

Publication of Market Activity and Performance Information Policy

1. Summary

In the interests of providing customers, trading parties and wider stakeholders with access to information regarding market activity and performance MOSL will:

- Publicly publish market information unless disclosure would reveal confidential information, individual data items and/or inaccurate or misleading data;
- Provide information to trading parties 5 business days in advance of making it publicly available; and
- Provide trading parties with the opportunity to object to MOSL making information available solely on the grounds detailed.

2. Code obligations and consultation

Under the Market Terms (Section 1.2.11) MOSL must establish and maintain a policy which sets out the information which it will make available to the public, trading parties, the Panel and Ofwat. The Market Performance Committee and the MOSL Board were consulted in the development of this policy.

During shadow operations, and in early go-live operations, market activity and performance information was available to trading parties on the MOSL website behind a trading party login. This provided an opportunity for companies to access a variety of content and to identify key activity and performance trends, themes and issues.

3. Policy statement

Public information

Market activity and performance information will be made publicly available, unless any of the following apply:

- Disclosure is not permitted by legislation, including what is considered to be Personal Data under the Data Protection Act 1998 and/or the General Data Protection Regulation;
- Disclosure would reveal Confidential Information as defined under the Market Arrangements Code and/or Wholesale-Retail Code;
- Disclosure would reveal individual items of data as defined in the Data Catalogue (CSD 0301);
- Disclosure would reveal individual parties' financial information;
- Disclosure would reveal information that has been passed to MOSL on a confidential basis; and/or
- Disclosure could be misleading due to inaccuracies, or defects, in the reportable data or systems used for generating reports.

Such market information to be published will include, but will not be limited to:

- Market information
 - Service points in the market
 - Retailer and wholesaler service points

- Switching information
 - numbers of switches
 - service types
 - switching by consumption segmentation
 - geographic nature of switching
 - retailer market share
- Performance information
 - Market Performance Standards
 - Operational Performance Standards

Trading Parties

Information will be made available to trading parties as required under the market codes, and in particular CSD 0302 Standing Reports and Data Extracts.

The Panel

The Panel will be provided with access to the same information as the public and trading parties.

Ofwat

Ofwat will be provided with access to the same information as the public, trading parties and the Panel. In addition, MOSL will make available any information requested by Ofwat for the purposes of enabling it to fulfil its license and statutory functions, as allowed for within the Market Terms Section 1.1.3g.

4. Objection to publication

When a new chart or reporting format showing market performance or market activity is developed, it will be placed behind the login firewall on the MOSL website, where it can be accessed solely by trading parties, Ofwat and the Panel. This will enable trading parties to:

- Have prior sight of information prior to it being made public; and
- Object to the release of the information which can be done solely on the grounds that MOSL has not effectively applied the criteria detailed in Section 3 of this policy.

MOSL will publicly publish information 5 business days after it is made available on the members-only area of the website. If MOSL receives any objection(s) during this period, it will consider these based on merits.