

## Company overview

Market Operator Services Ltd. (MOSL) was formed in February 2015 and works on behalf of its members (water companies) to help them prepare for the opening of the competitive market for non-household customers in April 2017.

MOSL works with Defra and Ofwat as part of the Open Water programme to introduce competition to the non-household market, which aims to offer lower prices and improve customer service. This will affect all non-household customers, including micro-businesses, charities and public bodies who consume less than 5 million litres of water a year, while large corporations consuming more than this are already eligible to choose their retailer.

On top of supporting members in getting ready for the market, MOSL is responsible for delivering the core IT systems that will enable registration, customer switching and settlement between wholesalers and retailers.

More information on MOSL's role can be found at [www.MOSL.co.uk](http://www.MOSL.co.uk)

 <p>Department for Environment Food &amp; Rural Affairs</p>	<p>Forms the legislative framework that acts as the backbone of the market. One of MOSL's primary interactions with Defra is to provide assurance that the logistical operation of the market will be effective and efficient e.g. providing evidence that data will be accurate and data transfer will be reliable.</p>
	<p>Responsible for implementing Defra's decisions and ensuring water companies maintain a certain standard of service. MOSL works with Ofwat on overall programme delivery, focusing on specific aspects, such as communications and policy issues.</p>
	<p>Turns the industry codes and procedures approved by Ofwat into an operational market. One of MOSL's core responsibilities in the process of building the market is creating the central IT system that will manage processes such as customer registration, transfer and the CMOS system.</p>

## How MOSL supports you

Every MOSL member has a Portfolio Manager supporting their programme, both on-site and through email and phone calls. Participants have been separated into regions in the UK and work with the Portfolio Manager assigned to that region.

To find out who your Portfolio Manager is visit [www.mosl.co.uk/members/member-list](http://www.mosl.co.uk/members/member-list)



**Chantal Burgess**  
Wales and West Midlands  
[chantal.burgess@mosl.co.uk](mailto:chantal.burgess@mosl.co.uk)



**Julie Carly**  
South West  
[julie.carly@mosl.co.uk](mailto:julie.carly@mosl.co.uk)



**Liz D'Arcy**  
North  
[liz.darcy@mosl.co.uk](mailto:liz.darcy@mosl.co.uk)



**Pam Nash**  
East Midlands  
[pam.nash@mosl.co.uk](mailto:pam.nash@mosl.co.uk)



**Natasha Sinnett**  
South East  
[natasha.sinnett@mosl.co.uk](mailto:natasha.sinnett@mosl.co.uk)

## Stay connected

There are several ways to stay in touch with MOSL. MOSL also facilitates a number of groups dedicated to specific participants' needs, which connect regularly through events, calls and email updates. A full list of the groups available can be found in the 'Groups' tab on the MOSL homepage.

- MOSL website: [www.mosl.co.uk](http://www.mosl.co.uk)
- To subscribe to MOSL's mailing lists: <https://www.mosl.co.uk/mosl-mailing-lists/>
- Visit the FAQ page: <https://www.mosl.co.uk/faqs/>
- Pose a question directly to your portfolio manager: <https://podio.com/webforms/14367881/963071>
- Open Water Website: <http://www.open-water.org.uk/>