



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

DSC KPM Performance for May 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	May-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	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%	99.92%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	99.98%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	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	0.75%	0.99%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.96%
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%	99.99%
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%	99.40%
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	4
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	4
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Lee Foster / Neil Laird	Right First Time	95.00%	98.99%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Lee Foster / Neil Laird	Cycle Time	90.00%	96.99%
KPM.19	JK Link Core Service Availability	UKLink	Lee Foster / Neil Laird	Cycle Time	99.00%	99.94%
KPM.20	Gemini Core Service Availability	Gemini	Lee Foster / Neil Laird	Cycle Time	99.00%	100.00%

DSC PI Performance for May 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	May-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	88.85%
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	86.74%
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	99.16%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	98.30%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	99.85%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	95.99%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	99.57%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	Less than 1%	0.07%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90% (in 30 secs)	96.50%
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	XVI relationship survey	Customer Relationship Management	Andy Szabo / Alison Jennings	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 / Alison Jennings	Cycle Time	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%	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%	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%
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%	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%
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	Mar-22	Apr-22	May-22
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	99.60% (98.75%)	99.08% 98.67%	99.59% (98.64%)
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	100% (99.54%)	100%(99.54%)	99.61% (99.50%)

Right First Time/Quality

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



May 2022 DSC Failure Summary

Failed DSC KPM Summary For May 2022

KPM / PI	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	May-22	Failure Commentary
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	99.99%	11,812,708 AQs were calculated in UK Link for the month of May'22. 9 AQ Updates impacted due to Exceptions being raised so while performance is not 100%, it's rounding to 100% at 2 decimal places as per the KPM logic. Actual performance is 99.9999%. Exception resolution is to schedule
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%	0.99%	There were 5 new AQ impacting defects raised in May, with one when profiled found to be affecting 62k sites. This is a substantial increase in MPRN count from the 10k reported in April
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.96%	In May, 149 transactions of the 343,673 registrations were processed late due to the Move to Cloud issues from last month. The notifications were issued a day late and so were sent to shippers in advance of the transfer.
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%	99.99%	126,260,859 reads and assets were received. 537 reads and 67 assets updates were not processed due to Exception processes
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.40%	220,438 created 219,136 cleared. A small volume of exceptions (1,302) miss the 2 month SLA due to being linked to changes and defects.

Failed DSC KPM/PI Summary For May 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT/SLT)	Measure Type	DSC Target	May-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	88.85%	This month we achieved the 4 and 20 standards. There has been an increase of RFA contacts compared to last month. The team are continuing to work though these processing where possible and rejecting / sending DC's where required. The team responsible for DTL and ISO contacts have been reviewing outstanding contacts, as a result of this we have contacted some IGTs and Networks to get an understanding of why they have been outstanding for a significant amount of time.
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	95.99%	<p>Following M2C implementation, two main issues impacted Customer Ops' ability to dispatch DSC reports to external customers within the usual, and agreed, monthly timescales:</p> <ul style="list-style-type: none"> RESOLVED: .ZIP files received from Gemini not functioning correctly meaning that Gemini data was not autonomously flowing into SAP BW. SAP BW/BODs experiencing data extraction issues