



**November 2021 KPM / PI Operational
Performance Summary**

DSC+ v DSC KPM Performance for November 2021

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC+ Yr 1 Target Metric Only	Nov-21	DSC Target	Nov-21
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	99.90%	100.00%	100.00%	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	99.95%	99.50%	99.95%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	99.96%	99.50%	99.96%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	99.90%	99.99%	100.00%	99.99%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	1.00%	0.89%	0.75%	0.89%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	99.90%	100.00%	100.00%	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	99.50%	99.99%	100.00%	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	99.90%	100.00%	100.00%	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	86.00%	98.00%	86.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	99.00%	59.00%	100.00%	59.00%
KPM.11	% customers DSC with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	97.00%	100.00%	97.00%	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	99.50%	100.00%	100.00%	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	98.00%	99.66%	100.00%	99.66%
KPM.14	Number of valid P1 and P2 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	0	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	4	0	4	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	5	0	5	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Lee Foster / Neil Laird	Right First Time	95.00%	98.60%	95.00%	98.60%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Lee Foster / Neil Laird	Cycle Time	90.00%	96.45%	90.00%	96.45%
KPM.19	UK Link Core Service Availability	UKLink	Lee Foster / Neil Laird	Cycle Time	99.60%	99.99%	99.00%	99.99%
KPM.20	Gemini Core Service Availability	Gemini	Lee Foster / Neil Laird	Cycle Time	99.60%	100.00%	99.00%	100.00%

DSC+ v DSC PI Performance for November 2021

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC+ Yr 1 Target Metric Only	Nov-21	DSC Target	Nov-21
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	93.71%	95.00%	93.71%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80.00%	89.44%	80.00%	89.44%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	97.53%	98.00%	97.53%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	97.49%	90.00%	97.49%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	92.50%	100.00%	95.00%	100.00%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	99.00%	100.00%	100.00%	100.00%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	100.00%	99.00%	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	1.00%	0.09%	1.00%	0.09%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	93.27%	90.00%	93.27%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Right First Time	75.00%	N/A	75.00%	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	95.00%	100.00%	100.00%	100.00%
PI.12	KVI relationship survey	Customer Relationship Management	Andy Szabo / Tristan Unwin	Right First Time	85.00%	N/A	95.00%	N/A
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	Cycle Time	90.00%	100.00%	90.00%	100.00%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Andy Szabo / Alex Stuart	Right First Time	90.00%	100.00%	100.00%	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Tristan Unwin	Cycle Time	100.00%	N/A	100.00%	N/A
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	100.00%	100.00%	100.00%
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	100.00%	100.00%	100.00%
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	100.00%	100.00%	100.00%
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	100.00%	100.00%	100.00%
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	100.00%	100.00%	100.00%
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	100.00%	100.00%	100.00%
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	100.00%	100.00%	100.00%
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	100.00%	100.00%	100.00%
PI.27	% level 1 milestones met	Managing Change	Lee Foster / Andy Simpson / Ian Leitch	Cycle Time	90.00%	100.00%	95.00%	100.00%

DSC KPM Performance

Cycle Time Delivery

Journey / Process	Frequency	Measure Detail	Target Description	Sep-21	Oct-21	Nov-21
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	97.13% (98.82%)	98.04% (98.44%)	95.72% (98.09%)
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	100% (100%)	98.36% (99.86%)	96.06% (99.54%)

Right First Time/Quality

Journey / Process	Frequency	Measure Detail	Target Description	Sep-21	Oct-21	Nov-21
Energy Balancing (Credit Risk Management)	Monthly	Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%	100%	100%

Rolling average performance shown in brackets



November 2021 Failure Summary

Failed DSC+ KPM/PI Summary For November 2021

KPM / PI	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC+ Yr 1 Target Metric Only	Nov-21	Failure Commentary
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	86.00%	Issue identified with the October 2021 Commodity invoice, ran in early November, resulted in 373 invoices requiring adjustment (out of 2,559 invoices issued across all invoice types). The error margin of this issue resulted in c.£2,500 of commodity charges being misallocated, out of an industry net total of c.£15m. All impacted customers (94 in total) have been informed, with the largest impact to a single customer being an adjustment of £500. All adjustments will be performed w/c 13th Dec.
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	99.00%	59.00%	
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	93.71%	Performance has maintained across all 3 targets this month, we have continued to achieve the 4 day target and are close to achieving the 10 and 20 day target. We are working with the Networks and IGT's where contacts are sent out for investigation. The RFA team are continuing to work through the backlog and continuing to receive high volumes of RFA contacts which is having an impact on the measures.
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	97.53%	