

Trading Party name	Trading Party ID	Response completed by
Thames Water Utilities Limited	THAMES-W	[REDACTED]

Date response submitted	Market Performance Standards (MPS)	Submission Type
22/10/2019	MPS 3	Extension

Activity / initiative	Target completion date
Report Amendments	Oct-19
Historic Data	Nov-19
Incorrect inputs - Education/Training	Apr-20
Self Lay Providers	Apr-20

PS	Planned Performance
PS_	0.50
PS_	0.50
PS_	0.55
PS_	0.60
PS_	0.65
PS_	0.75

ould be filled out as a proportion e.g. 50% should be written as 0.50

: in the format "01/mm/yyyy"

re month e.g. "01/10/2019" means that October's planned performance will be 50%,
ta relating to October (submitted at the start of November) to compare against the planned

MPF | Initial Performance Rectification Plan

Background

Why are we requesting Initial Performance Rectification Plans?

MOSL monitors Trading Party performance against the Market Performance Standards. Where a Trading Party is in breach of these standards, we request Initial Performance Rectification Plans (IPRP's) from these Trading Parties as outlined in Section 7 of CSD 0002 - The Market Performance Standards. We request these plans to help us understand the planned pace of resolution. This request will help formalise the process for identifying remedial activities in a structured and consistent way across the market.

What information is being requested?

Trading Parties are requested to provide information relating to the relevant Market Performance Standard they are in breach of and the performance achieved (plan details).

What are the timelines for this request?

Trading Parties are required by Section 7 of CSD0002 to provide an Initial Performance Rectification Plan within 10 business days of the date of the breach.

How will the information be used?

MOSL will analyse the information submitted by Trading Parties and may present a summary to the Market Performance Standards Committee.

Guidance on the completing the template

Completing the 'Trading Party Details' section

This should include: the Trading Party's name; organisation identification (as defined in CMOS); the Market Performance Standard to which the template relates. A separate file should be submitted for each MPS, where applicable.

Completing the 'Plan Details' section

Please provide details for the activities and / or initiatives being undertaken to resolve performance position. Where applicable, provide the date at which the activities / initiatives are expected to be completed.

Completing the 'Milestones' section

In this section, please provide planned performance milestones for each month. Typically, and in appropriate timeframes, e.g. 3 months or 12 months. If you feel that 6 months is not an appropriate timescale to use, please specify a different timescale (e.g. "01/mm/yyyy" (e.g. "01/05/2019")); MPS should be entered as "MPS x" where "x" is the Standard number (e.g. "MPS 15") as a proportion (e.g. "0.80" rather than "80%" or "80.0").

Saving and returning the template file

The template should be named with the following convention: "yyyy-mm-dd_ORG-ID_MPS x_IPRP-Standard-Number". "yyyy-mm-dd" refers to the date the file is saved; "ORG-ID" refers to the Trading Party; "MPS x" refers to the Standard that the file refers to (e.g. "MPS 15"); and "ORG-ID" refers to the Trading Party.

What to expect next

Response from MOSL

In most instances, MOSL will only respond if further information is required or if there is an issue with the submitted template.

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

Due to the unique challenges facing Trading Party's, MOSL will assess whether the plan details and p consistently and sustainably perform at the "peer-level" within a reasonable timeframe. The peer-le Specifically, this means that MOSL expects a Trading Party on an IPRP to achieve at least 3 consecut considered "complete". All Trading Parties completing IPRP's will be automatically added to MOSL's peer-level performance. MOSL recognises that the time required to reach the peer-level may exten reach the peer-level.

Peer-Levels and Thresholds

Note that MOSL currently identifies performance issues, and assesses planned performance levels f "threshold" levels for particular MPS where it is considered appropriate. Such thresholds will be def We feel that a static, pre-defined threshold is easier for Trading Parties to understand and target th

[Redacted]

[Redacted]

Trading Party is underperforming, as defined in our Performance Resolution policy, MOSL will seek Initial Performance Framework (MPF). The IPRP enables Trading Parties to set out their planned resolution for underperforming and rectifying issues causing Trading Party underperformance, while ensuring that information regarding

standard (MPS), including: planned performance levels (milestones); and details of how the planned level

Plan within 20 Business Days of this request.

MPC and Panel meetings. MOSL will not distribute or publish details of a Trading Party's IPRP(s) publicly

[Redacted]

name of the person that has completed the template; the date the template was completed and returned

issues for the relevant MPS. For each activity, please provide an indication of how you expect this to affect performance completed.

In accordance with CSD 0002, the milestones should cover the next 6 months. MOSL will occasionally ask for assistance to resolve the performance issues, please indicate this in the Plan Details section. Date should be entered as month number (e.g. "MPS 15"); and Planned Performance (i.e. proportion of on-time tasks versus total tasks for each

submission", where: "yyyy-mm-dd" refers to the date at which the template was submitted to MOSL (e.g. "2023-01-15"). Trading Party's organisation identification as shown in CMOS. A separate file should be submitted for each MPS, with

[Redacted]

with the submission. If there is an issue, MOSL aims to respond to IPRP submissions within 5 business days

planned performance levels in each IPRP(s) are reasonable on a case-by-case basis. Ultimately, MOSL expected level is currently determined in relation to the mean and median performance of all Trading Parties in the five months of performance at, or close to, the mean and median level performance for that particular IV "watch-list" for a limited time. In most cases, the Trading Party will be removed from the watch-list followed beyond the initial 6-months period of an IPRP, and therefore the IPRP may be extended further to give

for IPRP's, with reference to the peer-performance level (i.e. market mean and median). From time-to-time defined taking into account the longer-term peer-level, but will be a single, static number that only changes on a fluctuating level determined by the performance of other Trading Parties.



Performance Rectification Plans
and enables MOSL to
during in-flight and planned

Level of performance will be

.



added to MOSL; and the MPS to

reflect your current performance

milestones covering different
with the format
(each month) should be entered

3. "2019-05-25"); "MPS x"
are applicable.



of receiving a completed

jects Trading Parties to
e market for a given MPS.
MPS, before the IPRP is
owing a further 3-months of
the Trading Party more time to

ne, MOSL may specify
; following a review by MOSL.