KPIs implemented in Market Codes 1 December 2025

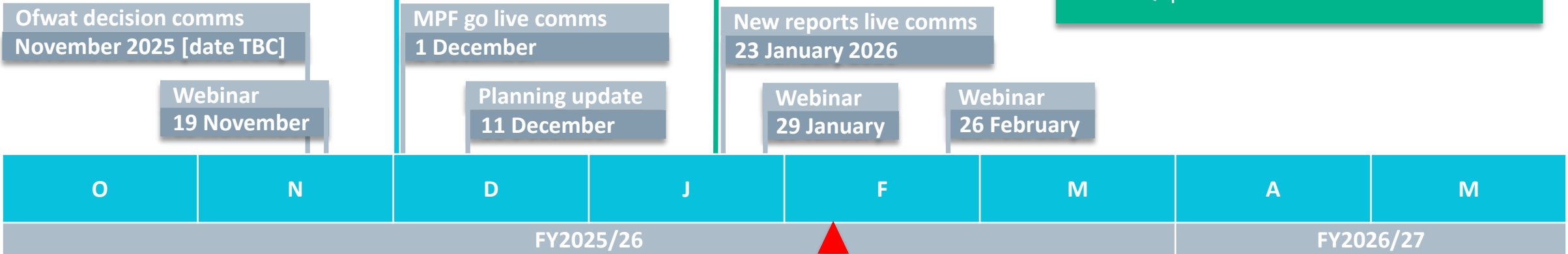
2

First KPI reports & holistic reporting live 23 January 2026

2

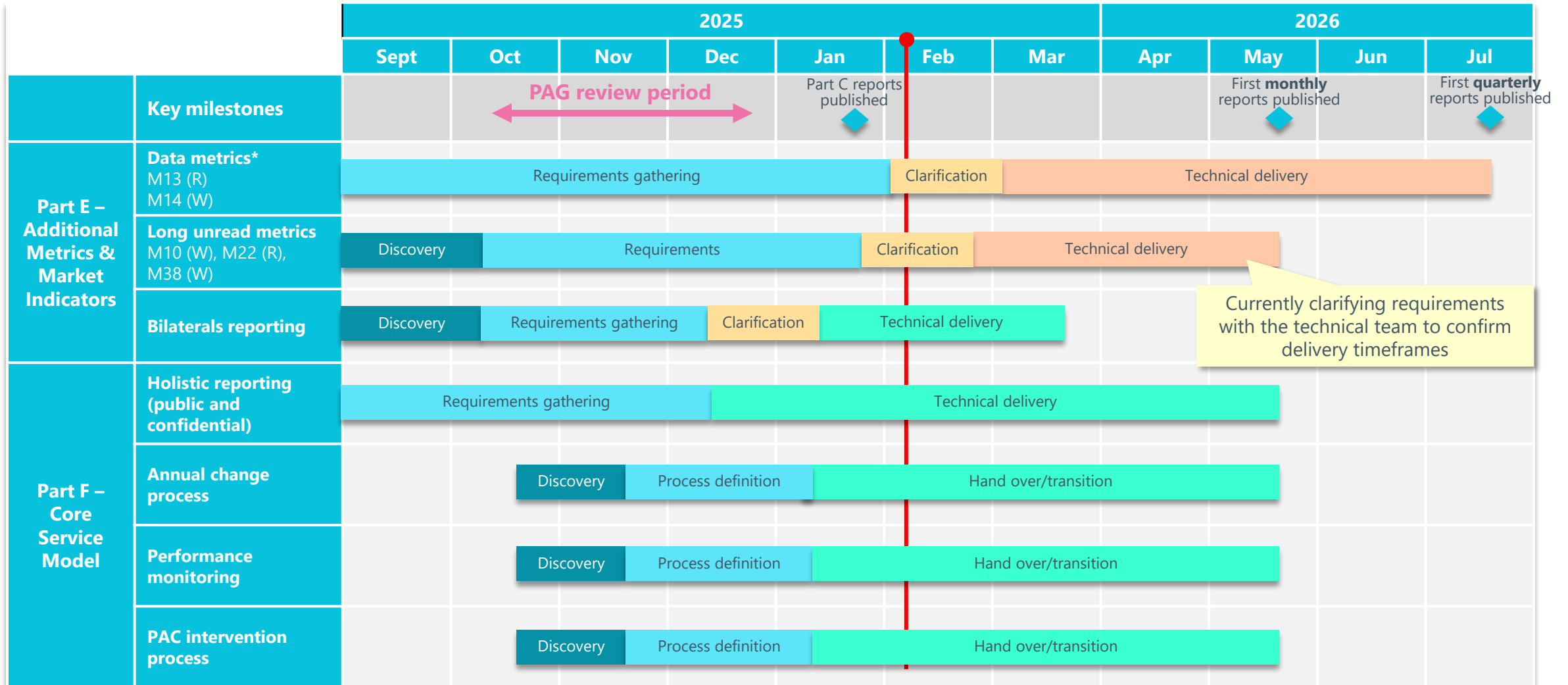
New KPIs reports & holistic reporting live

1. Website changes to accompany new trading party performance reports and comparison dashboards
2. Detailed guidance to KPIs published
3. Charging reports published
4. FAQs published



Phase 2

Parts E & F delivery plan



*R/W indicates whether metric relates to wholesaler or retailer

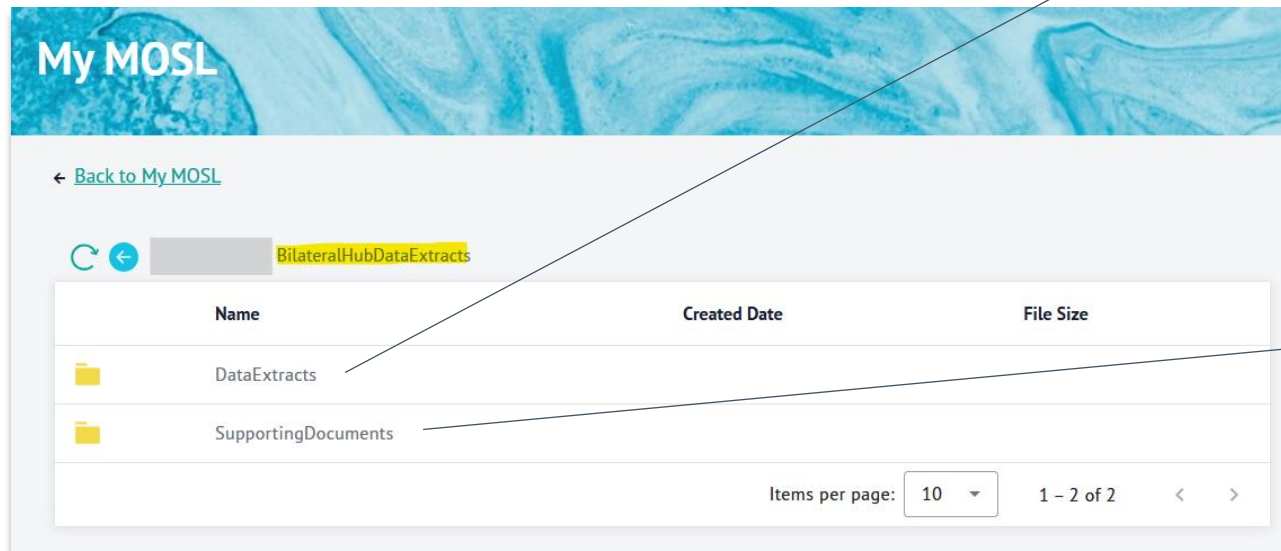
Bilateral transactions Enhanced reporting

- M16 & M17 (deferrals) descoped from MPF programme
- New suite of reports developed with OAG from Bilateral Hub data to provide enhanced data insight
- **New bilateral reports now available in My Files**

Reports
ORID
SLA
Deferrals
Resubmissions
Rejections
Escalations

Supporting Document
Provides insight into
each report, data items
& logic

Observation Log
Provides log of current
known defects with
relevant workarounds



Bilateral transactions

Enhanced reporting timeline

2 February 2026
– 1 March 2026

2 March 2026

Shadow period

- New bilateral reports available in **My Files**
- Current bilateral reports continue to be available in bilateral hub
- Testing & bug fixing continues
- Refer to observation log and supporting document for latest updates to reports

Go Live

- Current bilateral reports will be removed from the hub
- New reports continue to be available in **My Files**

MPF Reform

- Headlines and progress overview
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- **Programme closure**
- Coming up
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What do we mean by “programme closure”?

- Delivery activity stops and the programme ceases to exist as a managed entity
- Funding stops and people are released and move on to other priorities
- Ownership of outcomes transfers fully into business-as-usual teams
- No further change is expected beyond agreed post-closure actions or benefits tracking
- Leadership and governance attention formally moves away from the programme



Programme completion criteria

Confirmation of scope delivered

1. Phase one KPIs reports live and stable
2. Additional Metrics and Market Indicators live and stable
3. New reporting live and stable (dashboards, peer comparison & holistic reporting)
4. Core service model processes documented and signed off by Performance Assurance Committee (PAC)
5. Confirmation of scope delivered from PAC

Determining benefits & outcomes

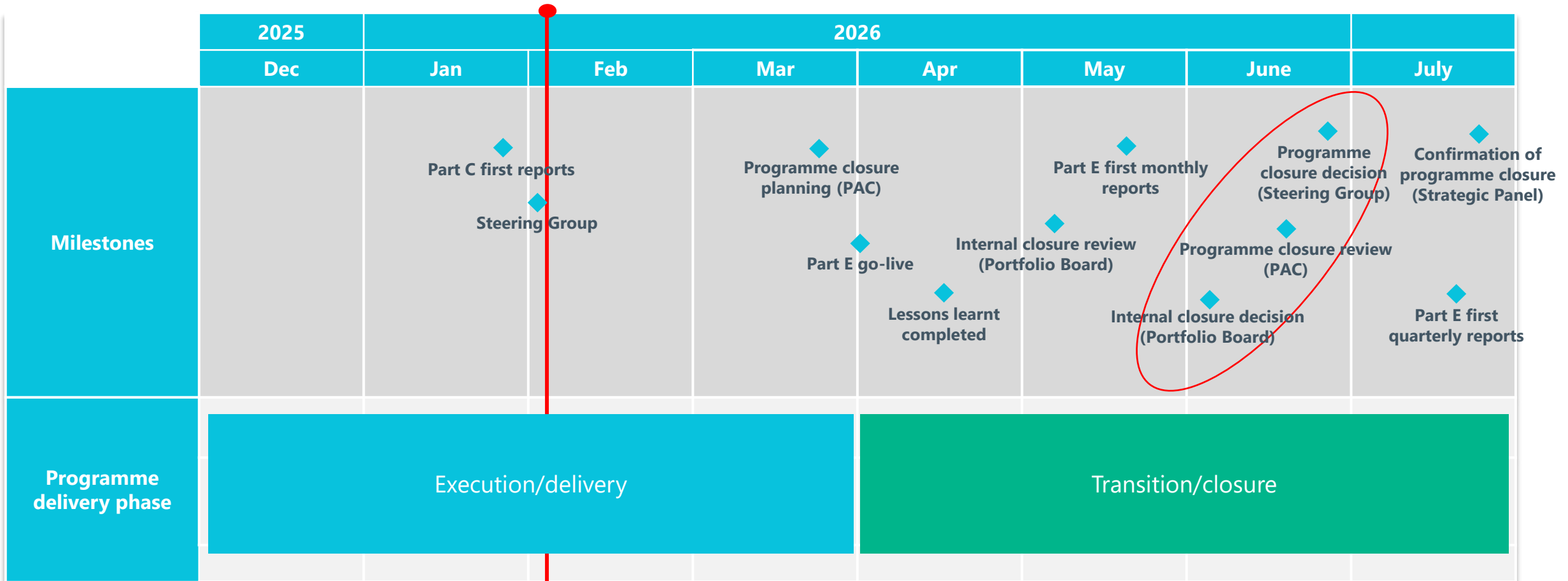
1. Post Implementation Review (PIR) scheduled with the PAC and shared with CCC
2. Lessons learned carried out and actions agreed with Portfolio Board
3. Success criteria evidenced and documented
4. Closure report signed off by Portfolio Board

Artefacts/documents

1. Core service process documents
2. Lessons learned summary document
3. Programme closure report including:
 - a. Success criteria evidencing
 - b. Confirmation of ongoing governance and change processes
 - c. The approach and timeframe for post implementation review
 - d. Summary of backlog and confirmation of ongoing delivery approach

Programme closure decision to be made at Steering Group in June

Timeline to programme completion



Programme to close in July following the publication of first monthly and quarterly reports for additional metrics

MPF Reform

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Coming up

- Next performance reports due to be issued 23 February (Jan data)
- Reminder:
 - Trading party performance data available on [My MOSL](#)
 - New 'trading party performance' dashboard tile
 - New performance dashboard showing live performance data from December 2025 onwards
 - Peer comparison reports
- Webinar on Thursday 26 February – open agenda
- Performance Assurance Committee vacancies close Monday 16 Feb
 - Permanent wholesaler member
 - Wholesaler and retailer alternates
- **Next Contract Managers' update: Thursday 12 March**



Questions?





Smart meter read hub

Delivery update and demonstration

Spencer Mattia, Amy English, Ricardo Wissmann-Alves

12 February 2026



STRATEGIC
PANEL
& Committees

Agenda

- Background and objectives
- Data sharing now vs with the Hub
- Programme delivery update
- Demonstration and discussion
- Next steps



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Background

- Smart metering key to meeting supply and demand challenge
- Nearly 800,000 smart meters being rolled out to businesses in AMP8
- Sharing of meter read data between wholesalers and retailers key to realising benefits
- Strategic Panel's National Metering Strategy noted lack of consistent approach and risk of inefficiencies
- Panel asked MOSL to consider options and develop business case – approved in June 2025
- **Hub being delivered in two phases: Phase 1 pilot (April) and Phase 2 to connect Hub to CMOS (December)**



Key objectives

Objective 1:

To enable smart meter data to be shared **easily, efficiently, confidentially, securely and consistently** between wholesalers to retailers

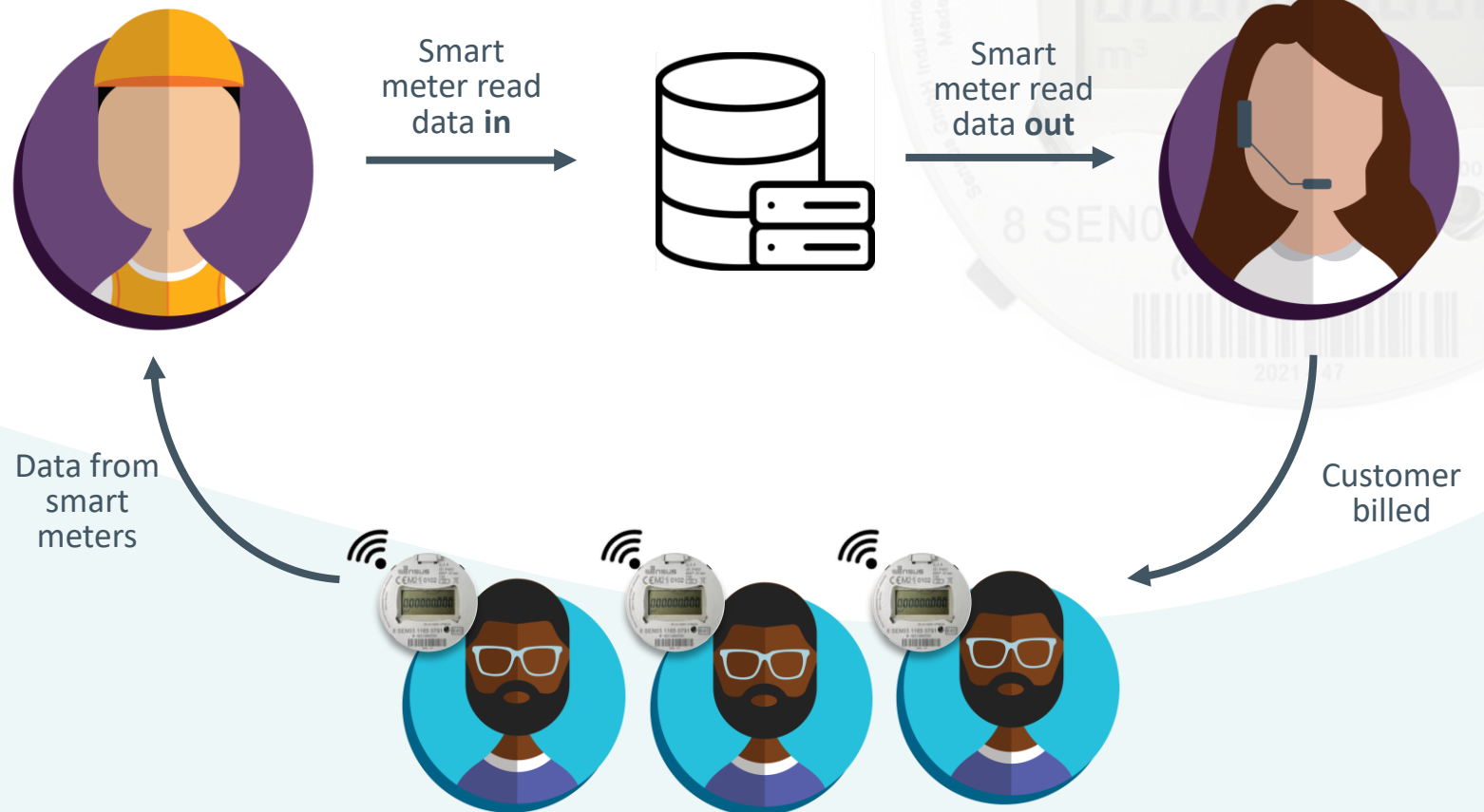
Objective 2:

To provide an **efficient way of enabling reads to be submitted into CMOS** for settlement that is 'future proofed' to cope with increased future volumes



Hub overview

- A single, central repository for smart meter reads
- Wholesalers collect hourly reads from smart meters and submit into the Hub
- Retailers extract meter read data and select read to use for billing purposes
- Unlike CMOS, retailers can only see their customers' data



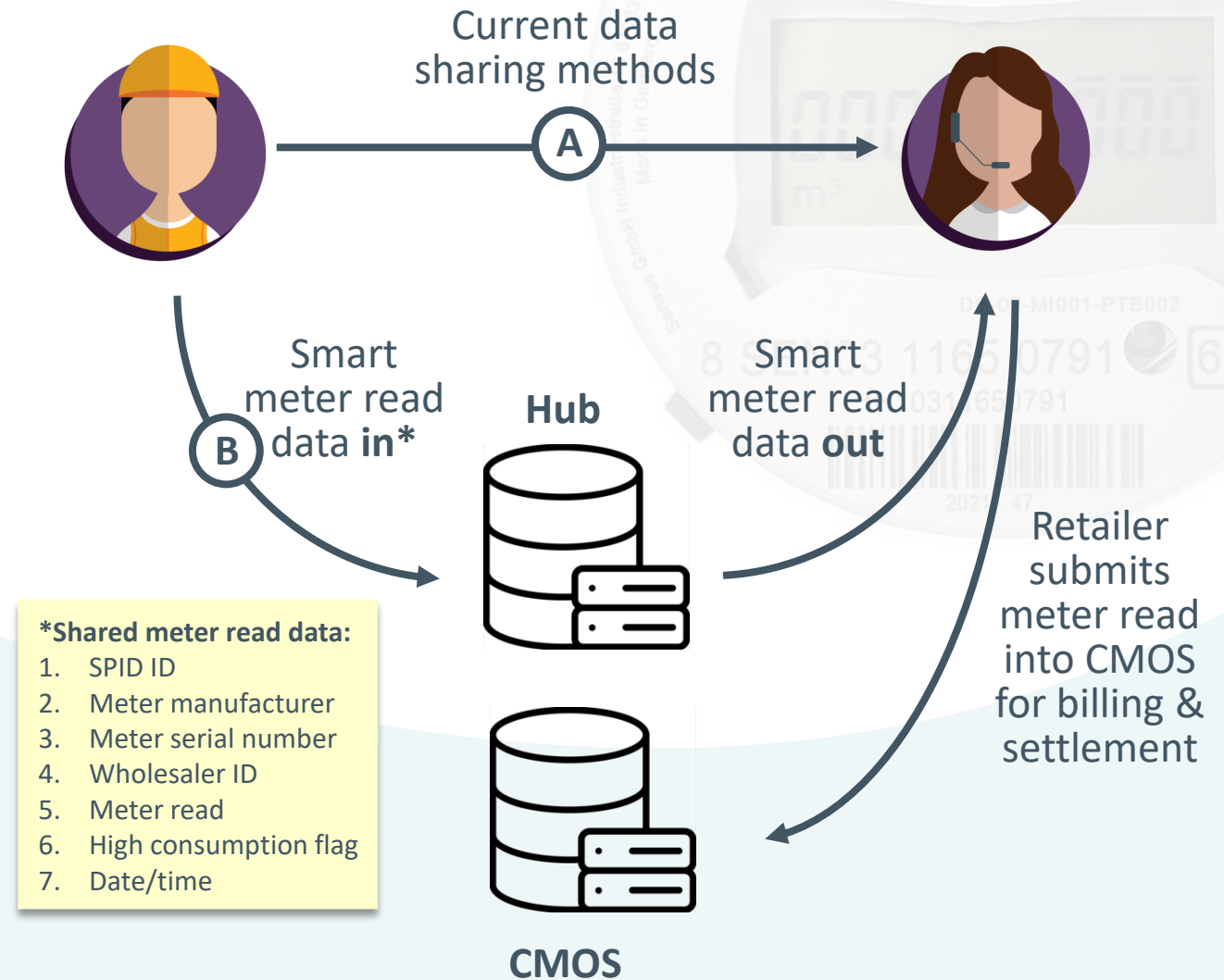
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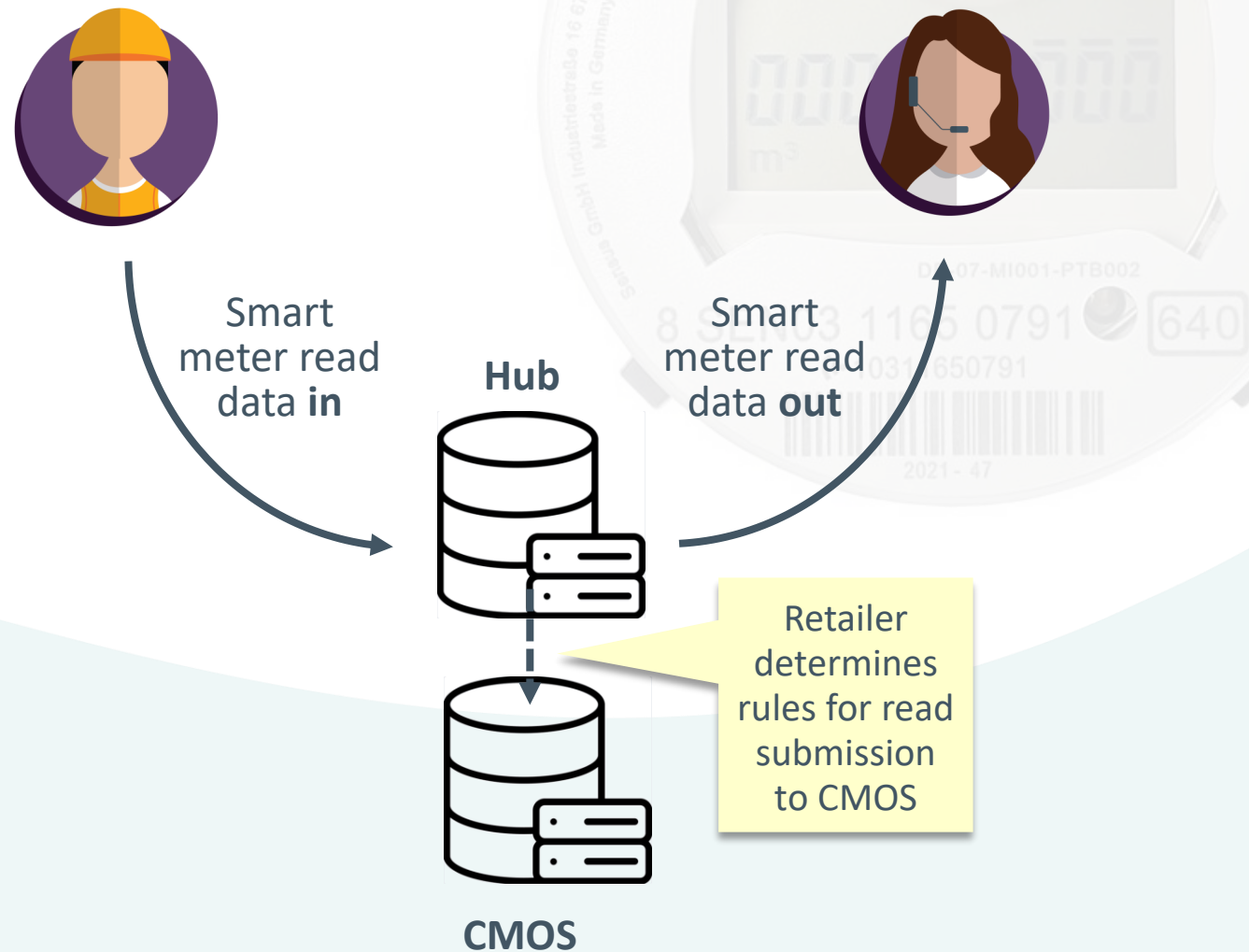
Sharing smart meter reads during pilot (April 2026)

- Use of Hub is *optional* during the pilot
- Wholesalers can share data via current methods (A) and/or the Hub (B) during the pilot
- Interim User Agreement provides same data protections, UK-GDPR and commercial confidentiality as today
- Retailer submits monthly or bi-annual meter read into CMOS for billing and settlement purposes
- Retailer can only see their customers' meter read data in the Hub, which is limited to seven fields*



Sharing smart meter reads via Hub in Phase 2

- Hub becomes mandatory method of sharing smart meter reads
- Data confidentiality and protections provided by the Codes
- Retailer extracts and stores their customers' granular meter read data from the Hub
- Retailer determines rules for selecting monthly/bi-annual meter read (default = most recent read)
- Read submitted automatically from Hub into CMOS



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Programme delivery update

- On course to launch Phase 1 pilot in April and Phase 2 in December (launch subject to CCC & Ofwat approvals)
- Phase 1 development complete, MOSL internal testing nearing completion
- ‘early adopter’ trading parties to support testing in February/March
- Updated Interim User Agreement issued – final version due to be issued w/c 9 March
- Market Privacy Notice will be issued for consultation in March
- Currently having 1-2-1s with trading parties
- Preparations underway for Phase 2, e.g. validating requirements ahead of development

Deliverables

- Interface spec shared with trading parties
- Updated FAQs published
- User manuals drafted and being reviewed
- Technical Code Subsidiary Documents (CSDs) being reviewed by Working Group

Working Group

- Working Group created November 2025 – 3 x Wholesalers, 3 x Retailers
- Enables MOSL and trading party SMEs to ‘get into the detail’ and support code change development
- Three meetings so far have covered:
 - The ‘business as usual’ process interacting with the Hub and how this would work from a wholesaler and retailer perspective
 - Reporting requirements
 - Data architecture of the Hub
- Very positive engagement and productive discussions
- A number of items have been added to the backlog based on the discussions e.g. non-market meters and additional reporting
- Next meeting on 25 February will cover any CMOS changes and standing data reports.

Working Group members:

Wholesalers

- Yorkshire Water
- Thames Water
- Portsmouth Water

Retailers

- Business Stream
- Everflow
- Castle Water

Early adopters

- 13 trading parties have volunteered to be ‘early adopters’ ahead of Phase 1 launch in April
- We are currently working on testing and bug fixes
- Connectivity testing underway
- Early adopters have been sent updated interface specification
- If you are interested in becoming an Early Adopter, please get in touch
- If your organisation would like to be an early adopter, Contract Managers or Deputy CMs should raise a ticket via My MOSL to IT Support with:
 - ORG ID
 - Whether you will be using HVI and/or LVI

Early adopters: Wholesalers

- Anglian Water
- Severn Trent
- Southern Water
- Thames Water
- United Utilities
- Yorkshire Water

Retailers

- Business Stream
 - Conservaqua
 - The Water Retail Company
 - WaterPlus
 - Water2Business
 - Waterscan
 - Wave
-

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Hub demonstration

Covering:

Wholesalers:

- Adding, amending and deleting meter readings
- Exporting meter readings

Retailers:

- Exporting meter readings for their own SPIDS
- Notifications when meter readings are added, amended, deleted.

The screenshot shows the MOSL Smart Meter Read Hub dashboard. At the top, there are navigation tabs for Dashboard, Files, Reads, Notifications, and a user profile dropdown for 'acc_mostest_w_b004 (Wholesaler)'. Below the navigation, a welcome message reads 'Welcome, Ricardo Wissmann-Alves' with a 'Refresh' button. A section titled 'Attention Needed' contains three cards: '95 Unread Notifications' (orange), '17 Files Processing' (blue), and '19 Failed Uploads' (red). Below this are two sections: 'Recent Uploads' and 'Latest Notifications'. The 'Recent Uploads' section lists three CSV files with their upload dates and statuses: 'COMPLETED', 'PROCESSING', and 'PROCESSING'. The 'Latest Notifications' section lists three notifications: 'File Completed', 'File Accepted', and 'File Processing', each with an 'ACTIVE' status.

Question? Please raise your hand or add to chat



Questions



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Summary

Working Group

- Next meeting on Wednesday 25 February
- Phase 2 CMOS changes and reporting

Interim User Agreement

- Issued on Monday for final comments by 20 Feb
- Final Agreement due to be issued w/c 9 March

Become an early adopter

- Contract Managers or Deputy CMs to raise a ticket via My MOSL

Interface specification

- Final specification anticipated at the end of February

Wholesaler plans

- Wholesalers asked to share their plans/timescales for using the Hub

Requests for one-to-ones

- Please contact the team.

**Next
Planning update**



Thursday 12 March
2-3:00pm



Thank you.



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