



# **June 2022 DSC KPM / PI Operational Performance Summary**

# DSC KPM Performance for June 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	Volumes	DSC Target Metric	Jun-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	343,673	100.00%	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	116,837,766	99.50%	99.95%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	493,060	99.50%	99.97%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	11,812,708	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	70,355	0.75%	0.22%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	343,673	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	126,260,859	100.00%	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	9,443,968	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	2,848	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	241	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	68	97.00%	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	2,848	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	432,432	100.00%	99.65%
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
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	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	0	5	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Lee Foster / Neil Laird	Right First Time	507	95.00%	98.70%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Lee Foster / Neil Laird	Cycle Time	2,174	90.00%	98.05%
KPM.19	UK Link Core Service Availability	UKLink	Lee Foster / Neil Laird	Cycle Time	N/A	99.00%	99.77%
KPM.20	Gemini Core Service Availability	Gemini	Lee Foster / Neil Laird	Cycle Time	N/A	99.00%	100.00%

# DSC PI Performance for June 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	Volumes	DSC Target Metric	Jun-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	23,276	95.00%	86.71%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	22,724	80.00%	85.74%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	25,977	98.00%	98.96%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	716	90.00%	95.81%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	716	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	659	100.00%	97.77%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	674	99.00%	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	17	1.00%	0.09%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	6,323	90.00%	95.28%
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	N/A	75.00%	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	9	100.00%	100.00%
PI.12	KVI relationship survey	Customer Relationship Management	Andy Szabo / Tristan Unwin	Right First Time	21	95.00%	96.43%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	Cycle Time	1	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	1	100.00%	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Tristan Unwin	Cycle Time	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	N/A	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	2	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	1	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	N/A	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	N/A	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	N/A	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	2	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	1	100.00%	100.00%
PI.27	% level 1 milestones met	Managing Change	Lee Foster / Andy Simpson / Ian Leitch	Cycle Time	1	95.00%	100.00%

# DSC KPM Performance

## Cycle Time Delivery

Journey / Process	Frequency	Measure Detail	Target Description	Apr-22	May-22	Jun-22
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	99.08% 98.67%	99.59% (98.64%)	99.79% (98.72%)
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	100%(99.54%)	99.61% (99.50%)	99.81% (99.49%)

## Right First Time/Quality

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



## **June 2022 DSC Failure Summary**

# Failed DSC KPM Summary For June 2022

KPM / PI	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	June-22	Failure Commentary
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%	99.69%	109,316,163 reads and 282,536 asset updates were received. 381 reads and 87 asset updates were not processed due to Exception processes. 561 reads not sent to Shipper in the MDR files due to issues with UK Link DR
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	99.65%	432,432 exceptions created and 430,929 exceptions cleared

# Failed DSC PI Summary For June 2022

KPM / PI	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC+ Yr 2 Target Metric Only	Jun-22	Failure Commentary
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	86.71%	<p>ISO and DTL contacts that require third party action continue to hamper Correla's ability to achieve this DSC+ PI target. One particular network has advised that due to high volumes needing a site visit that responses are taking longer than normal.</p> <p>Our invoicing team focusing on RFAs continue to work through an increased volume of average backlog contacts.</p>
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	99.00%	97.77%	<p>15 reports out of 674 were dispatched late through a combination of data quality issues that required rectifying before dispatching out to customers as well as late generation of the report from the reporting suite. All impacted reports were issued out to customers a day later than normal, with no customer negative verbatim or complaints incurred.</p>