MPF | Initial Performance Rectification Plan | Wholesalers

Trading Party name	Trading Party ID	Thames Water	THAMES-W
Response completed by	██████████	████████████████
Date	21/02/2019	
Market Performance Standards (MPS) being monitored	MPS 3,4 - New connection notifications	

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
Waste Only New Connections Input	In-flight	New connection notifications (MPS 3 & 4)		31/08/2019	535 new waste connections were put into the Market during January by Thames Water all failing their MPS3 SLA. This accounts for 48% of all MPS3 transaction sent in the past 3 months. This data cleanse activity is the result of water only new connections being set up in the market by another Wholesaler and then a delay in providing that information to Thames Water in order for the waste new connection to be set up and paired with the Water SPID. A bulk of these were uploaded during January and all resulted in a MSP Failure. This actitvity is expected to continue over the next 6 months with c. 50 transaction being sent each month.
Data input process improvements	In-flight	New connection notifications (MPS 3 & 4)		Ongoing	Of the remaining transactions sent between November and January 564 of these are related to BAU activity and resulted in a SLA hit percentage of 53%. The current process of data entry (from a connection being made in the field through to sending the data to CMOS) takes the full 5BD to achieve. As a result one slip in the process results in a failure. The process is therefore being reviewed to identify any efficiencies that an be gained in order to get data from the field to CMOS sooner. Another area of impact on our data input into CMOS is the rejection of transactions. Given the tight deadlines within our current process, any rejected transactions will result in a failure.
Acellerated Programme	In-flight	New connection notifications (MPS 3 & 4)		31/03/2019	Our Accelerated programme aimed at rectifying a number of data items in the market resulted in the failure of 8 trasnactions during the 3 months. This programme of work is wrapping up in March and will have no further impact.

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 prioritisation.

Market Performance Standard (MPS)	Percentage of New Connection Notification tasks completed on-time (MPS 3 & 4)									Peer Performance Metrics for MPS 3,4		
In this section please provide projected metrics as per instructions (note, MOSL have pre-populated your baseline and the peer performance figures).	BASELINE (November 2018)	BASELINE (December 2018)	BASELINE (January 2018)	March 2019	April 2019	May 2019* (3 month criteria)	June 2019	July 2019	August 2019* (6 month criteria)	Reporting Period / Metric	Mean	Median
	55%	63%	13%	41%	48%	50%	55%	56%	60%	November	70%	88%
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	Our ongoing forecast is heavily impacted by our Data Projects work, with c. 50 transactions to be sent each month and all failing their SLA. This is combined with incremental improvements on our BAU process as we look to identfy areas for improvement and automation within the process									December	67%	74%
If your planned performance does not meet the criteria set out in the instructions "How MOSL 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.	Due to the manual process for data entry resulting in tight deadlines for each individual team it is highly unlikely that we will be able to meet the SLA on more than 70% of all transactions. The current process is open to many difficulties mainly human error inputting accurate information resulting a data transaction rejection and the non timely hand over of data between team casuing slips in deadlines and ultimately failure to meet our SLAs.									January	69%	73%
										*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).		

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 21 March 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.

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.

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.