

MPF | Initial Performance Rectification Plan | Wholesalers

Trading Party name   Trading Party ID	Thames Water	THAMES-W
Response completed by		
Date	31/05/2019	
Market Performance Standards (MPS) being monitored	MPS 7, 8 & 9 - Initial and Final Meter Reads	

PLAN OVERVIEW

In this section please provide details for any performance rectification activities or initiatives against each monitored Market Performance Standard (MPS) that you are currently or planning to undertake which are expected to have an impact on the percentage of on-time tasks. For each activity please provide an indication of whether you expect this to affect your current position alongside the specific MPS to be impacted. Where known please also provide details of your target completion date and any other information that you think may be relevant.

Activity / initiative	Is this activity currently in-flight or planned for the future?	Which Market Performance Standard (MPS) will this initiative specifically impact? If multiple MPS then please add details in the next column	If answered "Multiple" in the previous column, please provide details on the various MPS impacted	Target completion date	Please provide any additional commentary or details that are relevant to this activity, for example if there are key dependencies on 3rd parties
C-Process Related Meter Reads	In-flight	Initial & final meter read submission (MPS 7 & 9)		Ongoing	Current understanding of codes ensures that last visual read available is put into the market in most cases far exceeding the SBO SLA in from the meter read date. A review of this understanding is being undertaken to understand if a more up-to-date read is required when submitting a Final or Initial read.
New Connections process review	In-flight	Initial & final meter read submission (MPS 7 & 9)	Also impacts New Connections (MPS )	01/ 0/2019	Our processes around collection of new connection data and its subsequent submission to the MO is under review due to issues arising around dependencies on Self-lays providing information and
New Connection performance managements	Planned	Initial & final meter read submission (MPS 7 & 9)	Also impacts New Connections (MPS )	01/07/2019	Our Developer services team as part of their process review are putting together a performance management framework with a focus on the obtaining accurate data and ensuring the timely submission of this data to the MO.
MPS Working Group	Planned	Initial & final meter read submission (MPS 7 & 9)	Also impacts New Connections (MPS )	Ongoing	A Working group involving relevant stakeholders within the MPS processes has been put together with the objective of improving overall SLA Performance for our MPS. The group meets bi-monthly to discuss performance analyse data and set out actions for improvement.

PROJECTED IMPACT OF ACTIVITIES ON SPECIFIC METRICS

In this section please provide projected monthly performance metrics for the following 6 reporting periods. It is key that any performance improvement can be maintained. Please also provide written commentary to explain the rationale underpinning the trajectories you have set out as well as any other relevant information for example how you are approaching prioritization.

Market Performance Standard (MPS)	Percentage of New Connection Notification tasks completed on-time (MPS 7, 8 & 9)									Peer Performance Metrics for MPS 7, 8 & 9		
	BASELINE (February 2019)	BASELINE (March 2019)	BASELINE (April 2019)	May 2019	June 2019	July 2019* (3 month criteria)	August 2019	September 2019	October 2019* (6 month criteria)	Reporting Period / Metric	Mean	Median
In this section please provide projected metrics as per instructions (note: MOGL have pre-populated your baseline and the peer performance figures).	59%	68%	55%	55%	55%	65%	68%	72%	75%	February	65%	72%
To support understanding of your plans and to inform future engagement, please provide an overview of how you have arrived at your trajectory for this metric.	We expect performance to remain stable initially as the effects of the working group and actions are set out and begin to take effect. Of our current failures we expect a 50% upturn in performance on New Connection Initial reads due to current actions set out as well as a 90% up turn in performance on C-process related meter reads. Of April failures we are still undertaking root cause analysis of c.150 failures and do not include any up-turn in performance of these failures.									March	62%	69%
If your planned performance does not meet the criteria set out in the instructions "How MOGL will assess your plan based on your projected metrics", please use this section to explain any mitigating circumstances as to why this is the case.	For a portion of our MPS7 volumes we are reliant on data being submitted by self lay providers and whilst we are looking to educate and put a performance management framework in place to manage this there is no guarantee that Self-lays will adhere to the proposed 1 BD sla. With regards to our C-process related meter reads this up turn in performance is heavily linked to a review of our understanding of the codes and whether these leads to a change in process. If this does not then performance in October 2019 is likely to be 61%.									April	67%	83%
										*Your planned performance metrics will be assessed against the 'median peer median' and 'lower peer median' at the 6-month and 3-month mark respectively from when plans were requested (colours are used to indicate).		

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## Background

Why are we requesting Initial Performance Rectification Plans?

MOSL monitors Trading Party performance against the Market Performance Standards. Where a Trading Party is underperforming, as defined in our Performance Resolution policy (website link in cell directly below), MOSL will seek Initial Performance Rectification Plans from these Trading Parties as outlined in Section 7 of CSD 0002 - The Market Performance Framework (MPF). The Initial Performance Rectification Plan enables Trading Parties to set out their planned resolution for underperformance and enables MOSL to understand the planned pace of resolution. This request will help formalise the process for identifying and rectifying issues causing Trading Party underperformance, while ensuring that information regarding in-flight and planned remedial activities is collated in a structured and consistent way across the market.

[Link to Performance Resolution Policy](#)

What information is being requested?

Trading Parties are requested to complete a series of questions relating to the relevant Market Performance Standard (MPS) metrics, plus detail how they will rectify this underperformance. Both retailers and wholesalers are requested to provide quantitative and qualitative information on how they will improve their performance and maintain this improvement.

Please note that MOSL are not presently asking for details relating to cyclic non-market meter read tasks within this Initial Performance Rectification request due to heavy overlap with the Data Improvement Plan distribution.

What are the timelines for this request?

Trading Parties are required by Section 7 of CSD0002 to provide an Initial Performance Rectification Plan within 20 Business Days of this request, specifically the **COB 31 May 2019**.

How will the information be used?

MOSL will analyse the information submitted by Trading Parties and present a summary to the MPC and Panel meetings. This will provide a view by Trading Party of planned improvement activity, as well as identifying any specific concerns, for example, where plans have not been provided. MOSL does not intend to share specific Trading Party plans or publish them more widely. Please also note the information in the "How MOSL will initially assess your plan based on your projected metrics" details below.

## Guidance on the information being requested from wholesalers

Completing the 'Plan Overview' section

In this section, please provide details for any performance rectification activities or initiatives against each monitored Market Performance Standard (MPS) that you are currently or planning to undertake which are expected to have an impact on the percentage of on-time tasks. For each activity, please provide an indication of whether you expect this to affect your current performance position, alongside the specific MPS to be impacted. Where known, please also provide details of your target completion date and any other information that you think may be relevant.

Activity/Initiative	Market Performance Standard (MPS) impacted	Expected impact on performance (e.g., percentage of on-time tasks)	Target completion date	Other relevant information

Completing the 'Projected impact on specific metrics' section

In this section, please provide projected monthly performance metrics for the following 6 reporting periods. It is key that any performance improvement can be maintained. Please also provide written commentary to explain the rationale underpinning the trajectories you have set out, as well as any other relevant information, for example how you are approaching prioritisation.

Market Performance Standard (MPS)	Percentage of Total Meter Read Submissions tasks completed on time (MPS 01)						Peer Performance Metrics by MPS 01		
	Reporting Period (MPS 01)	Actual (%)	Target (%)	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019

How MOSL will initially assess your plan based on your projected metrics

You will see that MOSL have pre-populated your baseline performance figures and peer performance metrics for the same period. Your submission will initially be assessed based on the following criteria, with the aim that you will be in a position on completion of the plan where you are no longer underperforming against your peers for the given measure(s):  
 >> Is the planned performance 6 months from when plans were requested greater than the baseline median peer median ?  
 >> Is the planned performance 3 months from when plans were requested greater than the baseline lower peer median ?  
 If the answer is "no" to either of the above questions, please ensure that there is sufficient qualitative information provided in the commentary section (below the metrics) to explain the rationale for your planned pace of performance resolution.

## Details on the metrics that are being used to define underperformance

Percentage of on-time tasks

This metric is calculated as the percentage of the total number of tasks completed on time within the reporting period against the total number of tasks completed within the reporting period.

The average (mean) and median values in the Peer Performance Metrics section are calculated using the peer performance data by Trading Party for each MPS grouping.