



**November KPM Update 2020
(Version 1 @ 7th Dec)**

Key Performance Measures November 2020 – Right First Time / Quality (Version 1)

Journey / Process	Frequency	Measure Detail	Target Description	Sep-20	Oct-20	Nov-20	Comments
Customer Contacts	Monthly	% of Escalations raised against total query responses	Less than 5%	0.40%	2.36%		
Customer Contacts (technical)	Monthly	% of tickets not re-opened within period	95%	98.90%	98.80%	98.30%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Shippers	100%	No Joiners	100%	No Joiners	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Non Shippers	100%	No Joiners	No Joiners	100%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	100%	No Leavers	100%	No Leavers	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	100%	No Leavers	100%	100%	
Customer Relationship Management	Quarterly	KVI relationship survey	95% starting to trust/ trust	90.91%	Next Survey-Dec Next Report-Jan	Next Survey-Dec Next Report-Jan	
Customer Reporting (all forms)	Monthly	% of RFT against all reports dispatched	99%	100%	100%	100%	
Demand Estimation obligations	Bi Annually	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	75% Met or Exceeded	Next Survey-Dec Next Report-Jan	Next Survey-Dec Next Report-Jan	Next Survey-Dec Next Report-Jan	
Energy Balancing (Credit Risk Management)	Monthly	Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%	100%	100%	
Invoicing customers	Monthly	% of invoices not requiring adjustment post original invoice dispatch	98%	100%	100%	100%	
Invoicing customers	Monthly	% of customers that have been invoiced without issues/ exceptions (exc. AMS)	100%	100%	100%	100%	
Invoicing customers	Monthly	% customers with less than 1% of MPRNs which have an AMS Invoice exception	97%	In Development	In Development	100%	
Manage Shipper Transfers	Monthly	% of successful shipper transfers processed	100%	100%	100%	100%	
Manage updates to customer portfolio	Monthly	% of valid CMS challenges received (PSCs)	Less than 1%	0.09%	0.14%		
Management of Customer Issues	Monthly	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	100%	100%	100%	100%	Issue updates provided at November CoMC. Communications issued to customers as per the agreed Issue Management Framework. No negative comments received.
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	Zero P1 or P2 valid defects	1	0		
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=four valid P3 defects	2	0	1	1 P3 raised against Nov-20 on 10th Nov, SMP quantities greyed out on DES Screen - fixed 12th Nov
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=five valid P4 defects	1	0	5	1 P4 raised against June-20 on 18th Nov, BRO details not updated with Supplier Change, code fix planned for 4th Dec 3 P4 raised against Nov-20 on 11th Nov and all fixed on 22nd Nov - ND Flag showing blank, MMT change type incorrectly displayed and Portfolio files not sending deletion instruction for expired timeslice 1 P4 raised against Nov-20 on 24th Nov and fixed on 28th Nov - Class 4 FINT status not showing
Meter Read / Asset processing	Monthly	% of meter reads successfully processed	99.5%	99.94%	99.97%		
Meter Read / Asset processing	Monthly	% of asset updates successfully processed	99.5%	99.77%	99.68%		
Monthly AQ processes	Monthly	% of AQs processed successfully	100%	99.95%	99.98%		
Monthly AQ processes	Monthly	% of AQs at risk/ have defects	0.75%	1.30%	1.34%		

Key Performance Measures November 2020 – Cycle Time / Delivery (Version 1)

Journey / Process	Frequency	Measure Detail	Target Description	Annual Target Description	Sep-20	Oct-20	Nov-20	Comments
Customer Contacts	Monthly	% P5 queries responded to within SLA/ OLA	90%	Cumulative in excess of 90%	95.80%	88.80%		
Customer Contacts	Monthly	% responded to within SLA	90%	Cumulative in excess of 90%	95.38%	94.45%	96.00%	Levels remain well on target and under constant monitoring to ensure we provide customers with a positive and expedient response
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Shipper	100%	100% of customers who enter market during the year	No Joiners	100%	No Joiners	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Non Shipper	100%	100% of customers who enter market during the year	No Joiners	No Joiners	100%	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% closure/termination notices issued in line with Service Lines (leave) Shipper	100%	100% of customers who leave market during the year	No Leavers	100%	No Leavers	
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	100%	100% of customers who leave market during the year	No Leavers	100%	100%	
Customer Relationship Management	Quarterly	Survey results delivered to CoMC in Month +1	100%	For 100% of all surveys taken	Next Report-Oct	100%	Next Report-Jan	
Customer Reporting (all forms)	Monthly	% of reports dispatched on due date against total reports expected	100%	12/12 Months	100%	100%	100%	
Demand Estimation obligations	Monthly	DESC / CDSP DE obligations delivered on time	100%	100%	On Track	On Track	On Track	
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	98% avg rolling 12 mth period	99.99%	99.72%	99.92%	2 customers did not pay their Energy invoice on the payment due date however did settle in full by payment due date +2.
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	12/12 Months	100%	100%	100%	
Invoicing customers	Monthly	% of invoices sent on due date	100%	12/12 Months	100%	100%	100%	
Invoicing customers	Monthly	% of exceptions resolved within 2 invoice cycles of creation date	100%	12/12 Months	99.07%	97.41%		Data available on 14th December
Manage Shipper Transfers	Monthly	% processed within SLA	100%	12/12 Months	100%	100%	100%	
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	80% in D+4	Cumulative in excess of 80%	93.81%	95.87%		
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	95% in D+10	Cumulative in excess of 95%	95.41%	96.68%		
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	98% in D+20	Cumulative in excess of 98%	98.23%	98.88%		
Management of Customer Issues	Monthly	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	90%	90%	100%	100%	100%	AQ Taskforce: progress updates including outcome of the analysis published & discussed at November CoMC including update on financial adjustments. Financial Adjustments for historical defects on target to meet plan, data issued to customers 02/12/20 / 03/12/20 for final set of MPRNs processed. AQ defects continue to be prioritised and managed until resolution. Low volume of MPRNs impacted by unresolved defects as at 03/12/20. Issue Management summary slide published providing updates for all 'Gold' issues.
Managing Change	Monthly	% level 1 milestones met	95%	12/12 Months	100%	100%		
Meter Read/Asset processing	Monthly	% requests processed within SLA	100%	12/12 Months	99.72%	99.99%	99.99%	15 Reads and 69 Asset Updates failed to respond in 2 days due to Exception creation .
Monthly AQ processes	Monthly	% Notifications sent by due date	100%	12/12 Months	100%	99.99%		