

MPOP Dashboards Guidance Note v1.0

Wholesaler Settlement Dashboard v1.0

Retailer Settlement Dashboard v1.0

Switching Dashboard v1.0

13th September 2018

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Introduction

The context of dashboards in the Market Performance Operating Plan (MPOP)

The publication of dashboards by MOSL to provide transparency and information about market issues is a core part of the approach set out in the MPOP. There are three specific sets of dashboards set out in the MPOP:

Settlement	Switching	Regional performance
To include estimates of the financial impact of missing or poor quality consumption information and supply point information	To provide information on the impact of supply point information on switching alongside Additional Performance Indicators on the use of estimated transfer reads	To provide information on the regional variances in wholesaler performance and peer comparison information
V1 developed and launched between Aug – Sep 2018	V1 developed and launched between Aug – Sep 2018	V1 developed and launched between Oct – Dec 2018
V2 updated to include vacant premises between Jan – Mar 2019		
V3 updated to include meter read validation between Apr – Jun 2019		

Each of the dashboards is planned to be developed by MOSL with input from stakeholders and made available to trading parties to support the targeting of improvement activities. Information from the dashboard will also be shared with the Panel and the Market Performance Committee to support the monitoring of improvement activities at the market level.

Content included in Release 1.0

This Release 1.0 of the MPOP dashboards includes the V1 Settlement Dashboard (which has been developed as separate Retailer Settlement and Wholesaler Settlement dashboards) and the V1 Switching Dashboard, as per the diagram above.

How to access the dashboards

Where the dashboards are hosted

The dashboards are hosted on the Market Operator Portal, which can be accessed at the following link:
<https://portal.mosl.co.uk/Portal/>

Who can access the dashboards

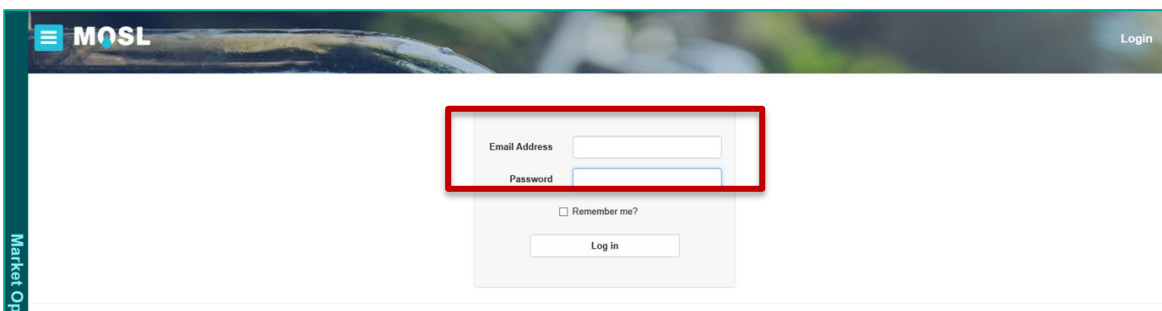
Access to the dashboards is restricted to specifically-named personnel. By default, access has been granted to:

- Named Contract Managers for all trading parties
- Named Deputy Contract Managers (where applicable) for all trading parties
- Independent Panel and Market Performance Committee members

Please note that all individuals with access to the dashboards can view all dashboards, for example retailers can view the information on the wholesaler settlement dashboard and vice versa.

Login instructions

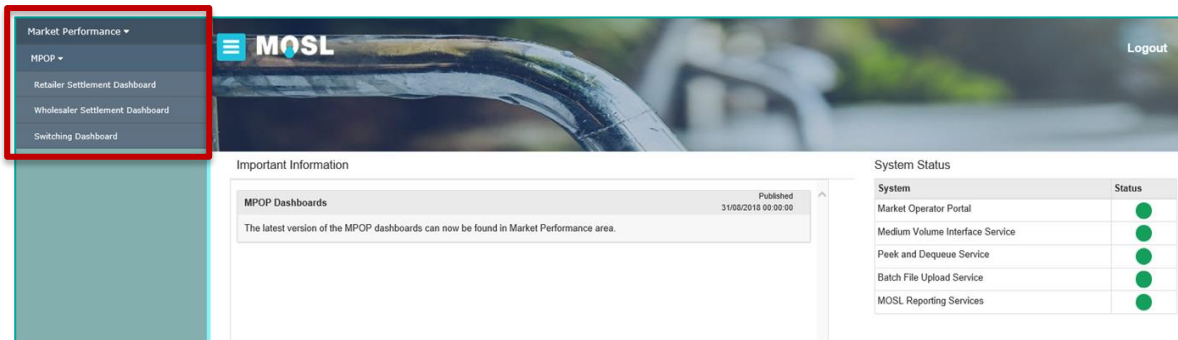
The dashboards can be accessed by entering your existing MOSL login details (name.lastname@partners.mosl.co.uk) into the login page at <https://portal.mosl.co.uk/Portal/>:



The screenshot shows the MOSL login page. At the top left is the MOSL logo with a menu icon. At the top right is a 'Login' button. The main content area is a white box containing a login form. The form has two input fields: 'Email Address' and 'Password'. A red rectangular box highlights these two fields. Below the 'Password' field is a checkbox labeled 'Remember me?'. At the bottom of the form is a 'Log in' button. On the left side of the white box, there is a vertical label 'Market Op'.

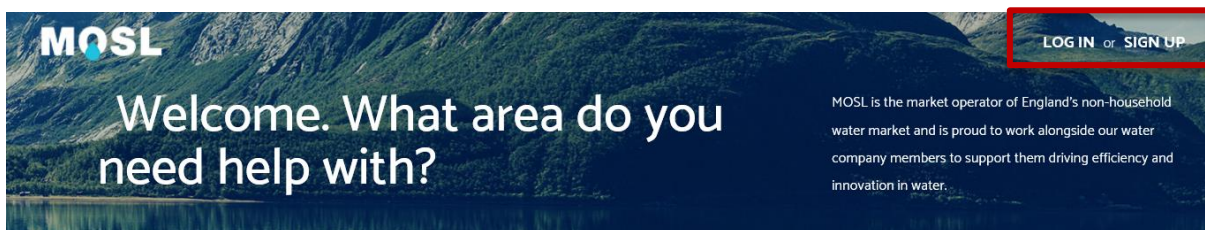
If you have forgotten your username or password or if you are unsure about whether you have a 'partners' account, please see the section below.

Once you have successfully logged into the portal, the dashboards can be navigated to using the dropdown menu on the left of the page: Market Performance >> MPOP >> [e.g.] Retailer Settlement Dashboard



What to do if you are having difficulty accessing the dashboards

The login details used for the Portal are the same details used to access content on the MOSL website. If you do not currently have details (i.e. a name.lastname@partners.mosl.co.uk account), please visit www.mosl.co.uk and sign up via the option on the top right of the page:



If you have forgotten your password for the Portal, please check the following [guide on how to reset your password](#).

If you are able to login to the Portal but unable to navigate to the dashboards (for example if the dashboards do not appear in the dropdown menu on the left of the page), please contact Market.Performance@mosl.co.uk.

Overview of dashboard functionality

Top level dashboard view

The top level of each dashboard displays the full set of charts available within that dashboard. At this level, the charts display accurate data, however the x-axes are typically restricted to show only the most recent periods. Each of the charts can be expanded from this page by clicking on the icon at the top right. It is also possible to expand a chart by clicking directly on a data point in the chart itself.



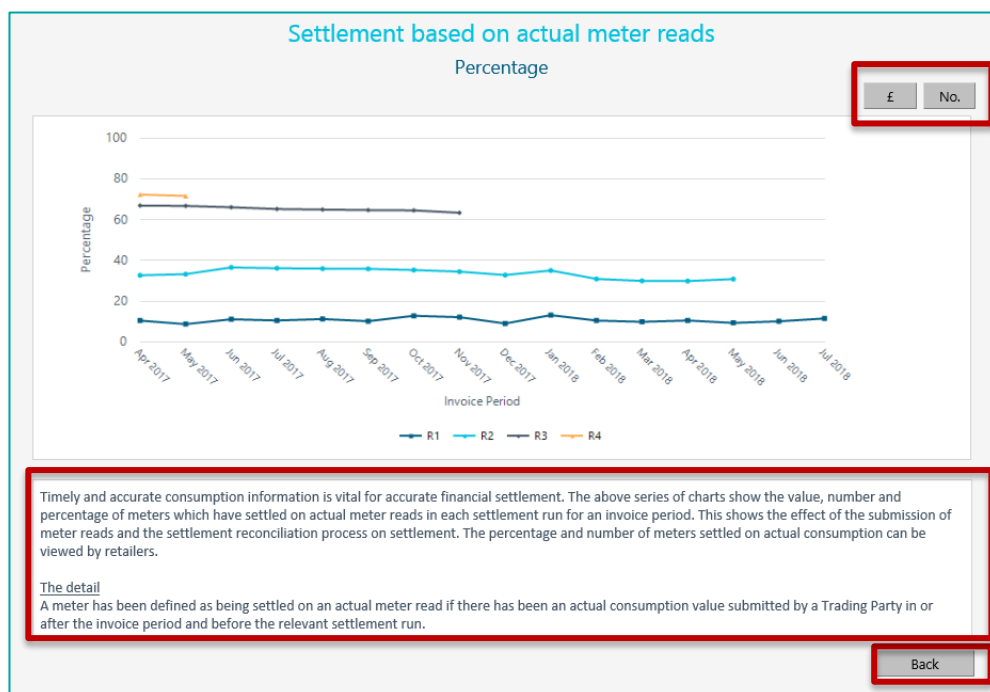
Viewing an expanded chart and toggling between number, percentage and (£) value views

Once expanded, the full dataset for that chart (typically stretching back to April 2017) becomes visible.

Beneath each chart a commentary is provided to describe the detail of the chart and, where appropriate, to provide information about the data sources that underpin it.

On most charts, there is the option above the chart to toggle between different views, for example to see the data displayed as a percentage or as a total number.

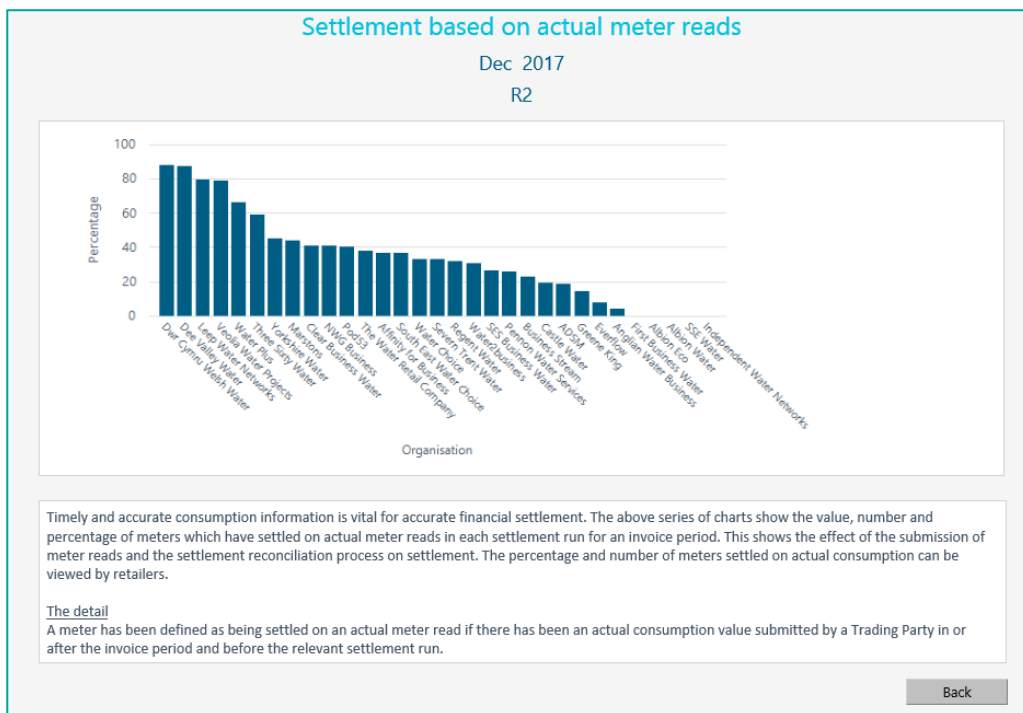
There is a 'back' button at the bottom right of each chart that returns you to the top-level dashboard.



Viewing information on a retailer-by-retailer or wholesaler-by-wholesaler basis


Important: the retailer-by-retailer and wholesaler-by-wholesaler drilldowns can only be accessed when the chart is being viewed as a percentage or number. It is not possible to view the breakdown in the (£) value view.

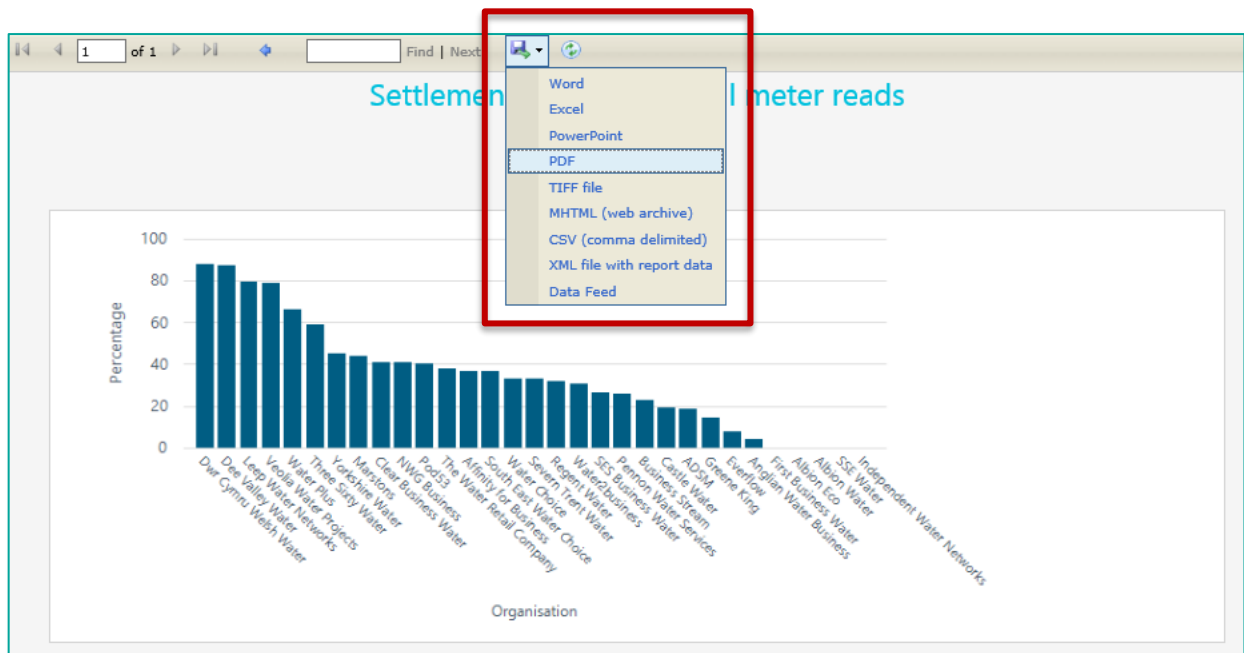
For the majority of charts, it is possible to click through from the expanded view to see the data at a trading party level. This is done by clicking directly on the chart on the data point that you want to see the breakdown for. This view will display the data, typically organised in ascending or descending order, for all wholesalers or retailers with relevant data for the period chosen (e.g. for a chart displaying switch data, the chart will show data for those retailers who processed a switch in the relevant period, which may only be a subset of the total number of retailers.)



Please note that to toggle between percentage or number view at the trading party level, it is necessary to return to the expanded chart view using the 'back' button and update the selected view from there.

Exporting data from the dashboards

In all views (main dashboard; expanded chart; trading party drilldown) there is the option to export the chart and/or the underpinning data in a variety of formats. This is achieved by clicking the small  icon above the charts and selecting the chosen file format.



Business as usual dashboard update cycle

Monthly refresh cycle

The MPOP dashboards will be updated on a monthly basis in line with the existing reporting schedule for Market Performance Standards.

Updated dashboards with the previous month's data will be available to view via the Portal from the 9th business day each month.