March DSC KPM Summary

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

Journey / Process	Frequency	Measure Detail	Target Description	Mar-21
Monthly AQ processes	Monthly	% of AQs processed successfully	100%	99.98%
Monthly AQ processes	Monthly	% of AQs at risk/ have defects	0.75%	0.35%
Customer Contacts	Monthly	% of Escalations raised against total query responses	Less than 5%	0.55%
Customer Contacts (technical)	Monthly	% of tickets not re-opened within period	95%	98.60%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Shippers	100%	100%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% of readiness criteria approved by customer (join) Non Shippers	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%	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
Customer Relationship Management	Quarterly	KVI relationship survey	95% starting to trust/ trust	84.85%
Customer Reporting (all forms)	Monthly	% of RFT against all reports dispatched	99%	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-June Next Report-July
Energy Balancing (Credit Risk Management)	Monthly	Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Invoicing customers	Monthly	% of invoices not requiring adjustment post original invoice dispatch	98%	100%
Invoicing customers	Monthly	% of customers that have been invoiced without issues/ exceptions (exc. AMS)	100%	100%
Invoicing customers	Monthly	% customers with less than 1% of MPRNs which have an AMS Invoice exception	97%	100%
Manage Shipper Transfers	Monthly	% of successful shipper transfers processed	100%	Under Review*
Manage updates to customer portfolio	Monthly	% of valid CMS challenges received (PSCs)	Less than 1%	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%	0.10%
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	Zero P1 or P2 valid defects	0
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=four valid P3 defects	0
Managing Change	Monthly	No of valid defects raised within PIS period relating to relevant change (excluding programmes)	<=five valid P4 defects	0
Meter Read / Asset processing	Monthly	% of meter reads successfully processed	99.5%	Under Review*
Meter Read / Asset processing	Monthly	% of asset updates successfully processed	99.5%	99.86%

* Owing to the nature of the P2 UKL file processing incident that originated from 28th March onwards we are not yet in a position to baseline the March'21 performance metrics for Transfers and Meter Read processing.
Following the completion of all post incident investigations to confirm that all data has been submitted to customers successfully, with all customer-raised queries and technical support tickets fully addressed, we will be in a position to finalise the actual performance standards for these KPMs for the March performance period.

DSC Key Performance Measures March 2021 – Cycle Time / Delivery

Journey / Process	Frequency	Measure Detail	Target Description	Mar-21
Customer Contacts	Monthly	% P5 queries responded to within SLA/ OLA	90%	96.36%
Customer Contacts	Monthly	% responded to within SLA	90%	95.00%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Shipper	100%	100%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% key milestones met on readiness plan (join) Non Shipper	100%	100%
Customer Joiners/Leavers (UK Gas Market)	Monthly	% closure/termination notices issued in line with Service Lines (leave) Shipper	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%	No Leavers
Customer Relationship Management	Quarterly	Survey results delivered to CoMC in Month +1	100%	Next Report - Apr
Customer Reporting (all forms)	Monthly	% of reports dispatched on due date against total reports expected	100%	100%
Demand Estimation obligations	Monthly	DESC / CDSP DE obligations delivered on time	100%	On Track
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	99.00%
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	100%
Invoicing customers	Monthly	% of invoices sent on due date	100%	100%
Invoicing customers	Monthly	% of exceptions resolved within 2 invoice cycles of creation date	100%	99.80%
Manage Shipper Transfers	Monthly	% processed within SLA	100%	Under Review*
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	80% in D+4	92.73%
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	95% in D+10	96.54%
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	98% in D+20	97.76%
Management of Customer Issues	Monthly	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	90%	100%
Managing Change	Monthly	% level 1 milestones met	95%	100%
Meter Read/Asset processing	Monthly	% requests processed within SLA	100%	Under Review*
Monthly AQ processes	Monthly	% Notifications sent by due date	100%	100%

* Owing to the nature of the P2 UKL file processing incident that originated from 28th March onwards we are not yet in a position to baseline the March'21 performance metrics for Transfers and Meter Read processing.
Following the completion of all post incident investigations to confirm that all data has been submitted to customers successfully, with all customer-raised queries and technical support tickets fully addressed, we will be in a position to finalise the actual performance standards for these KPMs for the March performance period.

March DSC KPM Failure Summary

Key Performance Measures March 2021 – Right First Time Failures

Journey / Process	Frequency	Measure Detail	Target Description	Mar-21	Comments
Monthly AQ processes	Monthly	% of AQs processed successfully	100%	99.98%	Performance is below 100% as a small number of exceptions (1,670) were created during this process, against 10m AQ rolling calculations for March. 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 1,670 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 April '21.
Customer Relationship Management	Quarterly	KVI relationship survey	95% Starting To Trust/Trust	84.85%	We saw growing Trust scores throughout 2020 and achieved the highest ever score of 91.67% in December 2020 - Q3 2020/21. This was driven by our customers experiencing improvements to customer engagement and operational service reliability. Our latest score of 84.85% March 2021 - Q4 2020/21, reflects how some customers feel about the separation of Xoserve and Correla. Whilst Shipper and IGT trust levels remain the same, the reduction in the overall trust score is driven by how our DN customers currently feel. DN's have reported a lack of contractual clarity in regards to answering the KPM Relationship survey, with DN's not yet able to trust Correla. A review of how we approach future KPM Relationship Management surveys is currently underway.

Key Performance Measures March 2021 – Cycle Time Failures

Journey / Process	Frequency	Measure Detail	Target Description	Mar-21	Comments
Manage updates to customer portfolio	Monthly	% CMS Contacts processed within SLA	98% in D+20	97.76%	The same three factors that caused this PI to fail in Feb'21 have again combined to see a failure of Mar'21: 1. Increase in 2021 RFA Line In the Sand (LIS) requests – 3.9x increase in RFAs in March '21 (4,606) compared to March '20 (1,179). 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. All LIS impactful RFAs prioritised. 2. COVID/Lockdown restrictions – 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 (e.g. DTLs, ISOs) 3. Non-MOD565 CMS contacts awaiting action from external parties – we continue to see prolonged wait times for external parties for action/clarification/more information to resolve contacts such as TOGs and DTLs.
Invoicing customers	Monthly	% of exceptions resolved within 2 invoice cycles of creation date	100%	99.80%	There were only 735 exceptions out of 372,249 not resolved within 2 invoicing cycles, however as the target is 100%, the KPM failed for March. Good progress has been made in resolving the underlying cause of exceptions and two Change Requests were successfully implemented in March to automate the resolution of one type of exception (MN09), which accounts for a high volume of those generated. Half of the residual backlog of 4500 exceptions were also resolved via the implemented automation, and teams are working to resolve the remaining backlog. It is expected that the backlog of non-workable exceptions will be completely cleared in April and performance will increases even closer to 100%.