

RWG Good Practice Guide Alignment

The Retailer Wholesaler Group (RWG) is a trading party led group that covers operational terms and is made up of Retailers, Wholesalers, MOSL, CCWater and Ofwat. Their aim is to tackle the significant market issues and promote and share good practice to improve customer service in the market. This group develops and issues Good Practice Guides for the most common processes.

Further details of these good practice guides can be found on MOSL's website [here](#).

We regularly contribute to the development of good practice guides and are continuously working to align our policies and process's with the guides where we can. The table below illustrates our current alignment to each of the good practice guides.

| Good Practice Guide | Compliance | Comments |
|---------------------------|------------|--|
| Leakage Allowance | Partial | |
| Planned Events | Full | |
| Data Logging | Full | |
| Unplanned Events | Full | |
| Gap Site Incentive | None | We are currently working on a property matching project with Address Base which will help classify all properties both household and non-household. The matching will enable a quick response to Gap Site queries from our service desk. Once this work is complete we will be looking to introduce a Gap site incentive scheme from April 2021. |
| Disconnection Non-payment | Full | |
| Vacant Incentive | None | We are currently working on a pilot project to improve data capture and tracing of vacant properties. All Retailers are welcome to join our pilot scheme which is using Address Base information to prioritise vacancy investigations |