



**April 2022 DSC KPM / PI Operational
Performance Summary**

DSC KPM Performance for April 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	Apr-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	99.997%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	99.93%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	99.96%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	0.75%	0.67%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.49%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.60%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	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%	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	100.00%	100.00%
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%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	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	100.00%	99.83%
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	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
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
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Lee Foster / Neil Laird	Right First Time	95.00%	98.26%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Lee Foster / Neil Laird	Cycle Time	90.00%	91.34%
KPM.19	UK Link Core Service Availability	UKLink	Lee Foster / Neil Laird	Cycle Time	99.00%	99.92%
KPM.20	Gemini Core Service Availability	Gemini	Lee Foster / Neil Laird	Cycle Time	99.00%	99.98%

DSC PI Performance for April 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	Apr-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95% in D+10	91.25%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80% in D+4	90.10%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98% in D+20	98.82%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	98.32%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	99.54%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	94.26%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	Less than 1%	0.03%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90% (in 30 secs)	96.09%
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
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	100.00%	100.00%
PI.12	KVI relationship survey	Customer Relationship Management	Andy Szabo / Tristan Unwin	Right First Time	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%
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	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%	100.00%
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%	N/A
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%	N/A
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%
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%	N/A
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%	N/A
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%	N/A
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%	N/A
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%
PI.27	% level 1 milestones met	Managing Change	Lee Foster / Andy Simpson / Ian Leitch	Cycle Time	95.00%	100.00%

DSC KPM Performance

Cycle Time Delivery

Journey / Process	Frequency	Measure Detail	Target Description	Feb-22	Mar-22	Apr-22
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	99.39% (98.79%)	99.60% (98.75%)	99.08% (98.67%)
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	100% (99.54%)	100% (99.54%)	100%(99.54%)

Right First Time/Quality

Journey / Process	Frequency	Measure Detail	Target Description	Feb -22	Mar-22	Apr-22
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



April 2022 DSC Failure Summary

Failed DSC KPM Summary For April 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	Apr-22	Month End Commentary
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	99.997%	We processed 345,943 Registrations in UK Link effective in April 2022. All transactions completed to a recognised end state, but due to file processing delays caused by SAP PO environment issues, 10 records were not processed right first time, resulting an performance of 99.997%. These records have since been worked through with impacted Shippers.
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.49%	<p>In April 2022, we processed:</p> <ul style="list-style-type: none"> 17,535 Withdrawal and Objection Records, of which 180 were processed and responded to outside of SLA due to SAP PO environment issues. 27,506 Nomination Records, of which 848 were processed and responded to outside of SLA. 388,997 incoming Registration transactions, of which 2,979 were processed and responded to outside of SLA. 345,943 outgoing Registration transactions of which 0 Effective in April were processed and issued out outside of SLA. <p>A total of 4,007 records were processed and responded to outside of SLA leading to the KPM failure for April.</p> <p>Within these 4,007, 10 shipper confirmations out of the 388,997 of April's registrations were inadvertently not processed. All 10 sites were either in a Withdrawn state or a Greenfield site and therefore on a reduced confirmation window. All impacted customers have been informed and offered dedicated support to reattempt confirmations.</p>
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.60%	117,234,767 reads and assets were received. 340 reads and 92 assets updates were not processed due to Exception processes . A total of 415,714 reads and 1,419 assets were not processed and responded to in time due to an issue with PO and files being delayed in processing.
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.83%	330,507 exceptions cleared out of 331,056 raised. A small volume of exceptions (549) miss the 2 month SLA due to being linked to changes and defects.

Failed DSC KPM/PI Summary For April 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	Apr-22	Month End Commentary
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95% (in D+10)	91.25%	<p>Whilst the D+4 and D+20 PI's have been comfortably achieved this month, the D+10 PI has unfortunately not been achieved.</p> <p>The reasons for this are primarily:</p> <ul style="list-style-type: none"> reduced contact volumes (especially ADD volumes which have returned to normal levels this month) Sustained high levels of RFA submissions, the quality of which is often poor and approximately 40% are sent back for DC or rejection. This creates additional 'hidden' workload for Correla without actually allowing the contact to be resolved.
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	94.26%	<p>Following M2C Implementation, a script used to process Gemini Data in the reporting system did not run automatically, as well as BW/BOD experiencing a number of data extract issues.</p> <p>As a result, reporting data generation was processed manually but the manual processing meant that Reports containing Gemini Data were available later than expected, or the expected data in the Reports was either missing or incomplete.</p> <p>The report corrections to ensure quality were manual, which meant that a total of 44 reports, out of a total of 767 for the month, were issued out late to Customers.</p>