



February DSC KPM Summary
(As At 19th Mar 2021)

DSC Key Performance Measures February 2021 – Right First Time / Quality

Journey / Process	Frequency	Measure Detail	Target Description	Dec-20	Jan-21	Feb-21
Monthly AQ processes	Monthly	% of AQs processed successfully	100%	99.84%	99.99%	99.97%
Monthly AQ processes	Monthly	% of AQs at risk/ have defects	0.75%	1.69%	0.83%	0.73%
Customer Contacts	Monthly	% of Escalations raised against total query responses	Less than 5%	6.99%	1.63%	0.25%
Customer Contacts (technical)	Monthly	% of tickets not re-opened within period	95%	99%	99.60%	98.70%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Shippers	100%	100%	No Joiners	100%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Non Shippers	100%	No Joiners	100%	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%	100%	No Leavers	100%
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%	100%	100%	No Leavers
Customer Relationship Management	Quarterly	KVI relationship survey	95% starting to trust/ trust	91.67%	Next Survey-Mar Next Report-Apr	Next Survey-Mar Next Report-Apr
Customer Reporting (all forms)	Monthly	% of RFT against all reports dispatched	99%	99%	100%	100%
Demand Estimation obligations	Bi Annually	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	75% Met or Exceeded	100%	Next Survey-June Next Report-July	Next Survey-June Next Report-July
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%	100%	100%	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%	0.07%	0.08%	0.10%
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%
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	Zero P1 or P2 valid defects	0	0	0
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=four valid P3 defects	0	0	0
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=five valid P4 defects	2	0	0
Meter Read / Asset processing	Monthly	% of meter reads successfully processed	99.5%	99.98%	99.97%	99.97%
Meter Read / Asset processing	Monthly	% of asset updates successfully processed	99.5%	99.99%	99.60%	99.92%

DSC Key Performance Measures February 2021 – Cycle Time / Delivery

Journey / Process	Frequency	Measure Detail	Target Description	Dec-20	Jan-21	Feb-21
Customer Contacts	Monthly	% P5 queries responded to within SLA/ OLA	90%	90.76%	93.50%	96.31%
Customer Contacts	Monthly	% responded to within SLA	90%	96.18%	95.88%	96.26%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Shipper	100%	100%	No Joiners	100%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Non Shipper	100%	No Joiners	No Joiners	No Joiners
Customer Joiners/Leavers (UK Gas Market)	Monthly	% closure/termination notices issued in line with Service Lines (leave) Shipper	100%	100%	No Leavers	100%
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%	100%	No Leavers
Customer Relationship Management	Quarterly	Survey results delivered to CoMC in Month +1	100%	Next Report-Jan	100%	Next Report - Apr
Customer Reporting (all forms)	Monthly	% of reports dispatched on due date against total reports expected	100%	100%	100%	99.80%
Demand Estimation obligations	Monthly	DESC / CDSP DE obligations delivered on time	100%	On Track	On Track	On Track
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	96.64%	98.86%	98.92%
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	100%	100%	100%
Invoicing customers	Monthly	% of invoices sent on due date	100%	100%	100%	100%
Invoicing customers	Monthly	% of exceptions resolved within 2 invoice cycles of creation date	100%	98.50%	99.34%	99.33%
Manage Shipper Transfers	Monthly	% processed within SLA	100%	100%	100%	100%
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	80% in D+4	93.43%	91.11%	92.20%
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	95% in D+10	95.63%	94.86%	95.12%
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	98% in D+20	98.53%	97.29%	96.35%
Management of Customer Issues	Monthly	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	90%	100%	100%	100%
Managing Change	Monthly	% level 1 milestones met	95%	100%	100%	100%
Meter Read/Asset processing	Monthly	% requests processed within SLA	100%	100%	99.99%	99.98%
Monthly AQ processes	Monthly	% Notifications sent by due date	100%	100%	100%	100%



February DSC KPM Failure Summary

(As At 19th Mar 2021)

Key Performance Measures February 2021 – Right First Time Failures

Journey / Process	Frequency	Measure Detail	Target Description	Dec-20	Jan-21	Feb-21	Comments
Monthly AQ processes	Monthly	% of AQs processed successfully	100%	99.84%	99.99%	99.97%	<p>Performance is below 100% owing to small number of exceptions (3,801) created during this Feb'21 process, against 11.2m AQ rolling calculations for the month. These exceptions either pause the process or require manual rework, and as manual intervention is required to complete the transaction, we treat this as not 'Right First Time' (not a true representation of the actual quality of the end-state AQ calculation). All 3,801 exceptions were resolved, for which all impacted sites have had new rolling AQ's successfully calculated and updated in UK Link with an effective date of 1st March'21.</p> <p>All 3,801 exceptions were successfully resolved, rolling AQ's updated in UK Link, and reconciliations picked up on the March Amendment invoice run.</p>

Key Performance Measures February 2021 – Cycle Time Failures

Journey / Process	Frequency	Measure Detail	Target Description	Dec-20	Jan-21	Feb-21	Comments
Customer Reporting (all forms)	Monthly	% of reports dispatched on due date against total reports expected	100%	100%	100%	99.80%	Of the 425 reports issued in February'21 by CDS 1 'E-mail' report, for 1 shipper, was delivered late. We deliver the 'E-mail Reporting' service to Shippers and unfortunately due to human error we failed to issue this report to one individual shipper within SLA. For context, delivery of this report should have been by 5pm on 24/02 but was issued at 09:30 on 25/02. Liaison with the impacted shipper was swift who confirmed no impact or dissatisfaction of the delay in receiving the report. The Control Schedule utilised to manage our reports has been enhanced with a formula which changes the font colour to red if still outstanding on the deadline day.
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	98% in D+20	98.53%	97.29%	96.35%	Three factors have caused this KPM to fall below target for Feb'21: 1. <u>Increase in 2021 RFA Line In the Sand (LIS) requests</u> – 59% increase in the total volume of Request For Adjustments (a non-MOD565 contact) open when compared to this time last year. Unlike previous years we are seeing a very late flurry and high volume of LIS RFA activity, particularly from two shipper organisations, that is placing unforeseen pressure on our Invoicing Operational teams. 2. <u>COVID/Lockdown restrictions</u> – we continue to see a below-par performance of CMS contact types that require meter engineers, on behalf of DNs, iGTs, MAMs, etc. have to conduct site visits. 3. <u>Non-MOD565 CMS contacts awaiting action from external parties</u> – we continue to see prolonged wait times for external parties for action/clarification/more information to resolve contacts such as TOGs and RFAs.
Meter Read/Asset processing	Monthly	% requests processed within SLA	100%	100%	99.99%	99.98%	1111 reads from a monthly inbound total of 9,279,466 and 71 asset updates from a monthly inbound total of 429,303 were not processed within the 48-hour SLA due to such meter reads encountering an exception in our UK Link system. All such exceptions are being worked in-line with the 2-month invoicing cycle SLA, for which the majority of these 1182 have already been resolved in time for the March Amendment invoice run.
Invoicing customers	Monthly	% of exceptions resolved within 2 invoice cycles of creation date	100%	98.50%	99.34%	99.33%	284,530 exceptions were created and 282,630 cleared. There are two changes which will be deployed on 20th March, which will automate resolution of one exception scenario and inter-month reporting has been developed to focus resource on the exceptions which impact the monthly KPM. On top of this a small body of work will begin in April to clear all backlog exceptions, which will allow resources to clear all exceptions created in month. This should push the performance of this KPM even higher.